PRIVATE HIRE & HACKNEY CARRIAGE DRIVER APPLICATION PACK

2016 – 2019

Effective from 5 September 2016 (4)
<table>
<thead>
<tr>
<th>Contents</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fee’s</td>
<td>1</td>
</tr>
<tr>
<td>Overview – Applying for a 1st time Driver Licence</td>
<td>2</td>
</tr>
<tr>
<td>Contacting us</td>
<td>4</td>
</tr>
<tr>
<td><strong>STEP 1</strong> – Legal entitlement to work in the UK, DVLA Licence &amp; Btec Certificate</td>
<td>5</td>
</tr>
<tr>
<td><strong>STEP 2</strong> – Local Knowledge Test &amp; Safeguarding Course</td>
<td>10</td>
</tr>
<tr>
<td><strong>STEP 3</strong> - Disclosure &amp; Barring Service Certificate</td>
<td>13</td>
</tr>
<tr>
<td><strong>STEP 4</strong> – Medical Report</td>
<td>16</td>
</tr>
<tr>
<td><strong>STEP 5</strong> – Applying for your licence</td>
<td>16</td>
</tr>
<tr>
<td>Deciding on your application</td>
<td>17</td>
</tr>
<tr>
<td>Continuing suitability and avoiding referral to panel</td>
<td>18</td>
</tr>
<tr>
<td>Licensing Offences</td>
<td>20</td>
</tr>
<tr>
<td>Driver Licence Conditions</td>
<td>33</td>
</tr>
<tr>
<td>Vehicle Licence Conditions Private Hire</td>
<td>39</td>
</tr>
<tr>
<td>Vehicle Licence Conditions Hackney Carriage</td>
<td>42</td>
</tr>
<tr>
<td>Signs &amp; Signage</td>
<td>44</td>
</tr>
<tr>
<td>Local Knowledge Test Application Form</td>
<td>54</td>
</tr>
</tbody>
</table>
## Fees

<table>
<thead>
<tr>
<th>Service</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application for a Local Knowledge Test</td>
<td>£26.00</td>
</tr>
<tr>
<td>Additional Local Knowledge Test (if you fail)</td>
<td>£26.00</td>
</tr>
<tr>
<td>Application for a three year Hackney Carriage &amp; Private Hire Vehicle Drivers Licence</td>
<td>£216.00</td>
</tr>
<tr>
<td>Disclosure &amp; Barring Service (DBS) Disclosure</td>
<td>£44.00</td>
</tr>
</tbody>
</table>

**Safeguarding Level 1 Training Level 1**

| Approved taxi driver assessment companies (Who use DVSA accredited assessors) | Varies |
| Btec Certificate – Introduction to the Role of Professional Taxi and Private Hire Driver Level 2 (for previously licensed drivers NVQ Equivalents may be considered) | Varies |

Please note these fees refer to gaining your licence only. You should be aware that there are additional costs to take into account when driving a private hire/hackney carriage. These are varied and can be substantial.

More information and the Licensing Policy are available at:

# APPLYING FOR A FIRST TIME DRIVERS LICENCE

<table>
<thead>
<tr>
<th>ACTIONS YOU MUST TAKE</th>
<th>THINGS TO NOTE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>STEP 1</strong> YOU MUST</td>
<td>For Btec Level 2NVQ training contact Stoke College - tel 01782 603100 LET – tel 01782246046 SET solutions – 01782 454511 For previously licensed drivers equivalent NVQ’s may be considered</td>
</tr>
<tr>
<td>• Be legally entitled to work in the UK (see details on acceptable ID in this pack))</td>
<td></td>
</tr>
<tr>
<td>• Be aged over 18 and have held a full UK driving licence for more than 12 months</td>
<td></td>
</tr>
<tr>
<td>• Hold an equivalent certificate for the Driver and Vehicle Standards Agency (DVSA) Test (taxi driving test)</td>
<td></td>
</tr>
<tr>
<td>• Hold a BTEC Level 2 Introduction to the Role of the Professional Taxi and Private Hire Driver</td>
<td></td>
</tr>
<tr>
<td><strong>STEP 2</strong></td>
<td>An appointment will be made for this by licensing services as part of step 2 above or call tel 01782 232774</td>
</tr>
<tr>
<td>• Attended safeguarding training</td>
<td></td>
</tr>
<tr>
<td>• Sit and Pass our Local Knowledge Test.</td>
<td></td>
</tr>
<tr>
<td><strong>STEP 3</strong></td>
<td>Apply for your Enhanced Disclosure and Barring Service Certificate this expires after 3 months so it’s advisable to pass the (LKT) test first</td>
</tr>
<tr>
<td><strong>STEP 4</strong></td>
<td>You must meet the DVLA Group II Medical Standard for professional drivers. See <a href="http://www.dvla.gov.uk/medical">www.dvla.gov.uk/medical</a></td>
</tr>
<tr>
<td>• Apply to your Doctor for a Medical Report (this expires 4 months after its issued)</td>
<td></td>
</tr>
</tbody>
</table>
STEP 5

Applying for a Hackney Carriage and Private Hire Vehicle Drivers Licence. Book an appointment and bring the following to Licensing:

- A fully completed application form
- Your full UK driving licence card or old style paper licence
- BTEC certificate (or acceptable NVQ equivalent)
- Equivalent Driver and Vehicle Standards Agency test certificate
- Safeguarding certificate
- Enhanced Disclosure report (less than 3 months old)
- Medical Certificate (less than 4 months old)
- Rights to work I.D.
- Cash, cheque or card payment
- Local Knowledge Test Pass certificate
- Letter from Operator if Student Visa restrictions apply

If any of the above are missing then we cannot accept your application form.

Licensing Services are at Hanley Town Hall, Albion Street, Hanley, ST1 1QL.

Appointments and Application Forms:
Call tel no.01782 2342774
Email hcp.licensing@stoke.gov.uk
Visit licensing services

For current fee see www.stoke.gov.uk or call 01782 232774

If all these checks show a Licensing officer that you are ‘fit and proper’ your licence will be issued by the officer.

If not your application will be referred to the Licensing and Registration Panel
Contacting us

Stoke-on-Trent City Council
Licensing Services
Hanley Town Hall
Albion Street
Hanley
Stoke on Trent
ST1 1QL

Telephone: 01782 232774

Email: hcp.licensing@stoke.gov.uk

Office hours

Monday to Friday 08.45am to 4.45pm

Friday 08.45am to 4.15pm

Customer Feedback

Please complete the Customer Feedback Form: http://feedback.stoke.gov.uk/RespondCustomer/MainMenu.aspx

OR contact us on 01782 234234 if you have feedback about Licensing Services.

You can also email us at customer.feedback@stoke.gov.uk

OR write to us and send your comments to Stoke-on-Trent City Council, The Customer Feedback Team, Civic Centre, Glebe Street, Stoke-on-Trent, ST4 1HH.
Legally Entitled to Work in the UK - ID required

Hackney Carriage & Private Hire Vehicle Driver Licence
Application ID required

Rights to Work ID required if you are not a British Citizen

Your Private Hire and Hackney Carriage Vehicle Driver’s licence cannot be issued until you have supplied documents that prove you have the right to work in the United Kingdom.

When you attend your appointment you will need to bring with you:

- A British or European Union Passport (check on-line to see which countries are included)

Or

- National Identity Card – the holder named is a national of a European Economic Area Country or Switzerland.

If you are unable to provide the above then you need to supply:

- A Current Passport endorsed to show that the holder is exempt from immigration control, is allowed to stay indefinitely in the UK, has the right of abode in the UK, or has no time limit on their stay in the UK.

&

A Current Biometric Immigration Document (Biometric Residence Permit) issued by the Home Office to the holder indicating that the person named is allowed to stay indefinitely in the UK, or has no time limit on their stay in the UK.

Or

- Certificate of Naturalisation together with an official document giving the persons permanent National Insurance Number and their name issued by a Government agency or a previous employer.

You will need to provide original documents and all details must have the correct spellings.
Any documents with student restrictions will have to be accompanied by a letter from your Employer/Operator confirming that you will be adhering to the restrictions stated on your permit.

If you are unable to supply any of the above documents please contact Licensing Services for advice on 01782 232774.

For other suitable documents to prove rights to work go to: https://www.gov.uk/legal-right-work-uk

If you are unable to supply any of the above documents please contact Licensing Services for advice on 01782 232774.

**Driving Licence**

You must submit a full UK Driving Licence Card or an old style paper licence. Further information is available at www.dvla.gov.uk

Licences must be in a clean, original, undamaged and fully legible condition and must show your current address.

**Note:** The process for driving licence verification changed from June 2015. For DVLA cards with your permission we will need to check your driving record on-line at GOV.UK at your driver application appointment.

Any endorsements will be considered by a Licensing Officer.
Hold the Btec Certificate

ARE YOU LOOKING TO ENTER THE INDUSTRY?

COMMON QUESTIONS...
DO I NEED PREVIOUS EXPERIENCE? ARE THERE PRE REQUISITES? DO I NEED TO BE WORKING FULL TIME? HOW MUCH WILL IT COST?

OUR SOLUTION...
LETS ACADEMY CAN HELP AND SUPPORT YOU WITH THE RESOURCES TO ACHIEVE YOUR QUALIFICATION.

YOUR OUTCOME...
DEVELOPMENT TO A PROFESSIONALLY COMPETENT LEVEL, ENABLING YOU TO PURSUE YOUR CAREER.

LIMITED PLACES AVAILABLE. CALL NOW FOR MORE INFORMATION AND TO BOOK YOUR TRAINING

TEL: 01782 246046
TAXI DRIVERS ARE ON ROAD TO SUCCESS

Hundreds of North Staffordshire taxi and private hire drivers are on the route to success with the help of Stoke on Trent College training.

The BTEC QCF ‘Introduction to the Role of the Professional Taxi and Private Hire Driver’ (Level 2) and/or QCF ‘Road Passenger Vehicle Driving’ (RPVD) reinforce their skills such as safe driving, health and safety, customer service and disability awareness. In some cases taxi/private hire drivers have also received literacy and numeracy training.

