



## Cambridge City Council Licensing Committee

**Date:** Monday, 27 June 2022

**Time:** 10.30 am

**Venue:** Council Chamber, The Guildhall, Market Square, Cambridge, CB2 3QJ

**Contact:** democratic.services@cambridge.gov.uk, tel:01223 457000

### Agenda

**A Member's Licensing & Enforcement verbal update will begin at 9:30am in the Council Chamber.**

**Members are asked to attend the briefing and meeting in person.**

- 1 Apologies
- 2 Declarations of Interest
- 3 Minutes (Pages 3 - 8)
- 4 Public Questions
- 5 Environmental Consideration for Taxi and Private Hire Licensing Policy (Pages 9 - 24)
- 6 Review of Enforcement Management System (Pages 25 - 278)

**Licensing Committee Members:** McPherson (Chair), Bird (Vice-Chair), Bennett, Carling, Divkovic, Flaubert, Gilderdale, Page-Croft, Robertson and Scutt

**Alternates:** Hauk and Davey

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**LICENSING COMMITTEE**

21 March 2022  
10.35 - 11.00 am

**Present:** Councillors Bird (Chair), McPherson (Vice-Chair), Bennett, Collis, Moore and Page-Croft

**Officers:**

Environmental Health Manager: Yvonne O'Donnell

Legal Adviser: Paul Weller

Committee Manager: James Goddard

Producer: Sarah Steed

**Others present from Cambridge City Licenced Taxis:**

Ahmed Karaahmed (Chairman)

Afzal Aslam (Member)

Kamil Winek (Member)

**FOR THE INFORMATION OF THE COUNCIL**

**22/9/Lic Apologies**

Apologies were received from Councillors Dryden, Flaubert and McQueen.

**22/10/Lic Declarations of Interest**

No declarations of interest were made.

**22/11/Lic Minutes**

The minutes of the meeting held on 31 January 2022 were approved as a correct record and signed by the Chair.

**22/12/Lic Public Questions**

Members of the public asked a number of questions, as set out below.

1. Kamil Winek raised the following issues:

- i. The Council required taxis to become electric vehicles before infrastructure was in place to facilitate these.

- ii. Issues drivers faced:
  - a. Licensing fees had increased in the last few years.
  - b. Increasing operating costs.
  - c. Unstable customer demand.
- iii. The Licensing Committee were responsible for regulating the taxi trade. Fit and proper regulations were needed so it could be a sustainable and accessible service.
- iv. Please be mindful of taxi business running costs. Requiring CCTV implementation could impact on these and lead to drivers' hourly rate dropping below minimum wage levels.

The Environmental Health Manager responded:

- i. She was speaking to the taxi trade about issues raised this week.
- ii. She was also liaising with Councillors.
- iii. Issues were being picked up.
- iv. As a business, it was the taxi trades' responsibility to manage running costs.

2. Afzal Aslam raised the following issues:

- i. Expressed concerns about privacy in taxi vehicles if CCTV was installed. CCTV would operate even if a vehicle were not being used as a taxi ie for social and domestic reasons. This conflicted with GDPR and Human Rights Acts.
- ii. Referred to Warrington Council system where taxi CCTV was turned on when the meter was running, but off when not.
- iii. Suggested Cambridge City Council subsidised the installation of CCTV in taxis and delayed its installation for two years.

The Environmental Health Manager responded:

- i. Once a vehicle is licensed as a Hackney Carriage or Private Hire vehicle, the licence applies 24/7. Even if a licensed vehicle is being used for social and domestic purposes, it is still a licensed vehicle.
- ii. CCTV should stay on for the safety of the driver and passengers.
- iii. Not all vehicles have meters to link a camera to.
- iv. Whatever measures are introduced, they will comply with GDPR and Human Rights Legislation.

Afzal Aslam reiterated: Please look at the Warrington Council model so taxis can be used for social and domestic purposes.

The Environmental Health Manager responded:

- i. Reiterated that once a vehicle is licensed as a taxi, it remains a taxi, ie a licensed vehicle/premises.
- ii. Undertook to review practice from other councils.

## **22/13/Lic CCTV in Hackney Carriage and Private Hire Vehicles**

The Committee received a report from the Environmental Health Manager.

Under the powers conferred to Cambridge City Council under the Town Police Clauses Act 1847 and the Local Government (Miscellaneous Provisions) Act 1976, (as amended), Cambridge City Council has responsibility for licensing Hackney Carriage, Private Hire and Dual Licence Drivers as well as vehicle proprietors and Private Hire Operators within the City.

