



North Tyneside Council

**NORTH TYNESIDE COUNCIL
PUBLIC PROTECTION SERVICES**

Harvey Combe, Killingworth, Newcastle upon Tyne, NE12 6UB
Tel: (0191) 643 2165 Email: taxi.licensing@northtyneside.gov.uk

**HACKNEY CARRIAGE AND PRIVATE HIRE LICENSING
KNOWLEDGE TEST APPLICATION PACK
PRIVATE HIRE APPLICANT**

Office Use Only	
Date & time of 1 st Test	

An appointment to sit the test can be made in person, by telephone or email at the above office but must be paid for at least five working days in advance of the test. Two days notice is required should you wish to cancel your appointment otherwise your fee will be forfeited.

You should submit this form, completed in full, to the above office in person prior to the test date together with the fee and your driving licence. The fee for the test is £35.00; if you fail the test, you will be charged £26.00 per re-sit. You can have three attempts at passing the test within a 3 month period. If you fail to pass the test after three attempts you must wait for a period of at least 6 months from the date of the last test you took before being permitted to sit the test again. Further information about the test is given below.

IF YOU PASS the test and all other aspects of your application have been determined to be satisfactory (i.e. DBS check, medical, right to work check etc.), then your driver's licence will be granted and your i.d badges issued.

IF YOU FAIL the test you will be informed on which questions you have answered incorrectly and offered feedback on these.

If you have any queries regarding the content of the test or how the test will be carried out, or queries of a general nature, please contact a member of the Licensing Team at the above office.

APPLICANT DETAILS

Full Name: _____

Address: _____

Post Code: _____ **Date of Birth:** _____

Email Address: _____ **Contact Tel. No:** _____

North Tyneside Council processes personal data consistent with the General Data Protection Regulation and the Data Protection Act 2018. For more information about how the Council processes your personal data, please see our privacy notice on our website at: www.northtyneside.gov.uk

I declare that I have checked the information given on this form and to the best of my knowledge it is correct. The maximum penalty for making a false declaration is £1000.

Signed: _____ Date: _____

PASS / FAIL
OFFICER:
DATE:

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INFORMATION AND EXAMPLE QUESTIONS FOR CANDIDATES

The test takes place at the Licensing Office at Killingworth. It contains thirty questions relating to Driver Conduct, Licensing Law, Safeguarding and Conditions of Licence. Each of these questions is worth two marks.

Guidance notes and copies of the current conditions of licence relating to drivers, vehicle proprietors and operators have been included in this application pack to assist you.

Each question offers four possible answers; there is only **one** correct answer for each question and you must indicate which answer you think is correct by circling your choice. Please read each question carefully. An example is set out below.

You will be allowed up to 30 minutes to complete the test. The pass mark is 90% which means you must answer 27 of the 30 questions correctly. The test is generally marked immediately after you have completed it and you will be advised whether you have passed or failed straight away. If you fail the test you will be offered feedback on the questions you have failed on.

Important: The Council views candidates who cheat, or attempt to cheat, during the test to be acting dishonestly. Any candidate found cheating will be disqualified and the test fee will be forfeited. In addition, the candidate's conduct will be taken into consideration when determining their application for a licence.

Example question

When and how should a driver inform the Council of a change of address?

- a. The Council must be notified immediately by telephone
- b. The Council must be notified in writing within one month
- c. The Council must be notified in writing within seven days
- d. The driver can inform the Council when he/she applies to renew his/her licence

GUIDANCE NOTES

The law relating to Hackney Carriages, Private Hire Vehicles, their drivers and Operators is contained in the Local Government (Miscellaneous Provisions) Act 1976, the Town Police Clauses Act 1847, the Road Traffic Act 1988 and the Motor Vehicles (Construction and Use) Regulations 1986. Drivers of Hackney Carriages must also comply with a set of Byelaws set by the Council. Attached to the grant of each type of licence are Conditions of Licence and/or a Code of Good Conduct and Dress Code which must be complied with.