Yasmin pictured opposite took the opportunity of obtaining the NVQ qualification in Road Passenger Vehicle Driving RPVD and Btec in Transporting Passenger by Taxi and Private Hire and found it to be most beneficial. Initially Yasmin had some reservations on committing onto the NVQ programme, thinking she may not have the time to complete the course as she had a full time driving job along with running her own business. However after her assessor explained the process and the flexibility in delivering around her needs, she was keen to start her course. In a male dominated industry Yasmin has helped to change attitudes and is now a qualified tutor/assessor working for Stoke on Trent College to deliver the above qualifications.

Stoke on Trent College was approached by Stoke-on-Trent City Council to run these courses and the majority of the city’s 1500 drivers are now well on course to completing those qualifications. Stoke on Trent College is also delivering these qualifications in other areas such as Burton-on-Trent, Loughborough, Manchester, South Cheshire and Staffordshire.

A Stoke-on-Trent City Council spokesperson said: “This is an important course because it ensures all passengers know their driver is properly qualified and has high standards of customer care.”

For information on the course please contact: Adult Admissions, Stoke on Trent College, Burslem Campus, Moorland Road, Burslem, Stoke on Trent, Staffs, ST6 1JJ. Telephone: (01782) 603100
Courses offered
- Health and Safety Award
- Professional Taxi Driver Course
- NVQ level 2 Road Passenger Vehicle
- Safeguarding Course
- First Aid / Fire Safety
- Food Hygiene
- English, Maths & IT Courses

Apprenticeships in a variety of sectors
From: Retail, Customer Service, Hospitality Services, Food Production, Catering, Front of House, Logistics, Accountancy and Management

CONTACT US FOR MOR INFO:
Call: 01782 454511 / 07825336667
Email: courses@setsolutionsuk.co.uk
      abid.hussain5@hotmail.co.uk
      abid.hussain@setsolutionsuk.co.uk
**DVSA Driving Standards Agency equivalent Test**

**Taxi and private hire**

The Blue Lamp Trust: [https://www.bluelamptrust.org.uk/](https://www.bluelamptrust.org.uk/)

Diamond Advanced Motorists: [http://www.advancedmotoring.co.uk/](http://www.advancedmotoring.co.uk/)

Greenpenny [http://www.greenpenny.co.uk/taxi-assessment-booking-form](http://www.greenpenny.co.uk/taxi-assessment-booking-form)

If you know of any other companies with an equivalent test you would prefer to attend or would like to suggest for approval, then please take the details and submit to Licensing to verify that the test covers the same as the DVSA test.

**STEP 2 - Local Knowledge Test & Safeguarding Course**

It will help if you have passed the BTEC before taking the Local Knowledge Test.

Book an appointment by calling 01782 232774 or e-mail hcp.licensing@stoke.gov.uk

**The following is required at your appointment to apply:**

- **Local Knowledge** Application Form
- A recent passport style photograph (with name and address on the back)
- A DVLA Driving Licence which has been held for 12 months at the date of badge application - card or old style paper licence
- The fee – can be paid by cash, credit card or cheque

All documents must be fully completed, with your full correct name and address and be in a clean, undamaged and fully legible condition. For example; DVLA Driving Licence.

You must attend your appointment in person and submit the documents required.

You will be offered a choice of dates and given a time to attend both a **Local Knowledge Test & Safeguarding Course**.
Local Knowledge Test

General Information
A fee is charged for each test which is held regularly.
No refund will be allowed for non-attendance.

Any Local Knowledge Test cancelled with less than 24 hours’ notice will be subject to a re-test fee.

For each test, advance payment is required on booking, at least two days before the test.

You must arrive for your test 15 minutes early. If you are late you will not be allowed to sit the test and the test fee will not be refunded.

Revising for the Local Knowledge Test

To prepare for the test you should study:

- This Guidance
- The Highway Code
- Private Hire Vehicle Drivers Licence Conditions
- Hackney Carriage Licence Conditions
- Private Hire Drivers Licence Conditions
- Attend the Safeguarding Course
- Pass the BTEC Level 2 Introduction to the Role of the Professional Taxi and Private Hire Driver

The Local Knowledge Test is designed to test:

- Your understanding of safeguarding issues
- Your understanding of Disability Discrimination
- Your English and Arithmetic comprehension
- Your understanding of the Highway Code
- Your understanding of Local Licensing Conditions and Licensing Legislation
The test is computer based and you will have to answer 50 randomly generated questions. If you fail the test you will have to arrange an appointment and pay to take another.

**Understanding Safeguarding**

There are 5 multiple choice questions to be answered. To pass you must answer all 5 questions correctly.

**Disability Discrimination Awareness**

There are 5 multiple choice questions to be answered. To pass you must answer 4 questions correctly.

**English Comprehension and arithmetic skills**

There are 5 multiple choice questions to be answered. To pass you must answer 4 questions correctly.

**Highway Code**

There are 15 multiple choice questions to be answered. To pass you must answer 13 questions correctly.

**Local Conditions and Legislation**

There are 20 multiple choice questions to be answered. To pass you must answer 18 questions correctly.

When you have passed the Local Knowledge Test a certificate will be issued. The certificate is valid for **one year** from the date of issue.
STEP 3
Enhanced Disclosure & Barring Service (DBS) Certificate

Book an appointment by calling 01782 232774 or e-mail hcp.licensing@stoke.gov.uk

The following is required at your appointment to apply:
- Fully completed DBS application form (these are available from Licensing)
- Identification Documents – usually your driving licence card or old style licence, a current UK passport and a bank or utility bill letter dated within 3 months (see disclosure and Barring ID required below for more options)
- £44 fee which can be paid by cash, credit card or cheque

The DBS will only accept disclosures that are countersigned by Stoke-on-Trent City Council Licensing Services. Completed disclosures are only valid for three months from the date of issue.

Fees are non-refundable.

The DBS Disclosure Application will be countersigned by an authorised officer at Licensing Services and forwarded to the DBS on your behalf for processing.

It can take 8 weeks or more for the DBS to process an application. Once processed, the DBS will send your disclosure directly to you. All information contained within the disclosure is strictly confidential.

We can accept enhanced DBS certificates from another source so long as the occupation is similar and it's less than 3 months old.

We recommend that you subscribe to the update service after receiving your DBS certificate this will ensure that your renewal is continuous. It can also be useful for other jobs, its costs £13 per year: https://www.gov.uk/dbs-update-service
Disclosure and Barring ID required

1 document from group 1 and
2 further documents from group 1, 2a or 2b; one of which must verify their current address

**Group 1: Primary identity documents**

<table>
<thead>
<tr>
<th>Document</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passport</td>
<td>Any current and valid passport</td>
</tr>
<tr>
<td>Biometric residence permit</td>
<td>UK</td>
</tr>
</tbody>
</table>
| Current driving licence – photo card with counterpart where one is issued | UK/Isle of Man/Channel Islands and EU (full or provisional) (Please note some European countries do not issue counterparts)  
All licences must be valid in line with current DfL requirements |
| Birth certificate – issued at time of birth         | UK and Channel Islands – including those issued by UK authorities overseas, eg embassies, High Commissions and HM Forces |
| Adoption certificate                                | UK and Channel Islands                                              |

**Group 2a: Trusted government documents**

<table>
<thead>
<tr>
<th>Document</th>
<th>Notes</th>
</tr>
</thead>
</table>
| Current driving licence – photo card (where a counterpart has been issued but no counterpart is presented) | All countries (full or provisional)  
All licences must be valid in line with current DfL requirements |
| Current driving licence – paper version            | UK/Isle of Man/Channel Islands and EU (full or provisional)  
All licences must be valid in line with current DfL requirements |
| Birth certificate – issued after time of birth     | UK and Channel Islands                                              |
| Marriage/civil partnership certificate             | UK and Channel Islands                                              |
| HM Forces ID card                                  | UK                                                                   |
| Firearms licence                                  | UK, Channel Islands and Isle of Man                                 |
### Group 2b: Financial and social history documents

<table>
<thead>
<tr>
<th>Document</th>
<th>Notes</th>
<th>Issue date and validity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mortgage statement</td>
<td>UK or EEA</td>
<td>Issued in last 12 months</td>
</tr>
<tr>
<td>Bank or building society statement</td>
<td>UK and Channel Islands or EEA</td>
<td>Issued in last 3 months</td>
</tr>
<tr>
<td>Bank or building society account opening confirmation letter</td>
<td>UK</td>
<td>Issued in last 3 months</td>
</tr>
<tr>
<td>Credit card statement</td>
<td>UK or EEA</td>
<td>Issued in last 3 months</td>
</tr>
<tr>
<td>Financial statement, e.g. pension or endowment</td>
<td>UK</td>
<td>Issued in last 12 months</td>
</tr>
<tr>
<td>P45 or P60 statement</td>
<td>UK and Channel Islands</td>
<td>Issued in last 12 months</td>
</tr>
<tr>
<td>Council Tax statement</td>
<td>UK and Channel Islands</td>
<td>Issued in last 12 months</td>
</tr>
<tr>
<td>Work permit or visa</td>
<td>UK</td>
<td>Valid up to expiry date</td>
</tr>
<tr>
<td>Letter of sponsorship from future employment provider</td>
<td>Non-UK or non-EEA only – valid only for applicants residing outside of the UK at time of application</td>
<td>Must still be valid</td>
</tr>
<tr>
<td>Utility bill</td>
<td>UK – not mobile telephone bill</td>
<td>Issued in last 3 months</td>
</tr>
<tr>
<td>Benefit statement, e.g. Child Benefit, Pension</td>
<td>UK</td>
<td>Issued in last 3 months</td>
</tr>
<tr>
<td>Central or local government, government agency, or local council document giving entitlement, e.g. from the Department for Work and Pensions, the Employment Service, HMRC</td>
<td>UK and Channel Islands</td>
<td>Issued in last 3 months</td>
</tr>
<tr>
<td>EU National ID card</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cards carrying the PASS accreditation logo</td>
<td>UK and Channel Islands</td>
<td>Must still be valid</td>
</tr>
<tr>
<td>Letter from head teacher or college principal</td>
<td>UK – for 16 to 19 year olds in full time education Only used in exceptional circumstances if other documents cannot be provided</td>
<td></td>
</tr>
</tbody>
</table>

STEP 4 - Medical Report

You must meet the DVLA Group II Medical Standard for vocational drivers. Further information is available at:

https://www.gov.uk/driving-medical-conditions

Medical Reports must be completed by your GP (Doctor), who will charge you a fee.

