



Hackney Carriage Driver and Vehicle Rule Book

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GLOUCESTER CITY COUNCIL

HACKNEY CARRIAGE RULE BOOK

1. Drivers Licences

New Applications

- 1.1 A The applicant must have been the holder of a valid driving licence (NOT being a provisional licence) authorising him/her to drive a motor car in the UK for at least 12 continuous months, immediately prior to the date of application.
- ~~— B Licensed drivers must be able to communicate effectively with customers, Police or authorised officers and other road users. The applicant is expected to have a good command of the English language, both verbal and written and will be required to undertake an English proficiency test as approved by the Council and achieve a satisfactory score.~~
- 1.2 The applicant must be 21 years of age or over.
- 1.3 An application will not be granted unless the Licensing Authority is satisfied that the applicant is a fit and proper person to hold a Hackney Carriage licence.
- 1.4 Applicants for new licenses should have no more than three current penalty points on their DVLA licence.
- 1.5 To make an application, the applicant must:
- A. complete and submit to the Licensing Authority the appropriate application form
 - B. pay the appropriate fee
 - C. Take a photograph at the Council offices upon application as follows:
 - Be taken against a light background so that the applicants features are distinguishable and contrast against the background
 - Show the full face, uncovered, without sunglasses. Head coverings are NOT allowed unless due to religious beliefs
 - D. produce for examination a current valid DVLA driving licence, photo card or paper licence (if issued pre 1998), authorising him/her to drive a motor vehicle in the UK, showing his/her current home address. A licence check code must be generated and provided on the application form.
 - E. Provide a Disclosure and Barring Service (DBS) Enhanced Criminal Convictions Certificate which is registered for the online update service prior to licensing with the Council. The DBS certificate must specify 'Other Workforce', Child and Adult barring list information. In the interests of public safety, a licence is unlikely to be granted to any individual that appears on either barred list.

The Licensing Authority will conduct 6 monthly checks automatically.

The DBS certificate must be registered for the DBS Online Update Service and the registration must be kept active at all time. It is the responsibility of the licence holder to ensure that their subscription is paid and that their card details remain active with the DBS. If a subscription

lapses, the driver licence will be suspended until another DBS certificate has been issued and the DBS Online Update Service has been verified by the Licensing team. The DBS certificate that is used for the Online Update Service registration must be retained by the licence holder so that the Licensing Authority can view this upon request.

~~All applicants must sign up to the DBS online update service. If you've not yet applied for a DBS check, you can register for the update service using your application reference number (the 'form ref' on your application form). DBS must receive your application form within 28 days.~~

~~If you've already applied, you can register for the update service using your DBS certificate number. You must do this within 30 days of the certificate being issued.~~

- F. provide a satisfactory group 2 medical certificate from a GP that is no more than 3 months old on initial application.
- G. provide evidence of successful completion of the Driving Assessment for Hackney Carriage and Private Hire vehicles from the Council's approved list which are currently Diamond Advance Test, Green Penny or The Blue Lamp Trust (this needs to be the pass certificate and not the booking form) or equivalent driving test as approved by the Council. If it is your intention to drive a wheelchair accessible vehicle then you would need to complete the enhanced driving assessment as this includes the wheelchair exercise or equivalent wheelchair accessible driving test as approved by the Council. If you have completed the enhanced driving assessment then you would need to produce both pass certificates. (Please note you will be required to take the Driving Assessment every ten years).
- H. applicant must pass the Hackney Carriage Knowledge Test as set out by the Licensing Authority.
- I. Provide Safeguarding Awareness training certificate (as specified by Gloucester City Council). Refresher training will have to be undertaken every three years.
- J. A right to work check under the Immigration Act 2016 will be carried out before your licence is issued.
- K. Undertake the English proficiency test as approved by the Council and achieve a satisfactory score unless the applicant can demonstrate their ability to communicate in English by providing an appropriate educational certificate for a qualification related to English. Acceptable qualifications may include a GCSE (or equivalent) in a subject such as English language or literature, a degree in a subject containing substantial English content, or an NVQ or BTEC in a subject that requires its students to communicate well in English. If applicants are unable to provide such a certificate, or if the Licensing Officer is not satisfied that the certificates provided sufficiently demonstrate the applicant's ability to communicate in English, the applicant will need to pass the English proficiency test. English language proficiency requirements will apply to new applicants from date of adoption of these standards however, discretion remains to refer existing licence holder for an assessment on a case to case basis.

The assessment of fit and proper includes an assessment of an applicant or licensee's English language proficiency. A lack of English language proficiency could impact on a driver's ability to understand written documents, such as policies and guidance, relating to the protection of children and vulnerable adults and applying this to identify and act on signs of exploitation.

Oral proficiency will be of relevance in the identification of potential exploitation through communicating with passengers and their interaction with others.

Applicants for a hackney carriage or private hire driving licence must therefore have a sufficient English language proficiency and be able to demonstrate this.

- 1.6 Applicants are required to notify the Licensing Authority of any convictions, cautions, fixed penalties or pending court cases during the application process (i.e. the time between the application being submitted and the licence being granted)

Additional Application Requirements for Foreign Nationals and Persons that have resided outside of the UK

- 1.7 The Licensing Authority must be satisfied that the applicant is a fit and proper person. In order to determine this, an applicant who is a foreign national or has resided outside of the UK must also do the following:

- A. complete an enhanced Disclosure and Barring Service application form (as detailed in the new applicant section above). To complete this application, the applicant must provide all addresses for the past 5 years including any addresses that are outside of the UK. The enhanced criminal record disclosure will show any convictions that have been committed in the UK.
- B. ~~in addition to the enhanced Disclosure and Barring Service application, the applicant must provide the Licensing Authority with a criminal record check from all countries outside of the UK that they have resided in from the age of 18 or, if those countries do not provide such information, a certificate of good conduct from the Embassy or Diplomatic Mission from all countries that they have resided in from the age of 18. This certificate must be an original and if in a foreign language must be accompanied by an original certified translation from a sworn translator. Any costs incurred to obtain such certification must be paid for by the applicant.~~

Where any applicant has been resident abroad at any time from the age of 18 prior to an application they must provide a Certificate of Good Conduct, a Criminal Record Check or similar document from each and every country within which they have been resident. Residency for these purposes is considered by this Licensing Authority as where the person has lived in a country for longer than 6 months in a given calendar year. Where this Certificate has been produced in a non-English language, the applicant is required to produce a translation of the Certificate from the Embassy or Consulate of that country and provide the original document. An exception might be permitted where a refugee has been allowed to stay in the UK and has been given asylum, and this exception will only apply to that country. <https://www.gov.uk/government/publications/criminal-records-checks-for-overseas-applicants> will assist you further in obtaining this document.