Vehicles: The Council will licence a vehicle as a Hackney Carriage or Private Hire Vehicle, subject to limits on passenger numbers, provided it is suitable in type, size and design; age; in good mechanical condition; is safe and comfortable and is covered by the appropriate certificate of insurance (i.e. Public or Private Hire). It is the applicant or licensee's responsibility to ensure, prior to purchase, the type of vehicle they wish to be licensed is suitable and is approved by the Council (minimum specifications apply). A vehicle will undergo a rigorous inspection by the Council's vehicle examiners and only when this test is passed and all other aspects of the application are satisfactory is a licence plate, windscreen sticker and door decals issued (lost or damaged licence plates/decals must be replaced and are available from the Council for a small administration fee).

Hackney Carriages are black in colour, must be fitted with an approved roof sign bearing the word "TAXI" and exhibit a white licence plate, which must be securely attached to the exterior of the rear of the vehicle. Hackney Carriages are licensed to ply for hire on designated ranks within the Borough or can be hailed in the street. The vehicle must display on both front doors a white circular decal supplied by the Council stating the vehicle is a licensed Hackney Carriage and is available for immediate hirings. A Hackney Carriage must be fitted with a meter of an approved type with the fares charged determined by the Council. Meters, after being checked for accuracy, must be sealed by Officers of the Council or an agent approved by the Council. The appropriate tariff must always be used when transporting passengers and a driver will commit an offence should a passenger be charged more than the amount shown on the taximeter. It is also unlawful to prolong a journey. Disabled passengers or passengers in wheelchairs must not be charged more than any other passenger and a hackney carriage driver will commit an offence if, without a reasonable excuse such as an aggressive passenger, he/she refuses to pick up a fare or carry out a hiring. A driver of a hackney carriage is exempt from wearing a seat belt only when plying for hire in their district or when carrying passengers.

Private Hire Vehicles can be any colour other than black but must not be fitted with a roof sign of any description. It must exhibit a yellow licence plate, which must be securely attached to the exterior of the rear of the vehicle and must display securely on both front doors a yellow oval sign supplied by the Council stating "*Licensed Private Hire Vehicle by advanced booking only*". A private hire vehicle cannot display the word "TAXI" or any other word or part of a word which in the opinion of the Council implies that the vehicle is a Hackney Carriage. Private Hire Vehicles must be pre-booked from an office - drivers must not take any part in the hiring process with a prospective passenger. The driver of a private hire vehicle will commit an offence should he/she rank up or be hailed in the street (known as plying for hire). Furthermore, the insurance for the vehicle may be invalidated. A Private Hire Vehicle need not carry a meter (if a meter is fitted it must be of an approved type, checked for accuracy and be sealed by Officers of the Council or an approved agent) and the Private Hire office from where the vehicle operates sets the fares charged: the Council does not set fares for private hire operators or vehicles. Drivers of private hire vehicles are exempt from wearing a seat belt only when passengers are being carried in the vehicle; at all other times the seat belt must be worn. Proprietors must inform the Council within 72 hours of their vehicle being involved in an accident that has resulted in damage to the vehicle so that its roadworthiness can be assessed. Advertising is permissible only on the rear doors, rear wings and boot area of a vehicle and must be approved by the Council prior to it being displayed. The name and/or telephone number of the Private Hire Company from which a vehicle is operating is allowed on a three-inch deep strip along the top edge of the windscreen.

Private Hire Operators are licensed by the Council to make provision for the invitation or acceptance of private hire bookings. It is the responsibility of an operator to ensure that all vehicles and drivers working from the office are licensed. In addition operators are required to maintain and make available for inspection various records relating to the operation of their business including lists of vehicles and drivers operated by them. Private hire operators licensed in one district can sub-contract bookings to another private hire operator licensed in another district but a driver and vehicle licensed in one district (i.e. North Tyneside) can only carry out bookings that have been provided by an operator licensed by the same district (i.e. North Tyneside). It is unlawful for a driver to carry out a booking received directly from an operator licensed in another district.

Drivers of Hackney Carriages or Private Hire Vehicles must conduct themselves in a civil and orderly manner and under no circumstances discriminate against a passenger because of, for example, their race, colour, gender or disability. Drivers should take all reasonable steps to ensure the safety of passengers conveyed in, entering or alighting from the vehicle and must attend promptly for any hiring. A driver must not, without the express consent of the hirer, eat or drink whilst in the vehicle, and not allow a radio to be a source of nuisance to any person inside or outside the vehicle. When a driver is working, he/she must be clean and respectably dressed. Smoking by drivers or passengers in the vehicle is prohibited at all times.