If your doctor does not provide this service you can obtain your medical history from your GP (there is normally a cost) and get a private GP to complete the report once he has seen your history.

We will not accept medical reports that are more than 4 months old at the time of application.

STEP 5 - Applying for a Hackney Carriage and Private Hire Vehicle Drivers Licence

Book an appointment and bring the following to Licensing by calling 01782 232774 or e-mail hcp.licensing@stoke.gov.uk

- A fully completed drivers application form
- Your full UK driving licence card or old style paper licence
- BTEC certificate (or acceptable NVQ equivalent)
- Equivalent Driver and Vehicle Standards Agency test
- Safeguarding Certificate
- Enhanced Disclosure report (less than 3 months old)
- Medical Certificate (less than 4 months old)
- Rights to work I.D.
- Cash, cheque or card payment
- Local Knowledge Test Certificate
- Letter from Operator if Student Visa restrictions apply (see p5)
Deciding on your application

If you have any endorsements on your driving licence or DBS certificate your application will be referred to a Licensing Officer and potentially Licensing and Registration Panel to determine whether you are suitable to hold a licence.

Once an application has been determined and a licence can be issued then the following will be issued to the applicant:

A Hackney Carriage and Private Hire Vehicle Drivers Licence in three (3) parts:

- Part A to be kept by the applicant;
- Part B to be given to and held by the Operating base that the applicant works for;
- Part C to be given to and held by the proprietor (Licensee) of the licensed vehicle that the applicant drives.
- A set of Hackney Carriage and Private Hire Vehicle Driver conditions as issued by Stoke-on-Trent City Council.

A Hackney Carriage and Private Hire Vehicle Drivers Badge in two (2) parts:

- A badge, badge holder and lanyard which must be worn around the neck at all times when driving a licensed vehicle.
- A badge that is to be kept in the holder mounted on the dashboard such that it is visible to all passengers whilst driving a licensed vehicle.
Continuing suitability

If we are concerned about your suitability or continuing suitability to drive a licensed vehicle you may be referred to the Licensing and Registration Panel. We may refer you to the panel if:

1. you have any convictions, motoring or otherwise or;

2. you don’t declare relevant information such as convictions on your application;

3. you don’t comply with hackney carriage or private hire laws or your licence conditions;

4. you don’t tell us about changes in your status, including your name and address;

5. you don’t tell us about any convictions you have received since we issued your last licence;

6. you are issued with three warnings by a licensing officer within a three year period;

7. any other information which adversely affects your suitability.
To avoid being referred to panel you should:

1. act lawfully at all times;

2. tell us if you have any convictions, old or new, each time you apply;

3. tell us if you are questioned or arrested regarding vulnerable people;

4. carefully complete your application form in full;

5. read and comply with your licence conditions and the law;

6. tell us if you change your address or your name;

7. tell us if you receive any new convictions, motoring or otherwise, since we last issued your licence;

8. tell us if you receive any new convictions, motoring or otherwise, since we last issued your licence;

9. tell us if you develop any medical condition affecting your ability to safely drive a vehicle.

Because of the high level of trust placed in you as a licensed driver, the panel will adopt a strict approach to any contravention of the standards and requirements expected from you.

If you are referred to the Licensing and Registration Panel, they may suspend, revoke, or refuse your application or determine that a licence is issued for a shorter than normal period. If a shorter licence period is applied, you will have to obtain a new Disclosure & Barring Service (DBS) disclosure to support your next application and/or provide a medical report dependent on the circumstances.
Licensing Offences

It is a criminal offence:
- to drive a licensed hackney carriage or private hire vehicle without a current hackney carriage and private hire vehicle drivers licence.
- for any vehicle to act as a hackney carriage or private hire vehicle without the appropriate vehicle licence.
- for any person to act as an operator of private hire vehicles without an operator’s licence.
- to fail to wear a drivers badge whilst driving a licensed vehicle.
- to fail to produce documents on request.
- to obstruct an authorised officer.
- to contravene the Council’s licensing conditions.
- to unnecessarily prolong a journey, in distance or in time.

Contravention may not only result in prosecution but may also lead to the suspension of, revocation of, or refusal to renew an existing licence.

Drivers

All drivers must wear their Identity Badge issued by the Council in such a manner as to be plainly and distinctly visible at all times when driving a licensed vehicle.

Drivers must not sound their horn to announce their arrival for a pick-up. The horn should only be used to warn other road users of their presence. It is an offence to sound a horn in a stationary vehicle or between the hours of 11.30pm and 7.00am.

Drivers must attend promptly for any hiring and must not unnecessarily prolong the journey, either in distance or time.

Drivers must identify the correct passenger before permitting them to enter their vehicle and must not carry additional passengers without the express consent of the hirer.
You will be asked some questions about these areas within the Local Knowledge Test, so please read the following information carefully.

**Drivers and operators must be aware that the Equality Act 2010 gives disabled people certain rights, and drivers and operators certain duties.**

This Guide has hints and tips on providing the best service for your disabled customers.

**Understanding disability – What is a disabled person?**

Disabled people are not just wheelchair users. Disabled people are individuals with a variety of needs. Some examples are:

- Difficulties with walking or moving around.
- Difficulties with bending, stretching, carrying or holding things.
- Hidden disabilities such as cancer, heart disease or epilepsy.
- Sensory impairments such as sight, hearing or speech loss.
- Mental health issues such as depression.
- Difficulties with learning or understanding.
- Or elderly and frail.
- Dementia

People with dementia and carers should be treated with dignity and receive care and support that is based on individual need, rather than assumptions about the condition. In the community, the contribution of people with dementia should be valued. Too often, people with dementia experience discrimination and treatment that contravenes their human rights. Poor care and support can breach the rights of people with dementia and carers to not be treated in an inhuman or degrading way, the right to respect for private and family life and the right to liberty.
People with dementia can face discrimination and treatment that contravenes their human rights for three key reasons:

1. Ageism
2. The stigma and discrimination associated with the condition
3. Lack of capacity to challenge and report incidents that occur

Some people may have multiple disabilities. For example a deaf person may have severe arthritis.

**Being prepared to help**
Disabled people don’t wear labels telling you that they may need help and how you can help them, but disabled people have a legal right to expect you to take steps to them under the Equality Act 2010.
It isn’t possible to anticipate everyone’s needs but there are some things you can do to make things easier for your disabled customers.

**Your customer’s responsibility**
Your disabled customer should take some responsibility for letting you know how you can help. You can anticipate needs but nobody expects you to mind read!
Your customer can only expect you to take “reasonable steps” to help them. For example some equipment that disabled people have; such as folding wheelchairs are extremely heavy or bulky.
You cannot be expected to lift heavy objects (as a rough guide, object not to exceed 20kg) which may endanger your own health. However, they could reasonably expect help with shopping in and out of the boot of your vehicle, or for you to open the door for them.

**Charging**
Drivers must not charge disabled people more for a journey than they would charge a non-disabled person for the same trip. This would be illegal under the Equality Act 2010.
Drivers must not impose special conditions on disabled people that they would not impose on non-disabled passengers, for example insisting on payment up front. This would be illegal under the Equality Act 2010.
Drivers cannot legally charge for transport of wheelchairs or assistance dogs. This would be illegal under the Equality Act 2010.
Basic customer support and care guidelines for drivers and operators

Booking a private hire vehicle

- Most private hire vehicles are booked by telephone. Booking staff should get as much information about the passenger’s potential needs as possible and pass that information to the driver. Booking Staff should be aware of vehicles with equipment or accessibility features matching the customer’s particular needs.
- Booking staff could ask, for example: “Do you or any other passengers have any accessibility needs?”
- Some disabled people, for example, deaf hard of hearing or people with speech difficulties may have problems with making a telephone call. Offering a SMS text, email or an App booking service will make the booking easier for some people.
- Some disabled people like the reassurance of a “ring-back or text service” when their taxi has arrived identifying the vehicle. This provides a measure of security. Disabled people are often seen as vulnerable and a soft target for criminals. For this reason disabled people should be given priority over non-disabled customers wherever possible to reduce their anxiety when waiting for a vehicle. It may also be useful to offer disabled customers the name of the driver who will be picking them up for added security and reassurance.

Picking up your passenger

- Pull up as close to the kerb as possible to make it easier for your passenger to get in and out.
- Always ask your customers if they need any help and how they would like you to help them.
- Give your customer the opportunity to refuse your assistance. Some disabled people prefer to be as independent as they can be.
- It is a condition of your licence that you only sound your horn in an emergency to make other road users aware of your presence.
- Be patient. Some disabled people may need more time to get in and out of your vehicle, and they may need more time to communicate with you.
- Be approachable, polite and courteous. A friendly face is reassuring!
- Deaf and hard of hearing customers will need you to face them and keep your mouth uncovered when you are talking to them so that they can lip read you. Don’t raise your voice – unless you are asked to. Speak in your usual way at your normal volume. Use your normal facial expressions as this can help people to understand you.
- Carry a note pad and pen as a means to communicate with people who may have problems with hearing what you are saying or answering you.
The law requires you to carry assistant dogs in your vehicle unless you have a medical exemption certificate. These working dogs are essential for the safety and independence of many disabled owners. Assistance dogs include guide dogs, hearing dogs and dogs for the disabled. You can identify them by their jackets that bear the charities’ logos.

Be supportive of customers with learning difficulties, but be respectful – remember you are dealing with an adult. Check that the customer is not getting distressed – they may need some reassurance from you. Talk to them during the journey. Make sure that you count change carefully into their hand so that they are confident that they have the right amount.

Visually impaired people may or may not need your help getting into the vehicle, getting in and out or being guided to a place of safety for example, a pavement. Don’t assume that they need help and grab an arm. Ask if they would like to take your arm. Usually they will hold your arm above the elbow and walk to the side and slightly behind you. Let them know if you are coming up to narrow gaps or possible obstructions such as doorways, steps, ramps, kerbs etc.) and walk slightly slower than your normal pace. Place their hand on the vehicle’s open door so that they can get an idea of the roof height and help themselves in.