The mandatory installation of CCTV within Hackney Carriage and Private Hire vehicles was agreed by Members in October 2017.

Members of the Licensing Committee in September 2020 agreed an implementation date of 1st April 2022 whereby all taxi and private hire vehicles will have had CCTV installed.

Due to delays in the identification of an approved supplier and the Covid 19 pandemic, the 1st April 2022 implementation will not be met, and further consideration is required following the statutory guidance for Hackney Carriage and Private Hire Services.

The Committee made the following comments in response to the report:

- i. Could points raised by the public speakers at today's committee be looked at and officially addressed as part of the review? Noted they were responded to verbally today.

In response to public speaker and Members' questions the Environmental Health Manager said the following:

- i. Drivers would not be required to install CCTV until the review was complete.
- ii. South Cambs District Council had not deferred CCTV work until 2023. They were undertaking procurement now. The City Council and SCDC

would undertake joint work. There was no implementation date set in the report as the review needed to be completed first. Details on what is feasible/legal would be reviewed then a recommendation proposed for implementation.

Councillor Bennett proposed an amendment to the officer recommendation that Licensing officers return to Licensing Committee in October ~~June~~ 2022 to present outcome of review and proposed implementation dates.

This amendment was **unanimously accepted**.

The Committee:

**Resolved (unanimously) to:**

- i. Approve that Cambridge City Council conduct a review of the requirement of CCTV in licenced vehicles to demonstrate:
  - a. necessary to meet a pressing need;
  - b. and proportionate need.
- ii. Approve that Cambridge City Council continue to work with South Cambridgeshire District Council to identify appropriate supplier.
- iii. Approve that Licensing officers return to Licensing Committee in October 2022 to present outcome of review and proposed implementation dates, if pressing need and proportionate need is met.

The meeting ended at 11.00 am

**CHAIR**

**LICENSING COMMITTEE**

26 May 2022  
12.00 - 12.05 pm

**Present:** Councillors McPherson (Chair), Bird (Vice-Chair), Bennett, Carling, Divkovic, Flaubert, Gilderdale, Page-Croft and Robertson

**FOR THE INFORMATION OF THE COUNCIL**

**22/14/Lic Appointment of Sub Committees**

The Licensing Sub Committees will comprise 3 members which will be taken from the membership of the Licensing Committee which now comprised 10 members: Councillors Bird, McPherson, Carling, Divkovic, Gilderdale, Robertson, Scutt, Page-Croft, Bennett, Flaubert.

The Licensing Sub Committees will be organised by the Committee Manager as and when required.

The meeting ended at 12.05 pm

**CHAIR**

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## Item

Amendment to Environmental Consideration of the Hackney Carriage and Private Hire Taxi Policy

**To:**

Licensing Committee

**Report by:**

Yvonne O'Donnell, Environmental Health Manager

Tel: 01223 457951

E-mail: [yvonne.odonnell@cambridge.gov.uk](mailto:yvonne.odonnell@cambridge.gov.uk)

**Wards affected:**

All

## 1. Executive Summary

- 1.1 The purpose of this report is to consider the relaxation of Ultra-Low and Zero Emission vehicles policy within the Hackney Carriage and Private Hire vehicle fleet.
- 1.2 There is a need to reduce polluting emissions to improve poor air quality in City Locations dominated by emissions from buses, taxis and service vehicles. This must be achieved whilst maintaining sufficient levels of access and capacity for travel in the City, for the vehicles using those areas.
- 1.3 This can only be achieved by intervening to ensure uptake of Ultra-low and Zero emission technologies within those vehicle fleets.
- 1.4 Under the current policy, vehicles which are Ultra-Low emission are:
  - Plug in hybrid vehicles
  - Extended Range electric vehicles (E-REV)

- 1.5 Zero emission vehicles are those which emit no emissions during their operation. These vehicles are:
- Electric only vehicles
  - Fuel cell vehicles (e.g. hydrogen)
- 1.6 The UK government has a long term vision for all new cars and vans to be zero emission by 2040 and for nearly every car and van to be zero emission by 2050. These recommendations fit with national policy.
- 1.7 The Central Government Office for Low Emission Vehicles (OLEV) provides funding to support a rapid electric charging infrastructure for taxis.
- 1.8 Financial support for rapid charging infrastructure for taxis was committed by the City Council at Full Council in February 2016.
- 1.9 In October 2016 Members amended the Hackney Carriage and Private Hire Policy to include a commitment to implement changes to increase the uptake of Ultra-Low and Zero emission vehicles, such as hybrid and electric.
- 1.10 However, due to Brexit and the pandemic and now with the crisis in Ukraine, the availability of such vehicles are becoming more difficult to obtain, and there is also a waiting period of up to a year to purchase these type of vehicles and therefore there is a need to build in flexibility into the policy to allow standard hybrids with emissions of less than 75g/km of CO<sub>2</sub>.