The Council issues two I.D. badges to drivers; one must be displayed on the dashboard of the vehicle and the driver must wear the other identity badge issued to him in such a position and manner as to be plainly and distinctly visible and so that the face of the bearer may be compared to the photograph on the badge. It is an offence for a driver not to wear his/her I.D badge when working (lost or damaged badges must be replaced and are available from the Council for a small administration fee).

It is the drivers' responsibility to ensure that children under 14 years of age are suitably restrained whilst in the vehicle and that no more than the number of passengers the vehicle is licensed to carry are conveyed during a hiring (children of any age included). Children under 3 years of age must not sit in a front passenger seat of a vehicle. A driver must not sound a horn to attract the attention of passengers – the horn is an audible warning device only to be used to warn of danger. The horn cannot be used between the hours of 23.30 and 07.00 or when the vehicle is stationary.

Drivers must inform the Council, in writing, within seven days of any change of address or of any convictions or cautions imposed on him/her during the period of the licence. A driver must also notify the Council immediately if he/she suffers any medical condition that calls into question their ability to carry out the duties of a licensed driver.

It is the driver's responsibility to ensure the vehicle they are driving is roadworthy and fit for hire and reward purposes. For example, the vehicle interior and luggage compartment should be clean and all tyres must have a minimum tread depth of 1.6 millimetres over the central three-quarters of their width.

Disabled persons form an important customer group and drivers are expected to be able to deal with a wide variety of situations when transporting such passengers with specific requirements. Passengers with disabilities are not all the same so assumptions and generalisations should not be made. Communication is of primary importance. Always present yourself to the passenger and identify yourself. Drivers should offer, but not insist on, assistance. It must be left to each individual passenger to decide whether assistance is required or not – the disabled person is the expert on his or her own disability. Drivers should, however, ensure that passengers board the vehicle safely and are suitably restrained. Should a passenger be a wheelchair user and not be able to, or wish to be, transferred to a car seat, the driver should ensure the wheelchair is securely anchored in the vehicle using the restraints provided, facing forward or rearward only. Wheelchairs (or prams or pushchairs) must not be carried sideways in a wheelchair accessible vehicle. Drivers should avoid sudden braking or acceleration. Passengers with disabilities must not be charged a higher fare either by the driver or by the operator for whom they work. For example a driver cannot start the meter until the passenger is safely seated in the vehicle and the vehicle is about to move off.

Passengers who are visually impaired should be given as much help as is necessary to assist them. They should be advised of the type of vehicle they are about to get into and the seating layout of the vehicle (a minibus, saloon, people carrier or London style cab for example). They should be informed as to which way the vehicle is facing, whether the door of the vehicle is open or not and asked whether they wish to sit in the front or rear.

Assistance dogs should not be spoken to or distracted in any way and must remain with their owner; they are exempt from the condition of licence that requires animals having to be carried in the rear of the vehicle. Drivers are only exempt from carrying assistance dogs if they have been granted an exemption by the Council. In such cases written confirmation from a driver's G.P must be provided confirming he/she has a medical condition that is aggravated by contact with dogs, or if they are allergic or have a chronic phobia to dogs.

Enforcement of legislation, byelaws, conditions of licence and the driver's code of good conduct/dress code is undertaken by the Council's Licensing Officers and failure to comply with any of the above could result in disciplinary action or legal proceedings being taken. Officers carry out regular spot checks of vehicles to ensure they remain roadworthy and are properly insured but it remains the legal responsibility of the proprietor and / or the driver to ensure their vehicle is fit for use and suitably insured whilst the licence remains in force.

In situations where non-compliance with the conditions of vehicle licence or contravention of the legislation or byelaws is noted Officers may issue a vehicle defect rectification notice (VDRS) to the proprietor. Such notices are appropriate where the immediate suspension of the vehicle licence is not required. The notice will require the proprietor to remedy the defect and present the vehicle for inspection within 5 working days at the Licensing Office. In certain cases where the safety of a vehicle is affected, for example where the tread on a tyre(s) is below the legal limit or the vehicle has suffered serious accident damage, the licence will be suspended and the vehicle will not be able to be used for hire and reward purposes until the repairs have been carried out, checked by Officers and the suspension lifted.