Passengers who wish to transfer from a wheelchair into your vehicle may need help but always ask **how** you can help.

If you carry equipment such as swivel seats, wheelchair restraints or ramps in your vehicle, make sure that you are confident and familiar with the way that they operate.

If you are carrying a passenger in a wheelchair make sure that the wheelchair brake is on and that it is restrained properly using the appropriate equipment supplied with your vehicle. If your vehicle is large enough to take a scooter your passenger must not remain seated in the scooter but transfer to a seat. Scooters are not as stable as wheelchairs.

Where possible avoid routes with speed bumps or other traffic calming measures as the jolting can cause pain for some disabled people. Avoid sudden braking and acceleration for the same reason.

Once your passenger is in the vehicle, make sure that they are seated and that their seat belt is securely fastened before you set off. Some disabled people are exempt from wearing a seat belt because of their disability. These people carry a certificate to confirm this.

Please be aware that some passengers’ with mental health problems can appear to be under the influence of alcohol because of the medication that they have to take.
The following is in the format of questions that may arise regarding the issue of wheelchairs users being charged a higher fare than an able bodied person does for the same service, and the answers are in relation to the law. In using the term Licensed Vehicles we are referring to Hackney Carriages and Private Hire Vehicles:

**What the law says:**
Currently, there are a number of ways the law could protect disabled passengers in these situations. For example, a disabled passenger might be able to make a claim of discrimination which could be one or more of the following types, depending on the particular facts:

- **Direct discrimination**
  (An example could be an extra charge if an accessible car is requested)

- **Indirect discrimination**
  (An example could be a policy of always charging everyone more for accessible cars)

- **Ageism**
  (Stereotyping and discriminating against individuals or groups on the basis of their age)

- **Discrimination arising from disability**
  (An example could be running a meter while someone gets in or out)

- **Failure to make reasonable adjustments**
  (An example could be failure to waive an extra charge where there is a policy of always charging more for accessible cars)
Q1) Is it against the law to charge more for wheelchair users using any Licensed Vehicles?
A - Direct discrimination is when a person treats someone less favourably than they treat others because of a protected characteristic such as disability, age or gender.
Direct discrimination is unlawful, no matter what the service provider’s motive or intention, and regardless of whether the less favourable treatment of the person using that service is conscious or unconscious.
In this case, the question is whether the disabled person has been treated unfavourably because of their disability.
Increasing the charge because a person is disabled is treating him or her unfavourably because of their disability. This is likely to be unlawful.

“I have to travel a greater distance because mine is the only accessible vehicle available. Why can’t I charge more for the extra fuel & time?”

See Q2

Q2) Can wheelchair users expect to pay more for Licensed Wheelchair Accessible Vehicles if they need a vehicle which can take their wheelchair?
A - The Equality Act 2010 prohibits service providers from requiring the customers they have made adjustments for to pay the costs of making those adjustments. A service provider might have a policy which – perhaps unintentionally – places disabled people at a substantial disadvantage in using their services. In such a case, the service provider must take steps to change the policy so it’s no longer a barrier for disabled people. Charging more for accessible Licensed Vehicles, even because of greater mileage and time is an example of a policy which creates a barrier, so firms should take steps to address this.

Q3) The larger Licensed Vehicles/adapted Licensed Vehicles are used for able bodied people too, with no extra charge (if they order a regular Licensed Vehicle and these other Licensed Vehicles are dispatched). Does this make a difference?
A - This shows that private hire firms can be flexible about what they charge for these Licensed Vehicles. This shows it could be possible to do the same for disabled passengers, as a reasonable adjustment.
It also shows that firms are not running two services; one with regular Licensed Vehicles and another one with accessible ones. The nature of the service is the same. It goes to show that sending an accessible car with no extra charge is likely to be a reasonable thing for a firm to do.
Q4) Licensed Vehicle companies argue that they have to provide larger Licensed Vehicles/adapted Licensed Vehicles to wheelchair users and that this costs more. Is this a 'reasonable adjustment' or discrimination?

A – Any company or organisation providing a service to the public has a legal duty under the Equality Act 2010 to make reasonable adjustments or changes for disabled people to ensure they can use and access services in the same way an able bodied person would.

This goes beyond simply avoiding discrimination. Service providers must consider the needs of disabled customers and remove any barriers that may prevent them from using that service. Failure of a service provider to make a reasonable adjustment to their service could be used as the basis of claim in court. This could result in an order to pay compensation and make the reasonable adjustments. The Equality Act 2010 also prohibits service providers from passing the costs of making an adjustment on to a customer.

Many of the adjustments will not be particularly expensive. The costs should be absorbed as part of the running of the business. Service providers are not required to do more than it is reasonable for them to do. What is reasonable depends on the size and nature of an organisation, and facilities or services provided.

“It takes longer to load a passenger in a wheelchair. Why can’t I charge more for the time and extra effort it takes?”

See Q5

Q5) Should the Driver of the Licensed Vehicle have it’s meter running while they are getting the wheelchair into the vehicle?

A - If the service provider has not complied with its duty to make reasonable adjustments, it will be difficult for them to justify this. Discrimination includes charging more for services. Drivers who do run the meter like this are charging more for a service because of a person’s disability. This is likely to be unlawful discrimination.
Q6) If we can’t charge extra for wheelchair accessible vehicles. Wouldn’t it be better for us if we just don’t offer the service to wheelchair users at all?

A – Any company or organisation providing a service to the public has a legal duty under the Equality Act 2010 to ensure that disabled people can use and access services in the same way an able bodied person would. Removing these services specifically for wheelchair users, especially when these sorts of vehicles are available (Contracts etc.) is likely to be unlawful discrimination.

Q7) Should the driver be responsible for securing wheelchair users, or expect them to take on the responsibility themselves?

A – Under the law, it is the drivers’ responsibility to ensure that wheelchair users are secured properly in their Licensed Vehicle and could be prosecuted for failure to do so. They are also required to conform to the following:

a) Carry all the necessary equipment to safely convey all passengers
b) Comply with all current standards and legislation in force
c) Ensure that lift/ramps are in working order at all times

The following guidance notes have been prepared to provide you with the standards that we expect when carrying a passenger(s) in a wheelchair.

Wheelchair loading
1. Parked vehicle:

If the ground close to the wheelchair user’s pickup point is not firm or level then a suitable site nearby should be sought.

If there is no suitable alternative nearby and a lift/ramp has to be used whilst the vehicle is parked on a gentle gradient, ensure that the platform slopes towards the vehicle interior and the front of vehicle facing downhill.

Ensure that there is sufficient clear space to allow the lift/ramp to fully deploy including adequate access space for the wheelchair.

When deploying the lift/ramp, ensure there is adequate access space for wheelchair movement to and from the platform at ground level.

Do not use a lift/ramp platform that is tilted at an angle of more than 5° from the horizontal in any direction.
Protect platform surfaces and vehicle doorways from rain if possible and take extra care when the lift/ramp platform and vehicle floors are damp, wet or slippery to reduce the risk of slips, trips or falls.

2. Operating the lift/ramp:
Procedures and written instructions should be available for entering and exiting a vehicle, covering the following as a minimum:

- Observe the manufacturer’s instructions for use at all times.
- Personnel operating the lift/ramp must be trained to a competent standard
- Ensure that vehicle doors are secured in the open position before operating the lift/ramp.

NOT KNOWING THE LAWS IS NO EXCUSE!
Taxi & Private Hire Operators and Drivers with accessible vehicles have a duty to provide and to carry wheelchair users without extra charge. As well as the legal obligation, there is a serious moral obligation not to make those less fortunate than the majority of us feel penalised because of their disability. Please make sure controllers, telephonists and drivers are aware of their responsibilities and they know the consequences of failing to provide will be expensive.
The following is regarding the issue of assistance dogs and questions that may arise.

**Guide and assistance dogs**

Q8) Should the assistance dog owner be responsible for informing the Operator when booking a Licensed Vehicle that an assistance dog needs to be carried?

A – Under the law, although it doesn’t harm to be informed, it shouldn’t make any difference whether there will be an assistance dog being carried or not. This negates the need for the operator to be informed beforehand. A driver being unaware that there will be a necessity to carry an assistance dog is not an excuse for refusal.

Q9) I have an Allergy / Phobia to dogs. Can I refuse to take them?

A – Under the law, it is unlawful for the driver to refuse to take an assistance dog unless he/she has an exemption certificate from the Local Authority. Drivers in making an application for a medical exemption will need to provide supporting medical evidence. An independent medical practitioner, other than their General Practitioner must provide this. If the exemption is being applied for on the grounds of a chronic phobia to dogs the report must be provided by a psychiatrist or clinical psychologist. If passed, he/she will be issued a certificate which has to be displayed in the vehicle window.

Q10) Can I charge extra for taking an assistance dog?

A – Under the law, it is unlawful for the driver to charge extra to take an assistance dog. Also, you cannot separate them from their owner or count them as an extra passenger e.g. 4 persons and an assistance dog is still only 4 passengers.
Q11) I am a Muslim. Is it permissible to take an assistance dog?
A – Guidance from the Sharia Council of Britain in 2002 has confirmed that a guide or assistance dog qualifies as a highly trained or taught animal that is essential to the independence of a disabled person. Trained assistance dogs can accompany disabled people into Licensed Vehicles managed or driven by Muslims. Therefore it would be unlawful for a Licensed Vehicle driver to be unwilling to carry an assistance dog due to religious observance.

Q12) Do I have to carry a dog if it’s not an assistance dog and instead is only a pet?
A – There is no legislation that obligates a driver to carry pets. It is entirely at their own discretion. Operators should ask the driver if they’re willing to carry these and explain to customers that not all drivers are willing to carry them. They should also explain that drivers who are willing to may make a small extra charge for this service.

Please Remember

- Not all assistant dogs are for the blind. There are other assistant dogs that are there to assist their users in many different ways according to their owners’ disabilities, so you must be prepared to take any of these.

- It is best practice to ask the passenger where they want themselves and their dog to sit in the vehicle.