## **2. Recommendations**

- 2.1 Members of the Licensing Committee are recommended to approve the inclusion of standard hybrids within the policy with emissions of less

that 75g/km of CO2 with a review of this in June 2024.( Attached as Appendix 1 )

### 3. Background

- 3.1. In March 2015 the City Council set a policy direction for pursuing a low emission strategy for Buses and Taxis within Cambridge over a period of 10 years through its Air Quality Action Plan.
  
- 3.2 In pursuance of this aim for Taxis, the Council’s Environmental, Quality and Growth team successfully won a bid from the Central Government Office for Low Emission Vehicles (OLEV) to provide funding to support a rapid electric charging infrastructure for Taxis.
  
- 3.3 As part of the bid process, the Council was granted a funded Taxi Scheme Feasibility Study which was completed in March 2016 and gave recommendations in order to support the local environment policy for taxi licensing.
  
- 3.4 Currently, the Hackney Carriage and Private Hire Licensing Policy as agreed at Licensing Committee in October 2016 for Environmental interventions within the taxi fleet is outlined in the table below:

Item	Option	Rationale	Timeframe/ Implementation
1	<b>Licence Fee Exemption for Zero emission, Vehicles</b>	In order to encourage proprietors to licence a Zero emission vehicle, it is proposed that a full licence fee exemption be offered for Zero emission vehicles licensed for up to 5 years dependent on funding availability.	<b>With effect from 1 April 2018</b>
2	<b>Licence Fee Discount for Ultra-Low Emission Vehicles</b>	In order to encourage proprietors to licence a Ultra-Low emission vehicle, it is proposed that a 50% discount be offered for Ultra-Low emission vehicles licensed for up to 5 years dependent on funding availability	<b>With effect from 1 April 2018</b>

3	<b>Extended Age Limit for Zero Emission Vehicles</b>	It is proposed that Zero Emission Vehicles have an age limit of up to 15 years, subject to obtaining Certificate of Compliance every 6 months.	<b>With effect from 1 April 2018</b>
4	<b>Extended Age Limit for Ultra-Low Vehicles</b>	It is proposed that Ultra-Low emission vehicles have an age limit of up to 12 years, subject to obtaining Certificate of Compliance every 6 months.	<b>With effect from 1 April 2018</b>
5	<b>A set date for all new Licensed Saloon Vehicles to be Zero or Ultra-Low Emission</b>	In setting a date after which traditional internal combustion engine vehicles could not be newly registered as a licensed vehicle in Cambridge City would focus proprietors/ potential proprietors to plan for moving to Ultra-Low or Zero emission vehicles.	<b>With effect from 1 April 2020</b>
6	<b>A set date for all Licensed Saloon Vehicles to be Zero or Ultra-Low Emission</b>	Currently the age restrictions on licensed vehicles mean that no vehicle will be licensed if it is over 9 years old. In setting a back stop date where all City licensed saloon vehicles must be Zero or Ultra-Low emission vehicles means that Proprietors have reasonable notice of the change to allow adequate business planning.	<b>By December 2028</b>
7	<b>To reduce the total % of Wheelchair Accessible Vehicles within the Hackney Carriage Fleet to 50%</b>	<p>Following a demand survey which was undertaken in 2017, it was found that there is no significant unmet demand. The current vehicle policy states that any new Hackney Carriage Vehicles must be wheelchair accessible. This takes the proportion of Wheelchair Accessible Vehicles in the Hackney Carriage Fleet to 65%.</p> <p>In order to encourage the uptake of Zero emission vehicles, the council could introduce a policy that the % WAV to be reduced to 50% Proprietors will be offered the chance to 'give up' their Wheelchair Accessible Vehicle on the condition it is replaced with a Zero emission saloon vehicle. This reduces</p>	<b>With effect from 1 April 2018</b>

		the number of wheelchair accessible taxis from 213 to 163	
8	<b>A set date for all Wheelchair Accessible Vehicles to be Ultra-Low or Zero Emission as and when the market allows</b>	Further to option 7 (above), currently the market does not provide Ultra-Low or Zero Emission Wheelchair Accessible Vehicles.	<b>By December 2028. Subject to review in 2026</b>
9	<b>To restrict City Centre Access to Ultra-Low and Zero Emission Licensed Vehicles only</b>	<p>This is an important factor in ensuring compliance with the Ultra-Low and Zero Emission criteria.</p> <p>The Greater Cambridge Partnership project considers traffic restrictions on key access routes. This policy is outside the Licensing powers and would only be deliverable with the co-operation of the County Council. However, considering changes that have come into effect regarding access management of the City Centre to Automatic Number Plate Recognition (ANPR) there is the potential that this could be delivered.</p>	<b>By December 2028</b>