Safeguarding

Protecting children and adults at risk from harm and exploitation needs the help of the whole community. Raising awareness of this type of abuse is essential to preventing it and stopping it early when it does happen. Safeguarding is everyone's responsibility.

Safeguarding means protecting a person's health, wellbeing and human rights and enabling them to live free from harm, abuse and neglect. It is also about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect.

Exploitation is a form of abuse which is against the law. It can take many forms, including sexual exploitation, trafficking or transporting illegal drugs (County Lines). It usually involves someone taking advantage of someone for their own benefit. In all cases those who are exploiting others have power and control over their victims.

Signs to look out for include;

- Appearing to be in a vulnerable state due to alcohol or drugs, accompanied by someone when in this state and don't know where they are going,
- Being dropped off at a location which causes concern.
- An adult who appears secretive or are trying to hide the fact that they are with a young person
- Adults befriending young people, including buying them food and drinks
- Vulnerable people being picked up and taken to hotels, particularly at odd times of the day and night
- Adults who frequently come into premises with different young people
- Passengers who, although with peers, look uncomfortable or under duress
- Children or vulnerable adults travelling alone
- Children travelling at unusual hours (during school time, early in the morning or late at night)
- Children or adults unfamiliar with the local area, do not have a local accent and seem unsure about where they are going
- Unlicensed vehicles loitering in areas where there are likely to be people in a vulnerable state looking for a taxi or PHV to go home.

Contact the Police immediately if you have any concerns or think you have identified any of the signs outlined above.

Whistleblowing is when someone who works in or for an organisation passes on information, which they reasonably believe shows wrongdoing or a cover-up by that organisation. For example, if the activity is illegal or creates risks to the health and safety of others.

if you are concerned about the conduct of another driver, you must report this in confidence to taxi licensing taxi.licensing@northtyneside.gov.uk or tel 0191 6432165 or to the Police.

Conditions attached to a Hackney Carriage Proprietors Licence and Private Hire Vehicle Proprietors Licence

The following conditions are attached to the grant/renewal of the following vehicle licence. Failure to comply with the conditions may lead to action being taken against your licence.

STANDARD CONDITIONS

1. Maintenance of Vehicle

The vehicle, all of its fittings and any attached equipment shall at all times when the vehicle is in use or available for hire, be kept in a clean, safe, tidy and efficient state, and must also comply with all relevant statutory provisions including in particular those contained in the Road Vehicles (Construction and Use) Regulations 1986.

2. Alteration of Vehicle

No material alteration or change to the vehicle, its fittings or any attached equipment shall be made without the prior approval of the Authority.

3. Identification Plate

The licence plate supplied by the Authority and identifying the vehicle as a hackney carriage/private hire vehicle shall be securely fixed externally on or about the off side area of the rear bodywork or bumper of the vehicle in a conspicuous position and in such a manner as to be easily removed if necessary by an authorised Officer of the Authority or a constable. The plate must be maintained in a satisfactory condition and be legible.

4. Interior Identification Marking

A sign supplied by the Authority indicating the licence number and the number of passengers the vehicle is licensed to carry, shall be displayed inside the vehicle in a prominent position on the inside of the windscreen so as to be clearly visible to passengers. The sign must be maintained in a satisfactory condition and be legible.

5. Door Decals

There shall be attached centrally to each front door of the vehicle the appropriate hackney carriage or private hire vehicle decals supplied by the Authority. The decals must be securely affixed or in the case of Hackney Carriage Vehicle permanently affixed to the vehicle and these must be maintained in a satisfactory condition and be legible.

6. Safety Equipment

Where a ramp or ramps are used, they must be fitted/carried safely in the vehicle at all times. The ramps must be identified with the vehicle registration number.