- You are NOT allowed to charge extra for assistant dogs

- Just saying that you’re allergic or are scared of dogs is not a reasonable excuse. You would need to provide us with appropriate medical evidence from a specialist in order to obtain an exemption certificate.
Guide and assistance dogs

Under the Equality Act 2010 taxi and private hire drivers are still obliged to carry guide dogs and assistance dogs at no extra cost to the passenger. Only drivers who have a medical condition that means they are unable to carry dogs in their vehicle may apply for an exemption from these duties.

The Government and Transport for London are committed to an accessible public transport system in which disabled people can enjoy the same opportunities to travel as other members of society.

Private Hire Vehicles (PHV) and taxis are a vital link in the accessible transport chain and it is important that disabled people who use guide, hearing or other assistance dogs have confidence that they can book a PHV or hire a taxi, which will carry them and their dog at no extra charge.

Guide, hearing and other assistance dogs have given many disabled people the confidence to travel independently and, for these people, PHV’s and taxis can often be a lifeline.

Private Hire Vehicle Operators

A PCO Notice 1/04 advised of the legal requirement, from 31st March 2004, for PHV operators to:

- Accept bookings made by or on behalf of a disabled person who is accompanied by a guide, hearing or other assistance dog;
- Accept bookings made by a person who will be accompanied in the PHV by such a disabled person; and
- Not make an additional charge for carrying the disabled passengers’ assistance dog.

Private Hire Vehicle Drivers

Since 31st March 2004, a driver of a licensed PHV which has been hired by or for a disabled person with their guide, hearing or prescribed assistance dog; or by a person who will be accompanied in the PHV by such a disabled person; has been required to:

- Carry the disabled passenger’s assistance dog and allow it to remain with the passenger; and do so without and additional charge

Exemptions

Drivers can seek exemptions from these duties only on medical grounds (there is no exemption available to operators). If you have a medical condition, such as severe asthma, which is aggravated by contact with dogs, or if you are allergic or have an acute phobia to dogs, it may be possible for you to qualify for an exemption. Applications should be made to the Local Authority using the appropriate form which can be obtained from the Licensing Department on 01782 232774

Taxi Drivers

It has been a legal requirement since March 2001 for taxi drivers to carry guide, hearing and assistance dogs accompanying disabled people and to do so without any additional charge.

All operators and drivers are reminded of these obligations under the Disability Discrimination Act 1995 and the Equality Act 2010.

If you fail to comply with these duties, you will be guilty of an offence and, on conviction, liable to a fine currently up to £1,000.

The legislation covers the following types of dog:

Guide dogs: trained by the Guide Dogs for the Blind Association to guide a visually impaired person. These dogs wear a harness.

Hearing dogs: trained to assist a deaf person. These dogs wear a jacket with the words ‘Hearing Dogs for Deaf People’.

Other assistance dogs: those trained by ‘Dogs for the Disabled’, ‘Support Dogs’ or ‘Canine Partners’ to assist a disabled person with a physical impairment. These dogs should be wearing a jacket inscribed with the relevant charity.

In addition, the owners of all these dogs carry an identity card with the name of the relevant charity. It is important to remember that assistance dogs are highly trained animals and will remain on the floor of your vehicle. They are unlikely to damage or dirty it in any way.

Dogs and Islamic Law

Guidance from the Sharia Council in 2002 confirmed that trained assistance dogs may accompany disabled people in taxis and private hire vehicles managed or driven by Muslims. The Council’s guidance helps to clarify religious law and prevent any possible conflict with secular law.

Lord Ahmed, a Muslim spokesperson in the House of Lords said, “Islam is a religion that cares for people. Although it is not encouraged to keep a dog in the house, if the dog is owned for reasons of safety then it is permitted. When a disabled person is accompanied by a trained dog, such a dog becomes the blind person’s eyes and therefore should not be stopped from entering with a blind person.”

A spokesman for the Disability Rights Commission (DRC) commented: “Disabled people will welcome the positive approach taken by leading members of the Muslim community to ensure that disabled people do not face discrimination because of a misunderstanding of Islam.”

NOT KNOWING THE LAWS IS NO EXCUSE!

Taxi & Private Hire Operators and Drivers now have a duty to carry assistance dogs. As well as the legal obligation, there is a serious moral obligation to carry assistance dogs for those less fortunate than the majority of us.

Assistance dogs are well behaved, highly trained animals that will sit quietly in the ‘tockwell’ area of most PHV’s and taxis.

Please make sure controllers, telephonists and drivers are aware of their responsibilities and they know the consequences of failing to provide will be expensive.
Remember, making your private hire vehicles and taxi services easier for disabled people to use is good for your customer and sound business sense for you.

**Other sources of useful information**
- Disabled Persons Transport Advisory Committee (DPTAC)  
  [www.dptac.gov.uk](http://www.dptac.gov.uk)


- [WWW.ddsg.org.uk/taxi](http://WWW.ddsg.org.uk/taxi) Taxi Driver Training Pack


- Commission for Equality of Human Rights (CEHR)  
  [www.equalityhumanrights.org.uk](http://www.equalityhumanrights.org.uk)

**Stoke-on-Trent City Council** 01782 232774 stoke.gov.uk
### APPENDIX I
DRIVERS LICENCE CONDITIONS – PRIVATE HIRE

<table>
<thead>
<tr>
<th>Definitions for this Appendix only</th>
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<tbody>
<tr>
<td>‘You’ means the licensed driver.</td>
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<tr>
<td>‘Your’ means of the licensed driver.</td>
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<tr>
<td>‘We’, ‘Us’, ‘Our’ means Stoke on Trent City Council</td>
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<tr>
<td>‘Vehicle’ and ‘Vehicles’ means the licensed private hire vehicle.</td>
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<tr>
<td>‘Badge’ means the badge issued to you with your driver's licence</td>
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<table>
<thead>
<tr>
<th>1</th>
<th>Things you MUST Tell Us</th>
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</thead>
<tbody>
<tr>
<td>1.1</td>
<td><strong>Change of details</strong></td>
</tr>
<tr>
<td></td>
<td>You must tell us <em>in writing on our form, and within seven days</em> of the change, if your details change from those given in your original licence application.</td>
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<td>These changes include any to:</td>
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<td></td>
<td>• Your name</td>
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<td></td>
<td>• Your address</td>
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<td></td>
<td>• Your operator</td>
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<tr>
<td>1.2</td>
<td><strong>Accidents/Damage to your vehicle</strong></td>
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<tr>
<td></td>
<td>You must tell us <em>in writing on our form, as soon as possible, and always within 72 hours</em> of any accident to a licensed vehicle causing damage affecting the safety, performance or appearance of the vehicle or the comfort or convenience of persons using the vehicle</td>
</tr>
<tr>
<td>1.3</td>
<td><strong>Arrests and Questioning regarding vulnerable persons</strong></td>
</tr>
<tr>
<td></td>
<td>You must tell us <em>immediately, and confirm in writing on our form within 7 days</em>, if you are questioned, interviewed voluntarily under caution, or arrested, by the police regarding an allegation involving a child or vulnerable adult.</td>
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<td></td>
<td>Examples of allegations which require notification include but are not limited to:</td>
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<td>• Inappropriate touching</td>
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<td>• Sexual activity</td>
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<td>• Offensive, racist, abusive, or inappropriate comments</td>
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<td></td>
<td>• Violence, coercion or intimidation</td>
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<tr>
<td></td>
<td>• Misuse or attempted misuse of personal details obtained as part of a fare or booking</td>
</tr>
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<td></td>
<td>• People trafficking</td>
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</tbody>
</table>
1.4 **Charges**

You must tell us *immediately, and confirm in writing on our form within 7 days* if you are charged with a criminal offence.

You must provide details of:
- The alleged offence
- The date it occurred
- Any other information regarding the allegation we may request from you.

1.5 **Convictions, Cautions and Warnings**

You must tell us *in writing on our form, and within 7 days*, of the decision if you are convicted, cautioned or receive a warning.

You must provide details of:
- The offence and date it occurred
- The date of conviction/caution/warning
- The convicting court or issuing police station
- Any penalty and fine imposed on you

Any other information regarding the matter we may request from you.

1.6 **Fixed Penalty Endorsements**

You must tell us *in writing on our form, and within seven days* of acceptance, if you accept a fixed penalty endorsement.

You must provide details of:
- The offence and the date it occurred
- The date you accepted the endorsement
- Any other penalty and fine imposed on you
- Any other information regarding the matter we may request from you.

*You must also visit the licensing office within seven days of acceptance to provide us with driving licence and give us permission to view your driving record online.*

1.7 **Refusals, Suspensions, Revocations**

You must tell us *in writing on our form, and within 7 days* of any suspension, revocation of refusal to issue a licence by any other council you hold licences with or apply to. You must tell us the date of decision, the name of the council, the licence number(s) of the licences suspended or revoked, and provide us with a copy of the decision notice issued by the other council giving the grounds for their action.
### 1.8 Changes to Your Health

You must tell us if your health changes and you develop or suffer from:

- A Heart Condition
- Abnormal Blood Pressure
- Diabetes
- Epilepsy
- Sudden Attacks of Giddiness or Fainting
- Deterioration of Eyesight or Hearing
- Alcohol or Drug Dependency
- Mental or Psychological Disorder
- Serious Physical Injury or Disability

Any other condition affecting your ability to drive

### 1.9

You must tell us if you lose your drivers badge or ‘in vehicle’ Identity Card immediately.

### 1.10

Existing drivers licence holders at the date of adoption of this policy must attend an awareness raising course in relation to safeguarding children and vulnerable people approved by Stoke-on-Trent licensing service within the 6 calendar months following the date of adoption of this policy.

### 2. Things You MUST do

#### 2.1

You must comply with these conditions and all the requirements of your licences and not commit any offences under the Town Police Clauses Act 1847, Local Government (Miscellaneous Provisions) Act 1976, Equality Act 2010, and General Road Traffic Laws and Construction and Use Regulations or any other enactment.

#### 2.2

You must respond to questions from the council’s designated safeguarding Lead Officer for the management of allegations against individuals (LADO) and participate in their investigatory meetings if asked.