- C. the Licensing Authority must be satisfied that the applicant holds an appropriate driving licence to drive in the UK. If the applicant has an exchangeable drivers licence for a non-EU/EEA designated country they need to convert it to a GB DVLA Licence prior to applying for a Hackney Carriage Drivers Licence. The convertible licence can be used to demonstrate they have been driving for 1 year before applying for a Hackney Carriage Drivers Licence.
- D. an applicant must be eligible to work in the UK and, if appropriate, will need to provide evidence of this.

- E. Applications will not be accepted from foreign nationals that hold a Student Visa.

Renewal Applications

- 1.8** A renewal application must be completed prior to the expiry date of the Hackney Carriage driver's licence. Drivers will be sent a reminder around 6 weeks before their licence is due to expire. Applications should be submitted at least 14 days prior to expiry, to ensure it can be assessed and issued on time. There is no period of grace if a renewal is submitted after the expiry date; failure to renew on time will require a new application being made including a criminal record check and medical report. It is an offence to drive a Hackney Carriage without the appropriate Hackney Carriage driver's licence. A Licence can be renewed up to one month before the current expiry date and the new licence will be post dated to the expiry date.
- 1.9** A licence will not be renewed without all supporting documentation being received. A Licence renewed after the expiry date will run from the date the new licence is issued. The period from expiry to actual renewal date will be unlicensed, and the driver may not drive a licensed vehicle during these periods.
- 1.10** To make a renewal application, the applicant must:
- A. complete and submit to the Licensing Authority the appropriate renewal application form.
 - B. pay the appropriate fee.
 - C. Take a photograph at the Council offices upon application as follows:
 - Be taken against a light background so that the applicant's features are distinguishable and contrast against the background.
 - Show the full face, uncovered, without sunglasses. Head coverings are NOT allowed unless due to religious beliefs.
 - D. produce for examination a current valid DVLA driving licence, photo card or paper licence (if issued pre 1998), authorising him/her to drive a motor vehicle in the UK, showing his/her current home address. A licence check code must be generated and provided on the application form.
 - E. ~~complete an enhanced Disclosure and Barring Service application form and provide appropriate identity documentation where appropriate.~~ **The Licensing Authority will conduct 6 monthly DBS checks automatically. You must provide a Disclosure and Barring Service (DBS) Enhanced Criminal Convictions Certificate which is registered for the online update service. The DBS certificate must specify 'Other Workforce', Child and Adult barring list information.**
The DBS certificate must be registered for the DBS Online Update Service and the registration must be kept active at all time. It is the responsibility of the licence holder to ensure that their subscription is paid and that their card details remain active with the DBS. If a subscription lapses, the driver licence will be suspended until another DBS certificate has been issued and the DBS Online Update Service has been verified by the Licensing team. The DBS certificate that is used for the Online Update Service registration must be retained by the licence holder so that the Licensing Authority can view this upon request.
 - F. if appropriate, provide a satisfactory group 2 medical certificate from a GP that is no more than 3 months old from the date of renewal,
 - G. an applicant must be eligible to work in the UK and, if appropriate, will need to provide evidence of this.

- H. All existing licence holders must attend refresher training every 3 years. Failure to undertake the training within the timescales, except in exceptional circumstances at the discretion of the Licensing Officers, will lead to suspension of the licence until such a time as the training is completed. Licence holders who were licensed before this policy came into effect have 3 years to undertake the refresher training.

2. Vehicle Licences

- 2.1 Gloucester City Council does not grant a Hackney Carriage and Private Hire vehicle licence for any vehicle that is already licensed by another authority.

New Applications

- 2.2 To make an application the applicant must:
 - A. complete and submit to the Licensing Authority the appropriate application form.
 - B. pay the appropriate fee.
 - C. Provide proof of ownership, for example bill of sale, i.e. receipt for the money paid for the vehicle, invoice for the vehicle or hire purchase agreement in applicants' name.
 - D. Produce a V5 Registration document (or new keepers supplement).
 - E. produce an appropriate insurance certificate or cover note for Hackney Carriage purposes in accordance with the requirements of current legislation. If a cover note is offered, the full insurance certificate or further cover note should be presented within 2 working days of the cover note expiry date. Failure to do so will result in the licence being suspended.
 - F. produce a current MOT certificate (unless the vehicle is less than 1 year old).
 - G. produce a current Licensing Authority vehicle inspection certificate that is no more than 2 months old from date of application.
 - H. produce proof of a meter inspection certificate from an approved installer that is dated to the Councils current tariff.
 - I. A Basic DBS check by the vehicle proprietor if they are not a licensed driver with Gloucester City Council.

Renewal Applications

- 2.3 A renewal application must be completed prior to the expiry date of the Hackney Carriage vehicle licence. Drivers will be sent a reminder around 6 weeks before their licence is due to expire. Applications should be submitted at least 14 days prior to expiry, to ensure it can be assessed and issued on time. There is no period of grace if a renewal is submitted after the expiry date. If the vehicle then does not meet any of the conditions in particular the age criteria then the vehicle will not be relicensed. It is an offence to drive a Hackney Carriage without the appropriate Hackney Carriage vehicle licence. A Licence can be renewed up to 1 month before the current expiry and the new licence will be post dated to the expiry date.
- 2.4 A Licence will not be renewed without all supporting documentation being received. An application to renew a licence that is submitted before expiry date but does not have all the supporting documentation will not be renewed, the licence will not be issued until such time that all documentation has been received. The period from expiry to actual issue date will be unlicensed, and the vehicle may not be used for Hackney Carriage purposes.
- 2.5 To make a renewal application the applicant must:
 - A. complete and submit to the Licensing Authority the appropriate renewal application form.