3.5 Following the pandemic, together with Brexit and crisis in Ukraine, it was apparent that there was a lack of availability of motor vehicles within the industry and especially electric and ultra-low emission vehicles.

3.6 Officers in the Environmental Quality and Growth Team, carried out some research to determine if the evidence supported this.

3.7 Some of the findings included that manufacturers have been affected by production issues of global semi-conductor shortages. Industry research indicates that it could take until 2024 for the global supply of semi-conductors to meet the demand.

3.8 Demand for electric vehicles is up by 32% in August 2021 compared to August 2020. This is about 10% of the market for new cars.

3.9 Waiting times is between 6 – 12 months for vehicles and there is limited availability of second hand electric and ultra-low emission vehicles.

3.10 The situation has led to the taxi trade struggling to meet the Hackney and Private Hire Taxi Policy in relation to the environmental interventions. Therefore, it is proposed that we allow for standard hybrids with emission levels of less than 75g/km of CO<sub>2</sub> for a 2 year period, with a view to review the market after this time as outlined in appendix 1

3.11 This will allow greater flexibility in vehicle availability, but it will also contribute to the improved air quality we are trying to achieve.

## **4. Implications**

### **(a) Financial Implications**

There are no financial implications

### **(b) Staffing Implications**

There are no staffing implications.

### **(c) Equality and Poverty Implications**

There will be a positive impact on public health, in particular benefitting those who live in areas of poor air quality.

### **(d) Environmental Implications**

The proposals have been assessed with a Medium Positive +M rating- This will reduce the overall use of Fossil Fuels and will reduce local CO<sub>2</sub> and polluting emissions substantially as we are still requiring the emissions to be less than 75g/kg of CO<sub>2</sub>

### **(e) Procurement Implications**

Any projects that require the engagement of external contractors will be subject to the Council's procurement and contract procedure rules.

### **(f) Community Safety Implications**

Any of the incentives and the vehicles involved would be required to meet all the mandatory mechanical fitness tests.

There would be some benefit to community health which would be as a result from the improvements in pollutant levels.

## **5. Consultation and communication considerations**

Representatives of the trade have expressed concern about the lack of availability of electric and ultra low vehicles. They have requested

whether standard hybrids would be an acceptable alternative whilst the market settles which may take a couple of years.

## **6. Appendices**

Appendix A – Amended Environmental Interventions table for Hackney Carriage and Private Hire Taxi Policy

## **7. Queries on the report**

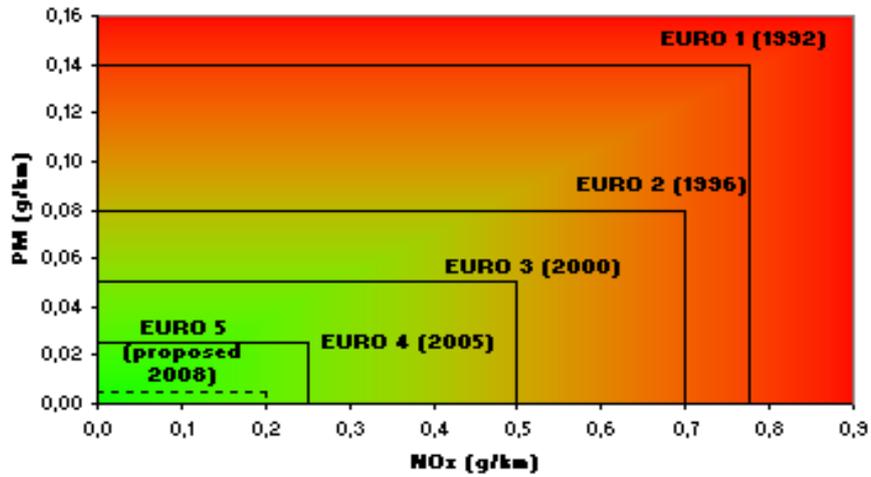
If you have a query on the report please contact Yvonne O'Donnell, tel: 01223 - 457951, email: [yvonne.odonnell@cambridge.gov.uk](mailto:yvonne.odonnell@cambridge.gov.uk)