7. Signs, Notices, Etc

No signs, notices, advertisements, video or digital display etc or other markings shall be displayed on, in or from the vehicle subject to the following exceptions:

- Any sign, notice or other marking required to be displayed by legislation or any condition attached to this licence
- Advertising on the rear doors, rear wings and boot area of the vehicle (of two-dimensional insignia type) approved by the Authority
- Advertising along the top 8 cm strip of the windscreen of the vehicle provided that it is not illuminated and it bears only the name and/or telephone number in block letters of the firm operating the vehicle.

Signs, notices, advertisements, video or digital display etc must not be of a content that the Licensing Officer deems to be offensive or abusive.

A sign must be affixed to the inside of the vehicle indicating that smoking is prohibited in the vehicle.

8. Change of Address

The proprietor shall notify the Authority in writing within seven days of any change of address during the period of the licence.

9. Convictions, Cautions, Fixed Penalty, Community Resolutions or On-going Investigations

The proprietor shall notify the Authority in writing within seven days if he/she is convicted of **any** offence or if he has been charged with an offence. He/she should **also** inform the Authority in writing within seven days of having received a caution, fixed penalty or community resolution and if released by the police on bail or under investigation.

10. Deposit of Drivers Licence

If the proprietor permits or employs any other person to drive the vehicle as a hackney carriage/private hire vehicle, the proprietor shall retain the person's hackney carriage/private hire drivers licence until such time as the driver ceases to be permitted or employed to drive the vehicle.

11. Transfer of Interest

The proprietor shall notify the Authority in writing, giving the name and the address of the new proprietor, within 14 days if he transfers his interest in the vehicle to another person.

12. Accident Notification

The proprietor shall notify the Authority as soon as is practicable, or in any case within 72 hours of any accident which results in damage to the vehicle.

13. Additional Charges

The proprietor shall pay the Authority any reasonable additional charges to be determined by the Authority for:

- A) the replacement of any lost, damaged or stolen plate, decal or sign provided by the Authority (and which is required to be attached or displayed on or in the vehicle as a condition of this licence);
- B) any vehicle test appointment for which the proprietor fails to present the vehicle for testing or which is cancelled by the proprietor without giving at least 48 hours notice to the Authority.

14. Insurance

All vehicles must have a current valid policy of insurance at all times appropriate to the vehicle.

If a vehicle is off the road and uninsured the proprietor must advise the Licensing Section in writing immediately or in any event within 72 hours.

Private Hire Driver Licence Conditions of Licence

The following conditions are attached to the grant of the following driver licence. Failure to comply with the conditions may lead to action being taken against your licence.

1. Conduct of Driver

The Driver shall:

1. Afford all reasonable assistance with passenger's luggage
2. At all times comply with the Authority dress code and behave in a civil and orderly manner
3. Take all reasonable steps to ensure the safety of passengers conveyed in, entering or alighting from the vehicle driven by him/her
4. Not without the express consent of the hirer, drink or eat in the vehicle.
5. Not without express consent of the hirer, play any radio or sound reproducing instrument or equipment in the vehicle he/she is driving to be a source of nuisance or annoyance to any person, whether inside or outside the vehicle.
6. Drivers are issued with two badges, one to be worn around the neck. At all times when acting in accordance with this licence a badge licensed to him/her must be displayed in such a position and manner as to be plainly and distinctly visible to passengers.

The Driver shall not smoke in the vehicle at any time, including when the vehicle is not available for hire.

2. Passengers

1. The driver shall not convey or permit to be conveyed in a private hire vehicle a greater number of persons than that prescribed in the licence for the vehicle.
2. The driver shall not allow there to be conveyed in the front of a private hire vehicle beside him/her:
 - (a) Any child below the age of three years, or
 - (b) More than one person

3. Lost Property

If any identifiable property is left in a private hire vehicle by any person who may have been conveyed therein is found by or handed to the driver, he/her shall take it as soon as possible in any event within twenty four hours, if not sooner claimed by or on behalf of its owner to a convenient police station and leave it in the custody of the Officer on his/her giving a receipt for it.

4. Written Receipts

The driver shall if requested by the hirer of a private hire vehicle provide him/her with a written receipt for the fare paid.

5. Animals

The driver shall not convey in a private hire vehicle any animal belonging to or in the custody of himself or the proprietor or operator of the vehicle whilst the vehicle is hired and he/she shall ensure that any animal belonging to or in the custody of any passengers is conveyed in the rear of the vehicle.