- B. pay the appropriate fee.
- C. produce a V5 registration certificate in the applicants name.
- D. produce an appropriate insurance certificate or cover note for Hackney Carriage purposes (public hire) in accordance with the requirements of current legislation. If a cover note is offered, the full insurance certificate or further cover note should be presented within 2 working days of the cover note expiry date. Failure to do so will result in the licence being suspended.
- E. produce a current MOT certificate and advisory notice if applicable.
- F. produce a current Licensing Authority vehicle inspection certificate that is no more than 2 months old from date of application. Where an MOT has been carried out within the last two months without the added vehicle inspection checks, a Licensing and Enforcement Officer can then check the cosmetic elements for an appropriate fee.
- G. produce proof of a meter inspection certificate from date of application.
- H. **Basic DBS check by the vehicle proprietor if they are not a licensed driver with Gloucester City Council.**

Transfer of Ownership Applications

2.6 To make a transfer application the applicant must:

- A. complete and submit to the Licensing Authority the appropriate transfer application form.
- B. pay the appropriate fee.
- C. Produce a letter from the previous owner stating that they are no longer using the vehicle as a Hackney Carriage vehicle.
- D. Produce a V5 Registration document (or new keepers supplement).
- E. produce an appropriate insurance certificate or cover note for Hackney Carriage purposes in accordance with the requirements of current legislation. If a cover note is offered, the full insurance certificate or further cover note should be presented within 2 working days of the cover note expiry date. Failure to do so will result in the licence being suspended.
- F. produce a current MOT certificate and advisory notice if applicable.
- G. produce proof of a meter inspection certificate from an approved installer that is dated to the Councils current tariff.
- H. **Basic DBS check by the vehicle proprietor if they are not a licensed driver with Gloucester City Council.**

Change of Vehicle Applications

2.7 To make a change of vehicle application the applicant must:

- A. complete and submit to the Licensing Authority the appropriate change of vehicle application form.
- B. pay the appropriate fee.
- C. provide proof of ownership, for example bill of sale, i.e receipt for the money paid for the vehicle, invoice for the vehicle or hire purchase agreement in applicants' name.
- D. produce a V5 Registration document (or new keepers supplement).

- E. produce an appropriate insurance certificate or cover note for Hackney Carriage purposes in accordance with the requirements of current legislation. If a cover note is offered, the full insurance certificate or further cover note should be presented within 2 working days of the cover note expiry date. Failure to do so will result in the licence being suspended.
- F. produce a current MOT certificate and advisory notice if applicable (unless the vehicle is less than 1 year old).
- G. produce a current Licensing Authority vehicle inspection certificate that is no more than 2 months old from date of application. Where an MOT has been carried out within the last two months without the added vehicle inspection checks, a Licensing and Enforcement Officer can then check the cosmetic elements for an appropriate fee.
- H. produce proof of a meter inspection certificate from an approved installer that is dated to the Councils current tariff.
- I. return any plates previously issued by the Licensing Authority.

Change of Registration of Vehicle Applications

2.8 To make a change of registration application the applicant must:

- A. complete and submit to the Licensing Authority the appropriate change of vehicle registration application form.
- B. pay the appropriate fee.
- C. produce confirmation of change of registration from DVLA.
- D. produce an appropriate insurance certificate or cover note for Hackney Carriage purposes in accordance with the requirements of current legislation. If a cover note is offered, the full insurance certificate or further cover note should be presented within 2 working days of the cover note expiry date. Failure to do so will result in the licence being suspended.
- E. produce a current MOT certificate showing the new registration.
- F. return any plates previously issued by the Licensing Authority.

3. General Conditions

Delegated Powers

- 3.1** Gloucester City Council will always have regard to this policy document and its objectives in exercising its taxi and private hire licensing functions. However, each application or enforcement measure will be considered on its own merits, and the Council has discretion to make exceptions to this policy. Where the Council makes exceptions to this policy, clear reasons will be given for the exception being made.
- 3.2** All matters under this policy that need to be decided urgently and are either sensitive or contentious will be considered by the Head of Place.
- 3.3** All matters under this policy that need to be decided urgently that are non-sensitive or non-contentious will be considered by the City Improvement and Environment Manager.

Alteration of Existing Conditions

- 3.4 A.** The Council may alter these conditions upon the giving of 28 days notice in writing to the licence holder that any of these conditions are deleted, any new ones inserted or existing conditions altered.

- B. Any alteration of conditions under this condition will be consulted upon in the normal way and the licence holder will have the right to appeal to the Magistrates Court. The Licensing and Enforcement Committee will consider conditions, and any comments as a result of the consultation in the normal way.

Disciplinary Action

- 3.5 A breach of any of these general conditions may result in disciplinary action in accordance with the Council's approved enforcement policy, Hackney Carriage and Private Hire Regulatory Guidelines and use of the penalty points totting up procedure.
- 3.6 The City Improvement and Environment Manager may at any time considered necessary, refer a driver or operator to the Council's Licensing and Enforcement Sub-Committee to assess their suitability to be licensed. Such matters may include: discovery of a conviction or caution, complaints against the person, accumulation of totting up penalty points on the Council's internal procedure, at least one warning within a 12 month period.
- 3.7 There is a power to immediately suspend or revoke a Hackney Carriage Driver's Licence on the grounds of public safety under Section 61 (2B) of the Local Government (Miscellaneous Provisions) Act 1976.

Complaints Procedure

- 3.8 Details of the Council's complaints procedure for Hackney Carriage and Private Hire can be found in the approved 'hackney carriage and private hire regulatory guidelines'.

Penalty Points Scheme

- 3.9 The council operates a penalty points system on private hire and dual driver licences to help ensure all drivers, owners and vehicles adhere to basic minimum standards, details of which can also be found in the Council's approved HC and PH regulatory guidelines.

Drivers

- 3.10 Licensed Hackney Carriage and Private Hire Drivers must ensure that they comply with the requirements of the Town Police Clauses Act 1847, The Local Government (Miscellaneous Provisions) Act 1976 and any other legislation applicable to their role.