#### 2.3

You must wear clean, sensible clothing and footwear which assists with safe driving, presents a professional image, allows customers and officers to compare your face to your identity badges, and does not offend customers. In particular:

- Footwear must fit to your heel
- Headwear must not obscure any part of the face
- Wording, graphics and logos on clothing should not be of an offensive or suggestive nature
<table>
<thead>
<tr>
<th>Section</th>
<th>Requirement</th>
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<tbody>
<tr>
<td>2.4</td>
<td>You must provide us with a certificate signed by your Doctor saying you meet the Group II medical standard for professional drivers and are fit to drive a private hire vehicle after any period of absence from work due to sickness which lasts for more than 6 weeks.</td>
</tr>
<tr>
<td>2.5</td>
<td>You must give Part B of your licence to your operator before undertaking your first hiring with that operator. You must repeat this each time your licence is renewed.</td>
</tr>
<tr>
<td>2.6</td>
<td>You must give Part C of your driver's licence marked 'Vehicle Licensee's Copy' to the vehicle licensee before taking your first hiring. You must repeat this each time your licence is renewed.</td>
</tr>
<tr>
<td>2.7</td>
<td>You must keep your drivers badge and in vehicle Identity Card safe and secure and not lend them to anyone else.</td>
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<tr>
<td>2.8</td>
<td>You must return your badge and counterpart to us when your licence expires.</td>
</tr>
<tr>
<td>2.9</td>
<td>You must wear your badge so that it is plainly visible to passengers whenever you are driving a licensed vehicle.</td>
</tr>
<tr>
<td>2.10</td>
<td>You must provide any customer who asks you with your name and badge number.</td>
</tr>
<tr>
<td>2.11</td>
<td>You must fix the 'in vehicle' or 'second' Identity Card we give you in the vehicle, in the card holder provided so that it is plainly visible to all passengers.</td>
</tr>
<tr>
<td>2.12</td>
<td>You must check your vehicle signs are all present, legible, and in the correct place before starting work.</td>
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<tr>
<td>2.13</td>
<td>You must make sure an up-to-date rate of fares card is present in the vehicle before starting work.</td>
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<tr>
<td>2.14</td>
<td>You must know the maximum number of passengers you may carry at any one time before starting work.</td>
</tr>
<tr>
<td>2.15</td>
<td>You must make sure the vehicle is clean and that suitable luggage space is available before starting work.</td>
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<tr>
<td>2.16</td>
<td>You must take all reasonable precautions to ensure the safety of persons getting into, travelling in, or getting out of your vehicle.</td>
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<tr>
<td>2.16</td>
<td>If you drive a wheelchair accessible vehicle you must become familiar with all equipment fitted to enable hire by a wheelchair user, and its correct operation, before using the vehicle.</td>
</tr>
<tr>
<td>2.18</td>
<td>You must drive your customer to their requested destination by the shortest route, unless instructed otherwise by your customer.</td>
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<tr>
<td>2.19</td>
<td>You must charge the journey fare at your operator’s agreed rates, or if the customer has requested you be engaged by time at the agreed rate per unit of time.</td>
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</tbody>
</table>
2.20 Where your vehicle has a taximeter this must be an approved, sealed, calibrated, and illuminated device. It must not be operated until the passenger is seated in the vehicle and the driver is seated and ready to move the vehicle to commence the journey. Once the journey is concluded by reaching the destination requested by the passenger the fare displayed on the taximeter should be stated to the passenger and they or the customer should be requested to pay no more than the fare shown on the meter.

2.21 You must permit any guide, assistance or hearing dog to accompany the person whose control it is under when they hire your services. Any driver with a medical condition that would be aggravated by carrying dogs may apply to the Council for an exemption from this condition.

2.22 You must provide a written receipt at the request of the customer showing:
- The date and time
- The pickup location
- The destination location
- The fare charged
- Your operator
- Your plate number
- Your signature

2.23 You must check your vehicle for property left by customers after every hiring and report any property found to your operator immediately and to the Police within 2 days of discovery. Such property must be left in the custody of the Police if not returned to the customer.

3. **Things you MUST NOT do**

3.1 You must not drive your vehicle unless you are licensed by us to drive private hire vehicles.

3.2 You must not display more than one drivers badge in any licensed vehicle you are driving.
You must not engage in the following behaviour or actions with any person present in a licenced vehicle as a passenger:

- Inappropriate touching
- Sexual activity
- Taking personal property or any substance (illegal or otherwise) from customers in lieu of payment or as a deposit for payment
- Making offensive, racist, abusive or inappropriate comments
- Actions or language that could be interpreted as coercive, threatening, or aggressive
- Providing cigarettes, alcohol, drugs or other gifts of any sort
- Providing free of charge journeys as an inducement to inappropriate behaviour
- Showing to passengers any video or pictures
- Engaging with children or vulnerable adults via social networking sites
- Inquiring about passengers personal and family circumstances and relationships
- Phoning or sending text messages to a passenger other than directly concerning the hiring of the vehicle
- Stopping the vehicle other than at a destination requested by the passenger unless there are exceptional or emergency circumstances.

You must not start the meter (where fitted) until the passenger(s) is seated and ready to commence the journey.

You must not carry a child under the age of 10 in the front seat of the vehicle and you will not allow more than one person to travel in the front seat of the vehicle, unless the vehicle is specifically designed for such use.

You must not tout for business nor ply for hire by calling out to nearby persons or by inviting them to hire you unless a booking has been made and agreed with your operator.

You must not park or linger on any of the following locations other than at a marked pick up point provided specifically for private hire vehicles:

- Transport Lane, Longton
- Station Road, Stoke
- Pickford Place and Saracen Way, Meir.
- Market Place including St John’s Square and Westport Road, Burslem
- Piccadilly, Marsh Street North and South, the entire length of Trinity Street, Stafford Street and Town Road, Hanley
- Lichfield Street, Hanley, neighbouring the Bus Station
- Within the vicinity of any authorised hackney carriage rank.
- At any other location notified to you in writing
3.9 You must not use your horn other than in situations permitted under the highway code.

3.10 You must not without the hirer’s permission play any radio or other audio equipment in your vehicle other than for the purposes of sending or receiving messages in connection with the operation of that vehicle.

3.11 You must not allow the noise emitted by any equipment in your vehicle to be a source of nuisance or annoyance to any person, whether inside or outside the vehicle.

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**APPENDIX F**

**VEHICLE LICENCE CONDITIONS - PRIVATE HIRE**

**Definitions for this Appendix only**
- ‘You’ means the licence holder(s)
- ‘Your’ means of you
- ‘We’, ‘Us’, ‘Our’ means Stoke-on-Trent City Council
- ‘Vehicle and Vehicles’ means the vehicle to which the Private Hire vehicle licence relates
- ‘Driver’ means a person licensed by us to drive the vehicle

**1 Things You MUST Tell Us**

1.1 **Changes to your details**
   You must tell us *in writing on our form, and within seven days* of the change, if your details change from those given in your original licence application.
   These changes include any to:
   - Your name
   - Your address
   - Your operator
   - Who is driving your vehicle

1.2 **Changes to insurance**
   You must tell us *in writing on our form, and within 7 days* of any changes to the vehicle insurance policy including to the provider, the cover, limitations to use, and named drivers.

1.3 **Accidents/Damage to your vehicle**
   You must tell us *in writing on our form, as soon as possible, and always within 72 hours* of any accident to a licensed vehicle causing damage affecting the safety, performance or appearance of the vehicle or the comfort or convenience of persons using the vehicle.
### 1.4 Transfers
You must tell us in writing on our form, as soon as possible and always within 14 days if you transfer the vehicle licence to another person, or add another person onto the licence as a part proprietor.

The form must be completed by you and the proposed licensee with the vehicle insurance document and the appropriate transfer fee within the 14 day deadline.

### 1.5 Refusals, Suspensions, Revocations
You must tell us in writing on our form, and within 7 days of any suspension, revocation of refusal to issue a licence by any other council you hold licences with or apply to.

You must tell us the date of decision, the name of the council, the licence number(s) of the licences suspended or revoked, and provide us with a copy of the decision notice issued by the other council giving the grounds for their action.

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### 2 Things you MUST NOT do

<table>
<thead>
<tr>
<th>Section</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.1</td>
<td>You must not drive your vehicle unless you are licensed by us to drive private hire vehicles.</td>
</tr>
<tr>
<td>2.2</td>
<td>You must not transfer any sign bearing the vehicle licence number to another vehicle.</td>
</tr>
<tr>
<td>2.3</td>
<td>You must not attach signs (including magnetic signs) to your vehicle unless they have been approved by us first.</td>
</tr>
<tr>
<td>2.4</td>
<td>You must not use your vehicle if it has any damaged or missing signs.</td>
</tr>
<tr>
<td>2.5</td>
<td>You must not modify the specification, design, condition or appearance of your vehicle unless you have our written approval.</td>
</tr>
<tr>
<td>2.6</td>
<td>You must not carry any fare paying passengers if you convert your vehicle to run on LPG or any other non-standard fuel during the licence period, unless you have shown us a certificate confirming satisfactory installation by a competent body. Converted vehicles must retain a reasonable amount of luggage space.</td>
</tr>
</tbody>
</table>