This does not apply to a disabled person's guide, hearing or assistance dog which must be carried in a private hire vehicle or hackney carriage vehicle without any additional charge, unless the driver holds a Certificate of Exemption on medical grounds issued under the Equality Act 2010.

6. Prompt Attendance

The driver of a private hire vehicle shall, if he/she is aware that the vehicle has been hired to be in attendance at an appointed time and place or he/she has otherwise been instructed by the operators or proprietor of the vehicle to be in attendance at an appointed time and place, punctually attend at the appointed time and place, unless delayed or prevented by sufficient cause.

7. Deposit of Licence

If the driver is permitted or employed to drive a private hire vehicle of which the proprietor is someone, other than himself, he/she shall before commencing to drive that vehicle deposit this licence with that proprietor for retention by him until such time as the driver ceases to be permitted or employed to drive the vehicle or any other vehicle.

8. Change of Address

The driver shall notify the Licensing Office in writing of his/her address during the period of the licence within seven days of such change taking place.

9. Medical Fitness

The driver must inform the Licensing Office immediately if he/she suffer from a medical condition or disability or a condition or disability previously notified worsens that may alter his/her ability to drive a vehicle.

A driver or prospective driver who receives medical treatment or medical consultation shall confirm with their medical attendant whether they are at that time fit to undertake the duties of a private hire vehicle driver. Where any medical attendant specifies that a driver or prospective driver should not drive for a determinate or indeterminate period that driver or prospective driver shall notify the Authority immediately in writing of such medical opinion.

The requirement will not apply to any temporary incapacity or treatment for the duration of which the driver or prospective driver does not intend to drive a private hire vehicle.

10. Convictions, Cautions, Fixed Penalty, Community Resolutions or On-going Investigations

The driver shall within seven days disclose to the Authority in writing details of **any** conviction (including all motoring offences), caution, fixed penalty or community resolution received during the period of the licence. The driver shall also notify the Authority in writing within seven days if he/she has been charged with an offence or has been released by the police on bail or under investigation.

11. People who have spent time overseas

Existing licensed drivers must notify the Authority in writing when they intend to leave the country for an extended period of 3 months or more. They must also notify the Authority on their return and complete a statutory declaration on the form provided by the Authority.

12. Return of Badges

The driver shall upon the expiry, revocation or suspension of this licence forthwith return to the Authority the driver's badges issued by the Licensing Office when granting this licence.

13. Taxi Meter

If a private hire vehicle is fitted with a taxi meter or other Authority approved device used to calculate the fare, the driver shall not cause the fare recorded thereon to be cancelled or concealed until the hirer has had a reasonable opportunity of examining it and has paid the fare (unless credit is to be given).

14. Fare to be Demanded

The driver shall not demand from any hirer of a private hire vehicle, fare in excess of any previously agreed for that hiring between the hirer and operator, or if the vehicle is fitted with a taxi meter and there has been no previous agreement as to the fare, the fare shown on the face of the taxi meter.

15. No smoking Policy

Smoking in a smoke-free place is prohibited under the Health Act 2006 by both the driver and passengers.

In this context a 'smoke-free place' includes a licensed hackney carriage and private hire vehicle as well as a private hire operator's premises.

Smoking also includes the use of e-cigarettes.

16. Renewal of Licence

The driver must apply to renew a private hire driver's licence in the four weeks preceding the expiry date of the licence.

17. Wheelchair Accessible Vehicles

All drivers of wheelchair accessible vehicles must:

- (i) Be fully conversant with the correct method of operation of all ramps, lifts and wheelchair restraints fitted to the vehicle.
- (ii) Before any movement of the vehicle takes place ensure that all wheelchairs are firmly secured to the vehicle using an approved restraining system and the brakes of the wheelchair have been applied.
- (iii) Ensure that any wheelchairs, equipment and passengers are carried in such a manner that no danger is likely to be caused to those passengers or to anyone else, in accordance with Regulation 100 of the (Construction and Use) Regulations 1986.

18. Responsibility Towards Authority Employees

Drivers are expected to be polite and courteous at all times and to comply with any reasonable request made by a Licensing or Civil Enforcement Officer or Testing Mechanic. Verbal or physical abuse will not be tolerated.