Duration of Licence

- 3.11 A Drivers licence shall remain in force for up to 3 years. **The Council retains the right to only issue a licence for 1 year duration if appropriate.**

Medical Criteria

- 3.12 Once a driver has reached the age of 45, he/she must have a medical every 5 years on renewal of the drivers licence until he/she reaches the age of 65. From the age of 65 he/she will have a medical annually.
- 3.13 If a driver develops any health or medical issues that may affect his/her fitness as a driver during the period of their licence; they must notify the Licensing Authority immediately and where appropriate the DVLA. Should this mean that a driver is required to cease driving for a period of time the Licensing Authority must receive written medical clearance from the drivers GP in order to

resume driving. The GP undertaking the medical assessment will need to declare that they have seen the driver's medical records.

Requirement to Return Drivers Badge

- 3.14** If a driver is no longer licensed as a Hackney Carriage driver, he/she must return his/her licence, badge and any other related items to the Licensing Authority within 7 days.

Notification of Changes

- 3.15** If a driver moves house or changes his/her name, or if any other personal details included on the current licence changes, he/she must inform the Licensing Authority in writing within 7 days (see also 4.4).
- 3.16** If a driver leases a vehicle from another driver, he/she is obliged to inform the Licensing Authority, as to who owns the vehicle that they are driving and to produce a current insurance certificate naming both the owner and driver. The Licensing Authority must be notified in writing within 7 days if anything changes. The driver must also notify when they change operators or work for multiple Operators and identify which Operator(s) so that the Council can update their records.

Convictions, Cautions and Fixed Penalties

- 3.17 A.** ~~If a driver receives any cautions, convictions, fixed penalties or has a court case pending, he/she MUST inform the Licensing Authority in writing within 7 days 48 hours of being formally notified of any such charge, fixed penalty, summons or conviction, or in the case of a custodial sentence as soon as reasonably practical.~~

Licence holders are required to notify the Licensing Authority within 48 hours any of the following:

- an arrest and release, charge or conviction of any sexual offence
- any conviction, caution, fixed penalty or court case pending
- any motoring offence including speeding fines

(Even if it is from a Gloucester City Council department or another Local Authority you still need to notify Gloucester City Council's Licensing Team).

An arrest for any sexual offence, any offence involving dishonesty or violence and any motoring offence is likely to result in a review by the issuing authority as to whether the licence holder is fit to continue.

It is a requirement of your driver licence that you must notify the Police that you are a licensed driver upon arrest or whilst being Interviewed Under Caution.

- B.** If a driver fails to notify of any cautions, convictions or fixed penalties within ~~seven days~~ **48 hours** of being formally notified of any such charge, then penalty points will be issued. If this is picked up on a renewal application and these penalty points issued take the driver over 12 within a 12 month period, then the Licensing Team will not be in a position to renew the Hackney Carriage driver's badge. The Licensing Team will therefore refer the driver to the Licensing and Enforcement Sub-Committee for members to decide if they continue to be a fit and proper person.

- C. Notification of accidents (please see 4.5).

Code of Conduct

3.18 A Hackney Carriage driver shall always act in accordance with the following:

- A. wear the Hackney Carriage drivers badge provided by the Licensing Authority, in such a position and manner as to be plainly visible to the customer.
- B. have a clean and tidy appearance.
- C. behave in a polite and courteous manner in front of customers, Licensing and Enforcement Officers, Elected members, to each other and to other road users.
- D. take reasonable precautions to ensure the comfort and safety of passengers including when they are getting in and out of the vehicle.
- E. attend punctually at the appointed time and place when hired.
- F. if requested, offer reasonable assistance with the loading and unloading of bags and luggage.
- G. offer reasonable assistance to passengers with a disability when they are getting in and out of the vehicle and, if appropriate, to and from their starting point or destination. If assistance is declined then continue to act in a polite and courteous manner.
- H. unless otherwise directed by the hirer, shall proceed to the given destination by the shortest or most economical route .
- I. not eat or drink in the vehicle whilst working as a Hackney Carriage driver.
- J. comply with a customer's request not to play any radio or other sound emitting device in the vehicle, other than for the purpose of sending or receiving messages in connection with the operation of the vehicle.
- K. not play any radio or other sound producing device in the vehicle so loud that it causes a noise nuisance to anyone inside or outside of the vehicle.
- L. not carry animals in the vehicle whilst working except for those carried in connection with the hirer of the vehicle. The driver has the discretion to decide whether he/she wants to carry animals belonging to a passenger in the vehicle, however, the animal may only be carried in the rear of the vehicle (see also 4.11).
- M. it is an offence to drive a vehicle whilst using a mobile phone. All Hackney Carriage drivers who wish to operate a mobile phone must ensure that a suitable means of hands-free operation is installed in the vehicle.
- N. remain vigilant and comply with local speed limits.
- O. comply with Smokefree Legislation (please see 4.6 and 4.7).
- P.. Provide the customer with a receipt if requested.

Lost Property

3.19 As soon as possible after a passenger has left the vehicle, the driver should check to make sure that no property has been left behind.

3.20 If a passenger does leave something in a vehicle and it is not claimed within 48 hours, the driver should take it to the Licensing Authority offices or to the local Police Station and get a receipt from the Duty Officer.

National Register of Taxi Licence Refusals and Revocations Drivers (NR3)

3.21 Gloucester City Council has signed up to the National Register of Taxi Licence Refusals and Revocations (NR3), a mechanism for licensing authorities to share details of individuals who have had a hackney carriage or private hire driver licence revoked, or an application for one refused. The register is used for assessing whether an individual is a fit and proper person to hold a hackney carriage or private hire driver licence.

Therefore:

- Where a hackney carriage or private hire driver licence is revoked, or an application for one refused, the authority will automatically record this decision on NR3.
- All applications for a new driver licence or driver licence renewal will automatically be checked on NR3. If a search of NR3 indicates a match with an applicant, the authority will seek further information about the entry on the register from the authority which recorded it. Any information received as a result of an NR3 search will only be used in respect of the specific license application and will not be retained beyond the determination of that application. The information recorded on NR3 itself will be limited to:
 - name
 - date of birth
 - address and contact details
 - national insurance number
 - driving licence number
 - decision taken
 - date of decision Drivers
 - date decision effective Information will be retained on NR3 for a period of 25 years.

This is a mandatory part of making a new or a renewal application for a hackney carriage or a private hire driver licence.

A decision to refuse or revoke a licence where this decision related to a risk of harm to a child or vulnerable adult, will be referred to the DBS and Gloucestershire Constabulary.