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### 3 Things you MUST do

<table>
<thead>
<tr>
<th>Section</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.1</td>
<td>You must ensure that your vehicles comply with all the requirements of their licences and are not in such condition as to commit any offences under the Local Government (Miscellaneous Provisions) Act 1976, Equality Act 2010 and General Road Traffic Laws and Construction and Use Regulations.</td>
</tr>
<tr>
<td>3.2</td>
<td>You must have a valid policy of insurance or such security as complies with the requirements of Part VI of the Road Traffic Act 1972 during the period of the vehicle licence covering the vehicle for private hire use but not public hire use.</td>
</tr>
<tr>
<td>3.3</td>
<td>You must show your current vehicle insurance certificate to your operator if they ask you for it.</td>
</tr>
<tr>
<td>Section</td>
<td>Description</td>
</tr>
<tr>
<td>---------</td>
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</tr>
<tr>
<td>3.4</td>
<td>You must give Part B of your licence to your operator before the vehicle is used to undertake its first booking with that operator. You must repeat this each time your licence is renewed.</td>
</tr>
<tr>
<td>3.5</td>
<td>You must demand Part C of the driver’s licence marked ‘Vehicle Licensee’s Copy’, and inspect the driver’s badge before allowing any person to drive your vehicle the first time.</td>
</tr>
<tr>
<td>3.6</td>
<td>You must retain the Part C document in a safe and secure location and show us each driver’s licence Part C or any other alternative document we request which contains the same information when asked by us.</td>
</tr>
<tr>
<td>3.7</td>
<td>You must keep each driver’s licence Part C, or a copy of the same, for at least 12 months from the date of the last booking for that driver.</td>
</tr>
<tr>
<td>3.8</td>
<td>Where a driver is no longer used by you, you must keep a copy of that driver’s licence Part C and return the original to him/her.</td>
</tr>
<tr>
<td>3.9</td>
<td>You must systematically check your records for expiring driver licences and demand from any driver of your vehicle a replacement Part C of the relevant licence to continue to be satisfied as to the driver’s licence status.</td>
</tr>
<tr>
<td>3.10</td>
<td>You must fix the ‘in vehicle’ or ‘second’ Identity Card holder we give you in the vehicle so that the driver’s ID card is plainly visible to all passengers. The card holder must be kept in good condition at all times.</td>
</tr>
<tr>
<td>3.11</td>
<td>You must comply with the signage requirements detailed in Appendix D at all times your vehicle is licensed.</td>
</tr>
<tr>
<td>3.12</td>
<td>You must check that the vehicle is displaying the approved signs for your operator before installing a radio or other communications device into the vehicle.</td>
</tr>
<tr>
<td>3.13</td>
<td>You must display an up to date approved rate of fares card plainly and distinctly in the cabin of the vehicle and maintain it so that the information on the card is clearly visible to the passengers.</td>
</tr>
<tr>
<td>3.14</td>
<td>You must notify your operator if you transfer your vehicle licence to another person.</td>
</tr>
<tr>
<td><strong>4.</strong></td>
<td><strong>Maintaining Your Vehicle</strong></td>
</tr>
<tr>
<td>4.1</td>
<td>You must keep the vehicle to the pre-licensing specification at all times.</td>
</tr>
<tr>
<td>4.2</td>
<td>You must keep the inside and outside of your vehicle in a clean, safe and presentable condition.</td>
</tr>
<tr>
<td>4.3</td>
<td>You must keep the vehicle free from dents and rust with even paintwork matching that applied by the manufacturer. Any accident damage must be repaired as soon as practicable.</td>
</tr>
<tr>
<td>4.4</td>
<td>You must keep the inside of the vehicle free of stains, splits, and tears to the upholstery, trim panels, carpets and head-linings.</td>
</tr>
</tbody>
</table>
### 5 Your Taximeter (if fitted)

5.1 If fitted to your vehicle the taximeter must be
- set to the current rate of fares for your operator
- located where it is plainly and distinctly visible to all passengers.
- sealed so that it is not practicable to tamper with the meter or its fittings except by breaking, damaging or permanently displacing the seals
- illuminated when the meter is on.

5.2 You must not allow anyone to drive your vehicle for hire purposes until you are satisfied that they know how to properly use the taximeter.

5.3 You must notify us of any damage to the taximeter, and repair it and any seals as soon as possible after any damage.

### APPENDIX E

**VEHICLE LICENCE CONDITIONS - HACKNEY CARRIAGE**

**Definitions for this Appendix only**

‘You’ means the licensed proprietor(s)
‘Your’ means of you
‘We’, ‘Us’, ‘Our’ means Stoke on Trent City Council
‘Vehicle and Vehicles’ means the vehicle to which the Hackney Carriage vehicle licence relates
‘Driver’ means a person licensed by us to drive the vehicle

### 1 Things You MUST Tell Us

1.1 **Changes to your details**

You must tell us *in writing on our form, and within seven days* of the change, if your details change from those given in your original licence application.

These changes include any to:
- Your name
- Your address
- Who is driving the vehicle

1.2 **Changes to insurance**

You must tell us *in writing on our form, and within 7 days* of any changes to the vehicle insurance policy including to the provider, the cover, limitations to use, and named drivers.

1.3 **Accidents/Damage to your vehicle**

You must tell us *in writing on our form, as soon as possible, and always within 72 hours* of any accident to a licensed vehicle causing damage affecting the safety, performance or appearance of the vehicle or the comfort or convenience of persons using the vehicle
1.4 **Transfers**
You must tell us *in writing on our form, as soon as possible and always within 14 days* if you transfer the vehicle licence to another person, or add another person onto the licence as a part proprietor.
The form must be completed by you and the proposed licensee with the vehicle insurance document and the appropriate transfer fee within the 14 day deadline.

1.5 **Refusals, Suspensions, Revocations**
You must tell us *in writing on our form, and within 7 days* of any suspension, revocation of refusal to issue a licence by any other council you hold licences with or apply to.
You must tell us the date of decision, the name of the council, the licence number(s) of the licences suspended or revoked, and provide us with a copy of the decision notice issued by the other council giving the grounds for their action.

2 **Things you MUST NOT do**

2.1 You must not drive your vehicle unless you are licensed by us to drive hackney carriages.

2.2 You must not transfer any sign bearing the vehicle licence number to another vehicle.

2.3 You must not use your vehicle if it has any damaged or missing signs.

2.4 You must not modify the specification, design, condition or appearance of your vehicle unless you have our written approval.

2.5 You must not carry any fare paying passengers if you convert your vehicle to run on LPG or any other non-standard fuel during the licence period, unless you have shown us a certificate confirming satisfactory installation by a competent body.

Converted vehicles must retain a reasonable amount of luggage space.

3 **Things you MUST do**

3.1 You must ensure that you, and your drivers comply with all the conditions of their licences and do not commit any offences under the Local Government (Miscellaneous Provisions) Act 1976, Town and Police Clauses Act 1847, Equality Act 2010 and General Road Traffic Laws and Construction and Use Regulations.

3.2 You must have a valid policy of insurance or such security as complies with the requirements of Part VI of the Road Traffic Act 1972 which covers the period of the vehicle licence and permits for public hire use but not private hire use.

3.3 You must demand Part C of the driver’s licence marked ‘Vehicle Licensee’s Copy’, and inspect the driver’s badge before allowing any person to drive your vehicle for the first time.

3.4 You must retain the Part C document in a safe and secure location and show us each driver’s licence Part C or any other alternative document we request which contains the same information when asked by us.

3.5 You must keep each driver’s licence Part C, or a copy of the same, for at least 12 months from the date of the last booking for that driver.

3.6 Where a driver is no longer used by you, you must keep a copy of that driver’s licence Part C and return the original to him/her.
| 3.7 | You must systematically check your records for expiring driver licences and demand from any driver of your vehicle a replacement Part C of the relevant licence to continue to be satisfied as to the driver’s licence status. |
| 3.8 | You must comply with the signage requirements detailed in Appendix D at all times your vehicle is licensed. |
| 3.9 | You must display a roof sign on the vehicle bearing the word ‘TAXI’ and illuminate it from inside the vehicle only when the vehicle is plying for hire. |
| 3.10 | You must will display an up to date approved rate of fares card plainly and distinctly in the cabin of the vehicle and maintain it so that the information on the card is clearly visible to the passengers. |

### 4. Maintaining Your Vehicle

| 4.1 | You must keep the vehicle to the pre-licensing specification at all times. |
| 4.2 | You must keep the inside and outside of your vehicle in a clean, safe and presentable condition. |
| 4.3 | You must keep the vehicle free from dents and rust with even paintwork matching that applied by the manufacturer. Any accident damage must be repaired as soon as practicable. |
| 4.4 | You must keep the inside of the vehicle free of stains, splits, and tears to the upholstery, trim panels, carpets and head-linings. |

### 5. Your Taximeter

| 5.1 | Your taximeter must be |
|      | • set to the current rate of fares allowed by us and no other |
|      | • located where it is plainly and distinctly visible to all passengers. |
|      | • sealed so that it is not practicable to tamper with the meter or its fittings except by breaking, damaging or permanently displacing the seals |
|      | • illuminated when the meter is on. |
| 5.2 | If your taximeter has a flag or other device fitted, bearing the words ‘FOR HIRE’ then the flag or other device must |
|      | • plainly and distinctly display the words ‘FOR HIRE’ on each side in plain letters at least one and a half inches in height only when the taximeter is not in active use |
|      | • be capable of being locked in a position in which the words are horizontal and legible, and in this position, no fare shall be displayed on the meter |
| 5.3 | If your taximeter does not have a flag or other device bearing the words ‘FOR HIRE’ |
|      | • it must be fitted with a key or other device which, when turned shall lock into position, start the meter and cause the word ‘HIRED’ to appear on the face of the taximeter |
|      | • you must provide a sign bearing the words ‘FOR HIRE’ in plain letters at least one and a half inches in height which can be safely operated by the driver to indicate clearly and conveniently to persons outside the carriage whether or not the carriage is for hire |
5.4 You must ensure that when your taximeter is in action that the chargeable fare is plainly and distinctly legible and that the word ‘FARE’ is printed on the face of the taximeter in plain letters and cannot easily be confused with any other figures or letters displayed on the meter.

5.5 You will not allow anyone to drive your vehicle for hire purposes until you are satisfied that they know how to properly use the meter.

5.6 You will notify us of any damage to the meter, and repair it and any seals as soon as possible after any damage.

### APPENDIX D
**SIGNS and SIGNAGE**

**Definitions for this Appendix only**

‘You’ means the licensee(s)

‘We’, ‘Us’, ‘Our’ means Stoke on Trent City Council

‘Vehicle’ and ‘Vehicles’ means the licensed vehicle

All images of signs below are not to scale and are for illustrative purposes only.

1. **General Matters**

1.1 We will provide all the signs required for your licensed vehicle APART from approved door signs showing the vehicle proprietor which are your responsibility.

1.2 All signage issued bearing the vehicle licence number remains our property.

1.3 All plate signs on the outside of the vehicle must be fitted onto a platform which is permanently attached to your vehicle and NOT be directly fixed to the vehicle itself.

1.4 All of the signs inside your vehicle sit in adhesive pockets which must be permanently attached to your vehicle. These pockets must stay fixed to your vehicle, even when the sign is removed.