19. Subscription to the Disclosure and Barring Service (DBS) Update Service

All drivers will be required to subscribe to the DBS update service.

20. All drivers must read the Authority's Hackney Carriage and Private Hire Licensing Policy and act in accordance with the Policy as it applies to them.

Code of Good Conduct for Licensed Drivers

In order to promote its licensing objectives as regards hackney carriage and private hire licensing, the Authority has adopted the following Code of Good Conduct, which should be read in conjunction with the other statutory and policy requirements set out in this document.

1. Responsibility to the Trade

Licensees shall endeavour to promote the image of the Hackney Carriage and Private hire trade by:

- (a) complying with this Code of Good Conduct;
- (b) complying with all the Conditions of their Licence and the Authority's Hackney Carriage and Private Hire Licensing Policy; Byelaws
- (c) behaving in a professional manner at all times.

2. Responsibility to Clients

Licensees shall:

- (a) maintain their vehicles in a safe and satisfactory condition at all times;
- (b) keep their vehicles clean and suitable for hire to the public at all times;
- (c) attend punctually when undertaking a pre-booked hiring;
- (d) assist, where necessary, passengers into and out of vehicles;
- (e) offer passengers reasonable assistance with luggage.

3. Responsibility to Residents

To avoid nuisance to residents when picking up or waiting for a fare, a driver shall:

- (a) only use the vehicle horn in accordance with the law;
- (b) keep the volume of radio/cassette/cd player and VHF/digital radios to a minimum;
- (c) switch off the engine if required to wait;
- (d) take whatever additional action is necessary to avoid disturbance to residents in the neighbourhood.

At hackney carriage stands and other places where hackney carriages ply for hire by forming queues, drivers shall, in addition to the requirements above:

- (a) stand in an orderly manner and proceed along the stand in order and promptly;
- (b) remain in the vehicle.

At private hire offices a licensee shall:

- (a) not allow their radio/cassette/cd players or VHF/digital radios to cause disturbance to residents of the neighbourhood;
- (b) take whatever additional action is necessary to avoid disturbance to residents of the neighbourhood which might arise from the conduct of their business.

4. General

Drivers shall:

- (a) pay attention to personal hygiene and dress in accordance with the Dress Code;
- (b) be polite, helpful and respectful to passengers;
- (c) drive with care and due consideration for other road users and pedestrians and in particular shall not use a hand held mobile phone whilst driving;
- (d) obey all Traffic Regulation Orders and directions at all time;
- (e) not smoke in the vehicle at any time (this includes e-cigarettes);
- (f) not consume alcohol immediately before or at any time whilst driving or being in charge of a hackney carriage or private hire vehicle;
- (g) not drive while having misused legal or illegal drugs;
- (h) fulfill their responsibility to ensure compliance with legislation regarding the length of working hours.

PLEASE NOTE: ANY AMOUNT OF ALCOHOL OR DRUGS CAN AFFECT A DRIVER'S JUDGEMENT. THE AUTHORITY WILL TAKE A VERY SERIOUS VIEW OF ANY DRIVER BEING FOUND TO HAVE CONSUMED ANY ALCOHOL OR HAVING MISUSED ANY DRUGS WHILST IN CHARGE OF A LICENSED VEHICLE.

Drivers Dress Code

The purpose of a driver's dress code is to seek a standard of dress that promotes a positive image of the hackney carriage and private hire trade in North Tyneside, to enhance a professional image of licensed drivers and ensure that public and driver safety is not compromised.

The dress code is not a condition of licence and will not be enforced as such, however the Licensing Authority encourages drivers to comply with the requirements.

Acceptable Standards of Dress

Tops

- Shirts, blouses, T-Shirts or sweat tops should cover the shoulders and be capable of being worn inside trousers or shorts.
- Shirts or blouses may be worn with a tie or open necked.

Footwear

- Footwear for all drivers shall fit around the heel of the foot.

Unacceptable Standard of Dress

The following are deemed unacceptable:

- Clothing not kept in a clean condition, free from holes and rips.
- Words or graphics on any clothing that is of an offensive or suggestive nature or which might offend.
- Sportswear (e.g. football/rugby kits, track suits, beach wear etc).
- Sandals with no heel straps, flip flops or any other form of footwear not secured around the heel.
- Drivers not having either the top or bottom half of their bodies suitably clothed.