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## **28.0 ENVIRONMENTAL CONSIDERATIONS**

- 28.1 The DfT guidance suggests that authorities may wish to consider how far the vehicle licensing policy can and should support local environmental policies that the Licensing Authority may have. They may also decide to set vehicle emissions standards by promoting cleaner fuels. Local licensing authorities may also wish to note that a review carried out by the National Society for Clean Air and Environmental Protection in 2005 found taxis were more likely than other vehicles to fail emissions tests.
- 28.2 Cambridge City Council considers that every effort should be made to improve the efficiency of vehicles licensed to operate in the city by reducing the emissions of pollutants such as Nitrous Oxides, Particulate Matter and Carbon Dioxide.
- 28.3 The European Union has introduced stricter limits on pollutant emissions from light road vehicles, particularly for emissions of nitrogen oxides and particulates.
- 28.4 In order to limit pollution caused by road vehicles, this Regulation introduces common requirements for emissions from motor vehicles and their specific replacement parts (Euro 5 and Euro 6 standards).

### NOx and PM emission standards for diesel cars



**Figure 1** – Chart showing the implementation dates of successive Euro Standards and the NOx and PM levels for each of those standards

EURO STANDARD	DATE	NOX (G/km)	PM (G/ km)
Euro 1	July 1992		0.14
Euro 2	January 1996		0.08
Euro 3	January 2000	0.50	0.05
Euro 4	January 2005	0.25	0.02
Euro 5	September 2009	0.18	0.00
Euro 6	September 2014	0.08	0.00

**Table 1** – Table showing the implementation dates of successive Euro Standards and the Nox and PM levels for each of those standards.

- 29.5 Cambridge City declared an Air Quality Management Area in 2004 because of predicted levels of nitrogen dioxide. An Air Quality Management Area (AQMA) is an area identified by Local Authorities where the statutory UK air quality objectives are being, or are expected to be breached up to the end of 2005, AQMAs are areas where levels of air pollution are higher than they should be (as defined by central government).
- 29.6 Levels of nitrogen dioxide in central Cambridge remain above the National Objectives; an Air Quality Action Plan was first adopted in 2005 and a more comprehensive version adopted in 2010. In 2015 the City Council set a policy direction for pursuing a low emission strategy for Buses and Taxis within Cambridge over a period of 10 years.
- 29.7 The 2015-25 Air Quality Action Plan includes a strategy to reduce polluting emissions to improve poor air quality in Cambridge City and to develop taxi licensing policies to transform the vehicle fleet into a low emission fleet which will lead to a significant reduction in emissions and a significant improvement in air quality, whilst maintaining sufficient levels of access and capacity for travel in the City.
- 29.8 The following potential incentives and regulatory policies, which are designed to encourage and reward the uptake of Ultra- low emission and electric vehicles within the taxi fleet, were consulted upon and agreed by Members on 19<sup>th</sup> March 2018:

29.9 However, during in 2020 – 2022 the country suffered a pandemic and with BREXIT and crisis in Ukraine this has led to the lack of availability of electric and ultra-low vehicles

29.10 As a temporary solution, standard hybrids with emission levels of less than 75g/km CO<sub>2</sub> will be accepted

Item	Option	Rationale	Timeframe/ Implementation
1	<b>Licence Fee Exemption for Zero emission, Vehicles</b>	<p>Full Licence Fee Exemption is available for Zero Emission Vehicles ONLY.</p> <p>The exemption could potentially be for up to 5 years.</p> <p>This is dependent on funding availability.</p>	<b>With effect from 1 April 2018</b>
2	<b>Licence Fee Discount for Ultra-Low Emission Vehicles (not standard hybrids)</b>	<p>50% Licence Fee discount is available for Ultra-Low emission vehicles.</p> <p>The exemption could potentially be for up to 5 years.</p> <p>This is dependent on funding availability.</p>	<b>With effect from 1 April 2018</b>
3	<b>Extended Age Limit for Zero Emission Vehicles</b>	<p>Zero Emission Vehicles can have an age limit of up to 15 years.</p> <p>This is subject to obtaining a Certificate of Compliance every 6 months.</p>	<b>With effect from 1 April 2018</b>
4	<b>Extended Age Limit for Ultra-Low Vehicles (not standard hybrids)</b>	<p>Ultra-Low emission vehicles can have an age limit of up to 12 years.</p> <p>This is subject to obtaining Certificate of Compliance every 6 months.</p>	<b>With effect from 1 April 2018</b>
5	<b>A set date for all new Licensed Saloon Vehicles to be Zero or Ultra-Low Emission</b>	<p>This allows proprietors/ potential proprietors to focus on planning to move to Zero or Ultra Low emission vehicles by a set date.</p>	<b>With effect from 1 April 2020</b>
5a	<b>A set date for all new Saloon Vehicles to be either Zero or Ultra-Low Emission or standard</b>	<p>This is a temporary inclusion whilst there is a lack of availability of electric and ultra-low vehicles</p>	<b>With effect from June 2022 to June 2024 when it will be reviewed</b>