1.5 You must ensure that before your vehicle is used all plates and signs are maintained in a sound and clean condition, and unobstructed, such that the sign information can be read.

1.6 You must report any lost or stolen plate or sign to us and the police within 72 hours and provide a crime reference number for such a loss.

1.7 Where any plate, sign or fixing is lost, damaged or stolen then you must obtain and fit a replacement sign from us at your own expense without delay.
1.8 If the vehicle licence expires, is revoked or suspended, an authorised Council officer or Police Constable may:

- immediately remove and retain any signage (except the rear plate for exterior fixing) bearing the vehicle licence number until the licence is reinstated.
- attach a sign to the vehicle to show that the vehicle licence is suspended. Any tampering or removal of this sign during a period of suspension will be viewed as obstruction.

1.9 Where a licence renewal application is being made you must return to the council with your application all signage bearing the vehicle number previously issued to you. If this is not practicable you must provide a statement of the reasons for this.

2 Hackney Carriages – Outside

2.1 Front Plate

2.2 You must fix the Front Plate on or above the bumper with at least 5cm gap to the vehicle registration number plate.

2.3 Rear Plate

2.4 You must fix the Rear Plate sign on or above the rear bumper either:

- side by side with the vehicle registration number plate with at least 5cm distance apart
- in any other position, on or above the bumper where the vehicle registration number plate of standard design with all the letters and numbers on one row

2.5 Proprietor’s Name
2.6 All Hackney Carriages must have permanently affixed to the two front doors of the vehicle the Proprietor’s name in full in white or gold lettering, or another colour previous agreed with us. The lettering shall be a minimum of one inch and a maximum of two inches in height and width. The Proprietor may also display on the two front doors the company name in addition to the Proprietor’s name but not in place of it. No other signs, advertisements or distinguishing marks may appear on the vehicle without our prior approval. The use of magnetically affixed signs is not allowed.

2.7 **Jump In Signs – display discretionary**

2.8 You may place the Jump In signs on the outside of the rear passenger doors on the upper part of the door of the vehicle with the information clearly displayed and in a vertical place so that they are plainly and distinctly visible to any passenger entering the rear of the vehicle.

3. **Hackney Carriages – Inside**

3.1 **Front passenger sign**

3.2 You must place the front passenger sign in the plastic pocket provided by us and fix this to your vehicle in a horizontal position on the dashboard of the vehicle or other suitable location so that it is plainly and distinctly visible to any passenger seated in the front passenger seat of the vehicle.

3.3 **Rear internal facing passenger sign - seating capacity of 4 or less**

3.4 You must place the rear passenger sign in the plastic pocket provided by us and fix this to your vehicle in a horizontal position in the rear quarter light glass on each side of the vehicle. Where the vehicle does not have rear quarter light glass, signs may be attached in any alternative location so that they are plainly and distinctly visible to any passenger seated in the rear of the vehicle.
<table>
<thead>
<tr>
<th>3.5</th>
<th><strong>Rear internal facing passenger sign - seating capacity of 5 or more</strong></th>
</tr>
</thead>
</table>

| 3.6 | - Where the passenger seating area is not split into rows of seats facing in the same direction the first sign must be located to be visible to passengers getting into the vehicle, and the second signs must be located so that it is plainly and distinctly visible to passengers sitting in the vehicle.  
- Where the passenger seating area is split into rows of seats the first sign must be located on the off-side window opposite the passenger door visible to passengers getting into the vehicle, and second sign must be on the near-side window in the second row of seats visible to passengers sitting in the vehicle. |

| 3.7 | **Rear external facing passengers sign** |

| 3.8 | You must place this in the plastic pocket provided by us and will fix this to your vehicle in a horizontal position in the rear quarter light glass on each side of the vehicle. Where the vehicle does not have rear quarter light glass, signs may be attached in any alternative location so that they are plainly and distinctly visible to any passenger getting into the vehicle. |

| 3.9 | **No Smoking Sign** |

<p>| 3.10 | You must display in each compartment of the vehicle 1 NO SMOKING sign at least 85mm in diameter. |</p>
<table>
<thead>
<tr>
<th>4</th>
<th>Private Hire – Outside</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.1</td>
<td>Front Plate</td>
</tr>
<tr>
<td>4.2</td>
<td>You must fix the Front Plate on or above the bumper with at least 5cm gap to the vehicle registration number plate.</td>
</tr>
<tr>
<td>4.3</td>
<td>Rear Plate</td>
</tr>
</tbody>
</table>
| 4.4 | You must fix the Rear Plate sign on or above the rear bumper either:  
- side by side with the vehicle registration number plate with at least 5cm distance apart  
OR  
- in any other position, on or above the bumper where the vehicle registration number plate of standard design with all the letters and numbers on one row |
| 4.5 | Approved Door Signs |
| 4.6 | You must permanently display the approved door signs of your nominated operator on the upper half of the driver’s door and front passenger’s door. The door signs must contrast with the colour of the vehicle to which they are attached. Where your vehicle is operated by more than one private hire operator, you must only display those approved door signs for the operator operating the vehicle at any given time |
| 4.7 | Illegal Hire Signs |
| 4.8 | You must place the illegal hire signs on the outside of the rear passenger doors on the upper part of the door of the vehicle with the information clearly displayed and in a vertical place so that they are plainly and distinctly visible to any passenger entering the rear of the vehicle. |
### 5. Private Hire – Inside

#### 5.1 Front passenger sign

![Front passenger sign image](image1)

#### 5.2 You must place the front passenger sign in the plastic pocket provided by us and fix this to your vehicle in a horizontal position on the dashboard of the vehicle or other suitable location so that it is plainly and distinctly visible to any passenger seated in the front passenger seat of the vehicle.

#### 5.3 Rear internal facing passenger sign - seating capacity of 4 or less

![Rear internal facing sign image](image2)

#### 5.4 You must place the rear passenger sign in the plastic pocket provided by us and fix this to your vehicle in a horizontal position in the rear quarter light glass on each side of the vehicle. Where the vehicle does not have rear quarter light glass, signs may be attached in any alternative location so that they are plainly and distinctly visible to any passenger seated in the rear of the vehicle.

#### 5.5 Rear internal facing passenger sign - seating capacity of 5 or more

![Rear internal facing sign image](image3)

- Where the passenger seating area is not split into rows of seats facing in the same direction the first sign must be located to be visible to passengers getting into the vehicle, and the second signs must be located so that it is plainly and distinctly visible to passengers sitting in the vehicle.
- Where the passenger seating area is split into rows of seats the first sign must be located on the off-side window opposite the passenger door visible to passengers getting into the vehicle, and second sign must be on the near-side window in the second row of seats visible to passengers sitting in the vehicle.

#### 5.6 Rear external facing passengers sign

![Rear external facing sign image](image4)
<p>| | |</p>
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<tr>
<td><strong>5.8</strong></td>
<td>You must place this in the plastic pocket provided by us and will fix this to your vehicle in a horizontal position in the rear quarter light glass on each side of the vehicle. Where the vehicle does not have rear quarter light glass, signs may be attached in any alternative location so that they are plainly and distinctly visible to any passenger getting into the vehicle.</td>
</tr>
<tr>
<td><strong>5.9</strong></td>
<td><strong>No Smoking Sign</strong></td>
</tr>
<tr>
<td><strong>5.10</strong></td>
<td>You must display in each compartment of the vehicle 1 NO SMOKING sign at least 85mm in diameter.</td>
</tr>
</tbody>
</table>
# Hackney Carriage and Private Hire

## Local Knowledge Application

### For Office Use: Flare Number

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**SECTION 48 LOCAL GOVERNMENT (MISCELLANEOUS PROVISIONS) ACT, 1976**

**SECTION 40 TOWN POLICE CLAUSES ACT, 1847**

### SECTION A – THE APPLICANT

<table>
<thead>
<tr>
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<th>Full Name</th>
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### SECTION B – PREVIOUS NAMES

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<th>Forenames</th>
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<th>Surname</th>
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### SECTION C – APPLICANT DECLARATION AND CAUTION

I declare that I have the RIGHT TO WORK in the United Kingdom and that the information given in this application is true to the best of knowledge.

I understand that it is a criminal offence to make a false statement or omit any material particular from this application or any supporting document.

I confirm that I hold a valid DVLA licence? Yes [ ] No [ ] (I will have held it for 12 months when I apply for my driver's licence)

This authority is under a duty to protect the public funds it administers, and to this end may use the information you have provided on this form for the prevention and detection of fraud. It may also share this information with other bodies responsible for auditing or administering public funds for these purposes. For further information see [www.stoke.gov.uk/fraud](http://www.stoke.gov.uk/fraud).

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<th>Date</th>
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### SECTION D – FOR OFFICE USE ONLY

<table>
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<th>UK DVLA Lic – Must have held 12mths at Badge app – (Copy)</th>
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PERSONAL DETAILS

ETHNICITY

ETHNIC ORIGIN
I would describe my ethnic origin as:

<table>
<thead>
<tr>
<th>White</th>
<th>Mixed</th>
<th>Asian/Asian British</th>
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<tbody>
<tr>
<td>British</td>
<td>W1</td>
<td>M1</td>
</tr>
<tr>
<td>Irish</td>
<td>W2</td>
<td>M2</td>
</tr>
<tr>
<td>Irish Traveller</td>
<td>W3</td>
<td>M3</td>
</tr>
<tr>
<td>Gypsy/Roma</td>
<td>W4</td>
<td>M4</td>
</tr>
<tr>
<td>Other White</td>
<td>W5</td>
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</table>

<table>
<thead>
<tr>
<th>Black/Black British</th>
<th>Chinese/Other Ethnic</th>
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</thead>
<tbody>
<tr>
<td>Caribbean</td>
<td>B1</td>
</tr>
<tr>
<td>African</td>
<td>B2</td>
</tr>
<tr>
<td>Other Black</td>
<td>B3</td>
</tr>
</tbody>
</table>

DISABILITY

Do you have any Special Needs?  □ YES  □ NO

If yes, please give brief details of your disability, i.e: Physical disabilities, Hearing Impairment, Visual Impairment:

The information given will not affect your application

Name: ____________________________

Signed: __________________________

Date: ____________________________

55