All new and renewal driver licence applications will be checked against the NR3 to ensure that no action has been taken by any other Licensing Authorities.

Vehicles

General

3.22 Owners may apply for a particular vehicle to be exempt from some or all of the licensing requirements contained in this policy. Such exemptions are likely to be granted only in exceptional circumstances and each case will be on its own merits.

- 3.23** All new Hackney Carriage Vehicles licensed in Gloucester City must be wheelchair accessible.
- 3.24** Where a Hackney Carriage Vehicle Licence has been issued to allow a wheelchair accessible vehicle or people carrier to be operated, then that vehicle licence is issued conditional on:-
- A.** the vehicle always remaining as a wheelchair accessible vehicle or people carrier type; and
 - B.** the vehicle licence not being transferred to a non-wheelchair accessible vehicle or non-people carrier type.
- 3.25** Where a Hackney Carriage Vehicle Licence has been issued to allow a saloon type vehicle to be operated, then that vehicle may be replaced by a Saloon type vehicle at the end of its working life. The vehicle may be changed to a larger/different class of vehicle e.g. a wheelchair accessible or multi-person carrier and revert back to a saloon type at the owner's discretion.
- 3.26** The vehicle shall be of suitable size, shape and design to be safe and comfortable for passengers.
- 3.27** The vehicle must be right-hand drive and have a minimum of 4 doors.
- 3.28** The vehicle must be constructed and the doors open sufficiently wide as to allow easy access and egress from the vehicle and cause no inconvenience to passengers.
- 3.29** The licence holder shall ensure that all fittings and seats are such to be efficient, safe, tidy and clean.
- 3.30** The licence holder shall ensure the exterior of the vehicle is kept clean and in good repair.
- 3.31** The vehicle must be fitted with a spare wheel and tyre or space saver where supplied at the time of manufacture.
- 3.32** The vehicle must comply with all traffic regulations and legislation in force.
- 3.33** No changes to the specification, design or appearance shall be made to the vehicle without the prior approval of the Licensing Officer.
- 3.34** Any vehicle that has been modified since manufacture or is imported must have the appropriate approval certificate e.g. a Single Vehicle Approval Certificate.
- 3.35** Tinted windows will only be accepted if it meets manufacture specification and comply with current legislation.

Vehicle Age and Testing

- 3.36** Vehicles must comply with the following conditions in relation to age and length of service;
- A.** vehicles will not be accepted for licensing on the first occasion after 5 years from the date of the first registration regardless of whether it was previously licensed with Gloucester City Council or anywhere else in the UK and must be of the latest Euro standard currently it is Euro 6, these are for vehicles registered after 1st September 2015.
 - B.** the vehicle will not be re-licensed once it has reached its 10th anniversary from the date of the first registration. All existing vehicles will need to be Euro 6 compliant by 2023. If a vehicle is transferred before 2023 then it will need to be replaced with a vehicle that is Euro 6 compliant.
 - C.** metropolitan type vehicles designed and constructed for the purpose of conveying members of the public are exempt from condition 3.35(a), but must be of Euro 6 standard. They will not be re-licensed once they have reached its 15th anniversary from the date of first registration. Existing metropolitan type vehicles that are currently licensed and over 15 years of age will have 3 years to change the vehicle for it to become Euro 6 compliant.

- D. all vehicles must be tested annually to the current Licensing Authority standards. Once the vehicle has reached the age of 8 years since the first date of registration, the vehicle shall be tested at 6 monthly intervals from the date of its last vehicle inspection test and submitted to the Licensing Authority until it has reached its service limit of 10 years since first date of registration.
- E. if the condition of the vehicle deteriorates below the acceptable standard set in the Licensing Authority vehicle test at anytime during the working life of the vehicle, the Licensing Officer reserves the right to withdraw the licence.

Colour of Vehicle

3.37 All Hackney Carriage vehicles shall be white in colour.

Seat Dimensions

3.38 Each passenger seat shall be as follows:

- A. Height – from the top of the seat cushion to the roof at the lowest point must not be less than 30 inches (762mm.)
- B. Knee space – the measurement between the front of each seat and the rear of the seat in front shall not be less than 10 inches (254mm).
- C. Width – the width of each passenger seat from side to side shall not be less than 16 inches (406mm). A seat designed for more than one passenger such as a rear seat must allow a width of 16 inches (406mm) for each passenger permitted.
- D. Depth – the measurement of a seat cushion between the front and back shall not be less than 18 inches (457mm).
- E. Dimensions for knee space and seat depth may be considered together subject to the approval of a City Centre Improvement Officer.

3.39 Occasional use fold down seats in purpose built wheelchair accessible vehicles are exempt from the seat dimension requirements listed above.

Fire Extinguisher and First Aid Kit

3.40 The vehicle licence holder shall ensure that a fire extinguisher is fitted and complies to British Standard BSEN3 and be of at least 1kg powder capacity and in date. A First Aid Kit must also be provided in the vehicle and be maintained and readily available for use. In line with HSE for Travelling workers your first aid box should contain the following minimum contents:

- 6 individually wrapped sterile plasters
- 2 individually wrapped triangular bandages
- 2 safety pins
- 1 large individually wrapped, sterile, unmedicated wound dressing
- individually wrapped, moist cleansing wipes
- Pair of disposable gloves (non-latex)
- HSE leaflet “Basic advice on first aid at work” which can be printed from the following link <http://www.hse.gov.uk/pubns/indg347.pdf>

CCTV Systems

3.41 CCTV systems (plus dash cams) may be installed into the vehicle with the approval of the ~~City Centre Improvement~~ **Licensing** Officer. All CCTV systems must comply with current legislation including data protection.

Luggage

- 3.42** All luggage must be stored securely and, if appropriate, the vehicle shall be fitted with suitable equipment to prevent luggage from entering the passenger compartment.
- 3.43** Roof racks and roof boxes are not permitted on Hackney Carriages without the express prior approval of the City Centre Improvement Officer.
- 3.44** Trailers must be approved by the City Centre Improvement Officer.

Seatbelts

- 3.45** Each passenger must have an appropriate, operational 3 point lap and shoulder seatbelt, see also 4.8 and 4.9 which refers to current seatbelt legislation.