Private Hire Operators Licence Conditions of Licence

1. RECORDS

- (i) The records required to be kept by the operator under section 56(2) of the Local Government (Miscellaneous Provisions) Act 1976 must be kept in a suitable book, the pages of which are numbered consecutively, or other durable recording format and the operator shall enter or cause to be entered therein **before** the commencement of each journey, the following particulars of every booking of a private hire vehicle invited or accepted by him, including where a booking is sub-contracted (whether the vehicle that is used is licensed under section 48 of the 1976 Act, or is licensed as a hackney carriage under section 37 of the Town Police Clauses Act 1847):
- a) The time and date of the hiring
 - b) The name of the hirer
 - c) The agreed time of the pick-up
 - d) The point of pick-up
 - e) The destination
 - f) The proprietor, registration number, licence number and call sign of the vehicle/driver allocated for the booking
 - g) The name and licence number of the driver
 - h) Remarks (including details of any sub-contract)
- (ii) The operator shall also keep records of the particulars of all vehicles operated or used by him (whether licensed under section 48 of the Local Government (Miscellaneous Provisions) Act 1976 or under section 37 of the Town Police Clauses Act 1847, which particulars shall include details of the proprietors, registration numbers, licence number and drivers of such vehicles, together with any radio call sign used.
- (iii) All records which are required to be kept under the conditions of licence must be made available upon request to an authorised Officer of the Authority or a constable.
- (iv) The operator shall keep records of all desk clerks employed by him, including their name, date of birth and home address. A daily record must be kept of the time worked by each clerk.
- (v) The desk clerk shall sign the booking sheet at the start of each duty.
- (vi) All records kept by the operator shall be preserved for a period of not less than ONE year following the date of the last entry.

2. STANDARD OF SERVICE

The operator shall provide a prompt, efficient and reliable service to members of the public at all reasonable times and for this purpose shall in particular:

- a) Ensure that when a private hire vehicle has been hired to be in attendance at an appointed time and place, the vehicle shall, unless delayed or prevented by sufficient cause, punctually attend at that appointed time and place.
- b) Keep clean, adequately heated, ventilated and lit any premises which the operator provides and to which the public have access, whether for the purpose of booking or waiting.
- c) Ensure that any waiting area provided by the operator has adequate seating facilities.
- d) Ensure that any telephone facilities and radio equipment provided are maintained in a sound condition and that any defects are repaired promptly.

3. COMPLAINTS

The operator shall notify the Authority in writing, within seven days, of any complaints concerning a contract for hire or purported contract for hire relating to or arising from his business and of the action (if any) which the operator has taken or proposes to take in respect thereof.

4. CHANGE OF ADDRESS

The operator shall notify the Authority in writing of any change of his/her address during the period of the licence within seven days of such change taking place.

5. CONVICTIONS, CAUTIONS, COMMUNITY RESOLUTION OR ON-GOING INVESTIGATIONS

The operator shall within seven days disclose to the Authority in writing details of any conviction, caution or community resolution imposed on him/her (or, if the operator is a Company, of any its Directors) during the period of the licence. The operator shall within seven days disclose to the Authority in writing of any on-going police (or other authority) investigation of him (or, if the operator is a Company, of any its Directors).

6. OPERATORS LICENCE

Operators shall operate wholly from those premises specified in the licence and situated within the boundaries of the Borough of North Tyneside.

The Operator shall display the Operator's Licence issued by the Local Authority in a conspicuous position at the licensed premises.

7. SPECIAL CONDITIONS RELATING TO PORTACABINS

- (i) The operator will provide and maintain hot and cold running water and wash hand basin facilities, which will be permanently connected to the main sewage system.
- (ii) The operator will provide and maintain toilet facilities which are to be permanently connected to the main sewerage system.

8. Operators should read the Authority's Hackney Carriage and Private Hire Licensing Policy and act in accordance with Policy as it applies to them.

9. Renewal of Licence

The Operator must apply to renew a licence in the four weeks preceding the expiry date of the licence.