Meters and Fares

- 3.46** Taxi meters must be inspected upon installation. The Hackney Carriage licence holder must then show to the council the meter check certificate dated to the City Councils current tariff City Centre Improvement Officer reserves the right to test on demand.
- 3.47** All Hackney Carriage licence holders shall ensure that the taxi meter is set to the current Licensing Authority tariff and that the taxi meter is on display within the vehicle in a prominent position and clearly visible to the hirer of the vehicle.
- 3.48** Fares to be calculated and charged as follows:
 - A.** for journeys that wholly take place within the controlled district, the meter shall be running at no higher than the prescribed rate and the fare charged shall be no more than the fare showing on the meter. The meter shall not be engaged until the hirer is in the vehicle.
 - B.** for journeys that either wholly or in part take place outside of the controlled district, the fare or method of calculation shall be agreed with the passenger prior to the commencement of the journey.

Tariff Card

- 3.49** All Hackney Carriage licence holders shall ensure that the current Licensing Authority tariff card is on display within the vehicle in a prominent position and clearly visible to the hirer of the vehicle.

Vehicle Licence Plates

- 3.50** A vehicle licence shall remain in force for a period of 1 year unless otherwise stated on the licence.
- 3.51** The exterior Hackney Carriage vehicle plate shall be securely fixed to the outside of the vehicle adjacent to the rear registration number plate and shall be displayed at all times that the licence is in force. The plate must be clearly visible at all times.
- 3.52** The interior Hackney Carriage vehicle plate shall be securely fixed inside the vehicle in a position where it is clearly visible to passengers travelling in the vehicle and shall be displayed at all times that the licence is in force.
- 3.53** The licence plates shall remain the property of the Licensing Authority and in the event that the licence is suspended, revoked or expired it shall be returned to the Licensing Authority within 7 days of notice being served on the licence holder by the Licensing Authority.

Roof Signs

- 3.54** Hackney Carriages must be fitted with an approved standardised roof sign as directed by the City Centre Improvement Officer with the exception of metropolitan type vehicles.
- 3.55** The roof sign MUST be displayed on the top of the vehicle showing the word “taxi” whilst working in its controlled district. The sign must be attached to the meter and must be illuminated when the vehicle is available for hire.

Door Panels

- 3.56** Hackney Carriages may display on both front doors, the approved recognition panel showing the words: City of Gloucester, City Crest, Licensed Vehicle Plate Number together with their own business name and telephone number if they wish.
- 3.57** Door panels must be a maximum size of 0.61m² (2sq.ft) e.g. 2ft x 1ft.

Advertising

- 3.58** Hackney Carriages are permitted to have whole vehicle body advertising livery for a single product or service subject to the prior approval of the City Centre Improvement Officer.

Stretched Limousines

- 3.59** Stretched limousines are not permitted to be licensed as Hackney Carriage vehicles.

Horse-Drawn Hackney carriages

- 3.60** All licenses issued in relation to Horse-Drawn Hackney Carriages operating within the City of Gloucester are subject to compliance at all times with the legislation Bylaws and Council conditions with respect to hackney carriages.
- 3.61** The following conditions will also apply to vehicles and drivers submitted for licensing as a horse-drawn hackney carriage:
- A.** All landaus and harnesses must be presented for inspection, when and where required and no landau or harness will be certified fit for public use unless it is properly finished and painted and in a thorough good condition.
 - B.** Proprietors must, at the time of inspection for licensing, produce the certificate of ownership and a policy of insurance appropriate to a landau used for public hire and covering passenger risks.
 - C.** Landaus must so far as is appropriate comply with the requirements of the Road Traffic Acts and any other acts, relating to vehicles using a public highway or any subsequent Acts, and of the Orders and Regulations made in pursuance thereof, and by the Bylaws with respect to Hackney Carriages in the City of Gloucester.
 - D.** The Council reserves the right, even after a landau has been passed, if it is found to reveal any defect which in the opinion of the authorised officer of the Council renders it unsuitable for public service, to serve a notice on the proprietor not to use such landau until the defect has been remedied to the Council forthwith.
 - E.** Should any alteration to the design or construction of the landau be made the authorised officer of the Council must be notified and full particulars of the alteration must be supplied, and the landau will require another inspection. Accidents materially affecting the landau must be notified to the Council forthwith.
 - F.** All landaus submitted for licensing must be of a type suitable for hackney carriage work. They shall comply with the requirements relating to seating space, head and knee room, set out in condition 3.60 i) below, and any other reasonable condition to the satisfaction of the Council's authorised officer.

- G.** The hackney carriage plates must be fixed in positions approved by the Council's authorised officer.
- H.** No fittings or signs, except such as have been approved by the Council's City Centre Improvement Officer, shall be attached to, or carried either upon the inside or outside of the landau.
- I.** Landaus must comply with the following conditions, namely: -
 - i.** It must be so constructed and the doors open sufficiently wide as to allow easy access or egress and cause no inconvenience to passengers.
 - ii.** The length of the seats measured in a straight line lengthwise on the front of the seat must be adequate in the opinion of the Council and comfortably to seat passengers.
- J.** Any authorised officer of the Council or the RSPCA are free to inspect the landau, the harnessing, the horses or any accommodation used for stabling horses at any time, and may also advise whether or not the horse and landau are appropriate to be used together.
- K.** No horse shall be used for pulling a Horse drawn carriage unless a veterinary certificate as to its fitness and suitability has been supplied to the Council which shall be renewable yearly at the time of application of renewal.
- L.** At the time of the veterinary inspection, photographs (from each side and each head on) are to be submitted along with a declaration (by the veterinarian) on the reverse of the photograph verifying that the photographs relate to the horse inspected- these photographs are to be carried on the landau when the horse is in use.
- M.** A report from a suitably qualified Farrier must be obtained for each horse upon application/renewal of the licence.
- N.** Every driver must pass an appropriately amended hackney carriage knowledge test and hold a certificate from a suitably qualified person as to his/her competence to drive a landau in traffic conditions.
- O.** The holders of Drivers Licenses and Proprietors licences must return to the Council the badges and plates issued by the Council, immediately upon ceasing to be so licensed.
- P.** The proprietor or driver of a hackney carriage drawn by any animal or animals shall not except on Sundays or Bank Holidays, exercise his calling during the hours between 12:30 to 14:00; 16:30 to 18:00; or 23:00 to 09:30 the following morning.
- Q.** Any horse used in any one day as a landau horse shall not be used during that day for any other purpose.
- R.** The driver of a horse drawn hackney carriage shall ensure that at no time horse faeces are deposited on any street in the City.
- S.** Any device used for the prevention of the deposition of horse faeces on the street must be of such design and so fitted as to not cause nuisance or interference to either person or horse, or cause any distress to the horse.
- T.** Any horse faeces collected must be held and deposited of in manner as not to cause nuisance.
- U.** On a new drivers application each driver is to supply the Council with a letter from a veterinarian surgeon which clearly states that they have some knowledge of horse care and can identify signs of ill health which could prove harmful to the horse should it be allowed to continue to work.

- V. The licence is subject to an officer of the RSPCA approving the routes and equipment to be used.
- W. The fare tariffs are to be set and approved by the Council and shall not be exceeded. An authorised Officer of the Council must agree with the applicant a method of fixing a suitable tariff where an electronic taxi meter is not used.
- X. The licence is issued subject to the production of further veterinary certificates (or Farrier reports) as may from time to time be requested by authorised officers of the Council.
- Y. A satisfactory certificate or fire safety signed the Chief Fire officer or his representative pertaining to the stables where the horses are normally housed must be supplied with the application.
- Z. Breach of any of the existing conditions applicable to all Hackney Carriages, plus these additional conditions applicable to horse-drawn Hackney carriages will be enforced by the penalty points system as appropriate, with the addition of the following penalty points namely:-

Details of Condition Breached	Penalty Points Applicable
Proprietor/ Operator using unlicensed drivers	6
Horse faeces deposited on the highway and not collected and deposited of in a manner so as not to cause nuisance	4
Proprietor/Operator using an unlicensed horse drawn hackney carriage	6
Horses not being supplied with an effective means of preventing faeces being dropped on the street	3
Means of preventing faeces being dropped in the street causing interference or distress to the horse	6
Proprietor/operator using a horse not approved by the Council	6
Ill- treating the horse	6-12

Criminality Checks for Vehicle Proprietors

3.62 Licensed vehicle proprietors will be subject to an annual basic disclosure check from the DBS unless they are also a licensed hackney carriage or private hire driver licensed with the same authority where they hold the vehicle licence. Should the licensed vehicle proprietor cease to hold a driver hackney carriage or private hire driver licence a basic certificate should will be required immediately. A refusal to license an individual as a hackney carriage or private hire driver or to suspend or revoke a driver licence, does not automatically mean that that individual cannot be issued or continue to hold a hackney carriage of private hire vehicle or private hire vehicle operator licence. Under these circumstances, a decision on the fitness and propriety of a vehicle proprietor will be made independent of a driver licence refusal, based on the appropriate information and taking into consideration the individual circumstances of each case. An important consideration will be the information that would only be available via an enhanced DBS check but instead that would be disclosed on a basic check. DBS certificate information can only be used for the specific purpose for which it was requested and for which the applicant's full consent has been given.

Complaints against licensees

3.63 Licensees are required to display, in their licensed vehicles, guidance for passengers on making complaints directly to the licensing authority. The guidance for passengers must be displayed where it can easily be read. Signage to be displayed in licensed vehicles showing the guidance will be issued by the licensing authority. The signage will include:

- the licensing authority's name, contact email and address,
- the vehicle plate number for reference when making complaint,
- the licensing authority's website address where there will be further information for passengers about how to make complaint.

Licensees who are found to not be displaying the complaint guidance face a suspension of their vehicle licence and a possible review of their driving licence.

4. Other Legislation

Number of Passengers Permitted

4.1 A Hackney Carriage shall not be permitted to carry more than 8 passengers.

4.2 A Hackney Carriage shall not carry any more passengers than the number stated on the vehicle licence plate.

Licensed Drivers

4.3 A Hackney Carriage is licensed as a Hackney Carriage and as such can only be driven by a person holding a Hackney Carriage drivers licence issued by the same Licensing Authority throughout the duration of that Hackney Carriage vehicle licence. Even with all signage removed; the vehicle is still a licensed vehicle and must not be driven by any other person than a licensed Hackney Carriage driver.

Change of Details

4.4 A holder of a Hackney Carriage vehicle licence must notify the Licensing Authority, in writing within 7 days, of any changes in the details of their Hackney Carriage licence including change of address and lease of the vehicle to another licensed driver.

Notification of Accidents

4.5 A holder of a Hackney Carriage vehicle licence must notify the Licensing Authority as soon as reasonably practicable and no longer than 72 hours after any accident that causes damage materially affecting the safety, performance or appearance of a Hackney Carriage vehicle or the comfort and convenience of the passengers.

Smokefree Legislation

4.6 Hackney Carriage vehicles are smokefree vehicles by law and neither the driver nor the passengers are able to smoke in the vehicle at any time. This applies to all occupants including the driver at all times including for private use. This also includes E-Cigarettes, E-Liquid and any vaping products.

4.7 A No Smoking sign must be displayed in each compartment of the vehicle that shows the international "No Smoking" sign (a minimum of 70mm in diameter).

Seatbelt Legislation

- 4.8 The driver of a Hackney Carriage is responsible for ensuring that ALL passengers under the age of 14 are wearing the correct seatbelts or restraints.
- 4.9 A Hackney Carriage driver is only exempt from wearing a seatbelt whilst the Hackney Carriage is:
- A. being used for seeking hire within the Licensing district.
 - B. answering a call for hire.
 - C. carrying fare paying passengers for hire.

Sale of Alcohol

- 4.10 The sale of alcohol is a licensable activity under the Licensing Act 2003. The sale of alcohol is prohibited in a moving vehicle. If a sale of alcohol is made as part of a booking arrangement, the sale must be authorised by either a premises licence or a temporary event notice in accordance with the Licensing Act 2003.

Guide Dogs

- 4.11 A Hackney Carriage driver must permit, without additional payment, guide, hearing and certain prescribed assistance dogs accompanying disabled people to be carried in the licensed vehicle unless an exemption certificate has been issued to that driver on medical grounds by the Licensing Authority.

5. Glossary of Terms

Controlled District

- 5.1 The area covered by the Licensing Authority.

DfT

- 5.2 The Department for Transport determines the overall transport strategy for the UK.

DVLA

- 5.3 The Driver and Vehicle Licensing Agency is an executive agency of the Department for Transport (DfT). The DVLA's primary aims are to facilitate road safety and general law enforcement by maintaining registers of drivers and vehicles, and to collect vehicle excise duty (car tax).

Enhanced Disclosure and Barring Service

- 5.4 The Disclosure and Barring Service is a non- departmental public body of the Home Office and provides wide access to criminal record information through its disclosure service. The Disclosure and Barring Service (DBS) was formed by merging together the functions of the Criminal Records Bureau (CRB) and the Independent Safeguarding Authority (ISA) under the Protection of Freedoms Act 2012. It started functioning on 1 December 2012.

In addition the enhanced criminal record disclosure may also show any information held on local Police records considered by the Chief Constable or Chief Officer to be relevant to the position being sought and which can be disclosed without harming the interests of the prevention or detection of crime. It is entirely up to the Chief Constable or Chief Officer to decide what information is disclosed, if any, in these circumstances.

In respect of an enhanced criminal record disclosure, the Chief Constable or Chief Officer may also disclose information to the counter signatory only, that is information which will not form part of the actual disclosure. Such information will be sent separately to the counter signatory and will be withheld from the subject of the disclosure (that is the individual applicant) in the interests of the prevention or detection of crime.

Hackney Carriage/Taxi

- 5.5** A Hackney Carriage is also known as a Taxi. It is defined in section 38 of the Town Police Clauses Act 1847 and is a wheeled vehicle constructed or adapted to seat no more than 8 passengers that can carry passengers for hire and reward and may stand on a taxi rank or ply for hire in any street within the licensed district.

Taxi Rank/Stand

- 5.6** An approved rank, also known as a stand, within the controlled district where taxis can await the arrival of a hirer.

ISA

- 5.7** The Independent Safeguarding Authority (ISA) was a non-departmental public body that existed until 1 December 2012, when it has been merged with Criminal Records Bureau (CRB) into Disclosure and Barring Service (DBS).

Knowledge Test

- 5.8** An examination undertaken by applicants for a Hackney Carriage drivers licence to demonstrate the knowledge an applicant has regarding:

The rules and regulations which a Hackney Carriage driver MUST adhere to and the applicants good topographical knowledge in relation to the area in which they are applying to be licensed in.

The knowledge test must be passed by Hackney Carriage driver applicants prior to a drivers licence being granted.

Licensing Authority

- 5.9** The authority responsible for issuing licenses in relation to Hackney Carriage drivers and vehicle under the Town Police Clauses Act 1847 and Part II of The Local Government (Miscellaneous Provisions) Act 1976.

Licensing Authority Vehicle Test Certificate

- 5.10** Vehicle tests undertaken by garages within the controlled district that have been approved by the Licensing Authority. In addition to safety checks this includes condition of the vehicle inside and outside and that the vehicle meets the Licensing Authority conditions e.g. roof signs, plates etc.

City Centre Improvement Licensing Officer

- 5.11** An Officer of the Council authorised to act in accordance with Hackney Carriage legislation.

London Type Hackney Carriage

- 5.12** A vehicle that is recognisable by the public as being a purpose built Hackney Carriage such as used by the London black cabs. Examples include the LTI TX series and the Fairways FX series.

Medical (Group 2)

- 5.13** A medical examination undertaken to group 2 standards set out by DVLA. This is the same as the standard required from drivers of public service vehicles and heavy goods vehicles.

Premises Licence

- 5.14** A licence issued by a Licensing Authority under the Licensing Act 2003 which permits licensable activities which may include sale by retail of alcohol.

Single Vehicle Approval Certificate

- 5.15** The Single Vehicle Approval Certificate (SVA) scheme is a pre-registration inspection for cars and light goods vehicles that have not been type approved to British or European standards. The main purpose of the scheme is to ensure that these vehicles have been designed and constructed to modern safety and environmental standards before they can be used on public roads. The approval is issued by selected VOSA testing stations and may also be issued to vehicles that have been modified or converted.

Temporary Event Notice

- 5.16** A notice submitted to the Licensing Authority under the Licensing Act 2003 in relation to licensable activities that may include the sale by retail of alcohol. There are restrictions on temporary event notices including a limit on the number that can be issued per year.

DVSA

- 5.17** The Driver and Vehicle Standards Authority (DVSA) provides a range of licensing, testing and enforcement services with the aim of improving the roadworthiness standards of vehicles ensuring the compliance of operators and drivers, and supporting the independent Traffic Commissioners.

6. Facilities for the Disabled

- 6.1** Approved anchorages must be provided for the wheelchair and chairbound disabled person. These anchorages must be either chassis or floor linked and capable of withstanding approved dynamic or static tests. Restraints for wheelchair and occupant must be independent of each other. Anchorages must also be provided for the safe stowage of a wheelchair when not in use, whether folded or otherwise, if carried within the passenger compartment. All anchorages and restraints must be so designed that they do not cause any danger to other passengers.
- 6.2** The door and doorway must be so constructed as to permit an unrestricted opening across the doorway of at least 75cm. The minimum angle of the door when opened must be 90 degrees.
- 6.3** The clear height of the doorway must be not less than 1.2 metres.
- 6.4** Grab handles must be placed at door entrances to assist the elderly and disabled.
- 6.5** The top of the tread for any entrance must be at floor level of the passenger compartment. The outer edge of the floor at each entrance must be fitted with non-slip treads.
- 6.6** The vertical distance between the highest part of the floor and the roof in the passenger compartment must be not less than 1.3 metres.
- 6.7** Where seats are placed facing each other, there must be a minimum space of 42.5cm between any part of the front of a seat and any part of any other seat which faces it, provided adequate foot room is maintained at floor level. Where all seats are placed facing to the front of the vehicle, there must be clear space of at least 66cm in front of every part of each seat squab.

6.8 A ramp or ramps for the loading of a wheelchair and occupant must be available at all times. An adequate locking device must be fitted to ensure that the ramp/ramps do not slip or tilt when in use. Provision must be made for the ramps to be stowed safely when not in use.