	hybrids with emission levels of less than 75g/km of CO2		
6	A set date for all Licensed Saloon Vehicles to be Zero or Ultra-Low Emission (Battery electric vehicles and plug in hybrids only)	This allows proprietors/ potential proprietors to focus on planning to move to Zero or Ultra Low emission vehicles by a set date and allows adequate business planning.	By December 2028
7	To reduce the total % of Wheelchair Accessible Vehicles within the Hackney Carriage Fleet to 50%	<p>The % of Wheelchair Accessible Vehicles (WAV) to be reduced to 50% within the fleet.</p> <p>Proprietors will be offered the chance to 'give up' their Wheelchair Accessible Vehicle on the condition it is replaced with a <b>Zero emission saloon</b> vehicle.</p> <p>This will reduce the number of wheelchair accessible taxis from 213 to 163.</p>	With effect from 1 April 2018
8	A set date for all Wheelchair Accessible Vehicles to be Ultra-Low or Zero Emission as and when the market allows	Further to option 7 (above), currently the market does not provide Ultra-Low or Zero Emission Wheelchair Accessible Vehicles.	By December 2028. Subject to review in 2026
9	To restrict City Centre Access to Ultra-Low and Zero Emission Licensed Vehicles only	<p>This is an important factor in ensuring compliance with the Ultra-Low and Zero Emission criteria.</p> <p>The Greater Cambridge Partnership project considers traffic restrictions on key access routes. This policy is outside the Licensing powers and would only be deliverable with the co-operation of the County Council. However, considering changes that have come into effect regarding access management of the City Centre to Automatic Number Plate Recognition (ANPR) there is the potential that this could be delivered.</p>	By December 2028

29.9 Taxi and Private Hire Handbook, provides further information in regards to Ultra-low and Zero emission vehicles.

29.10 To support the Councils Air Quality Action Plan minimum age limits and Euro Standards will be maintained and new policy incentives to encourage the uptake of zero and ultra-low emission vehicles will be implemented over a ten year period:

- i) a new vehicle licence will not be granted in respect of a vehicle unless it is less than 4 years old, and it meets the Euro 5 standard or higher.
- ii) a vehicle licence will not be renewed unless the vehicle is less than 9 years old and it meets Euro 4 standard or higher.
- iii) from 1 April 2020 all new licenced saloon vehicles will need to be zero or ultra-low emission vehicles.

iv) from June 2022 to June 2024 all new Saloon Vehicles to be either Zero or Ultra-Low Emission or standard hybrids with emission levels of less than 75g/km of CO<sub>2</sub>

iv) by 31 December 2028 all licensed saloon vehicles will be zero or ultra-low emission vehicles.

v) by 31 December 2028 all wheelchair accessible vehicles will be zero or ultra-low emission as and when the market allows (this is subject to review in 2026).

vi) by 31 December 2028, the City Centre will restrict access to zero and ultra-low emission licensed vehicles only.

29.11 To further support the uptake of Ultra- Low and Zero Emission vehicles, on 30 September 2019, Members agreed no maximum age limit for newly licensed Ultra- Low and Zero Emission vehicles.

29.12 With the 9-year age limit for petrol and diesel vehicles, this will mean that by 2017/18 all the internal combustion fleet licensed will be to Euro 5 or 6. The extended age allowance for low emission vehicles reflects their low pollution and supports improvements to air quality in Cambridge.

29.13 The term `new` means any vehicle that is being licensed for the first time with Cambridge City Council (i.e. a complete new license) or where a license is issued on a particular vehicle and then surrendered and subsequently an application to license the same vehicle is made.

28.14 Encouraging better maintenance of vehicles could reduce emissions from licensed vehicles further, it is intended that this aspect be tackled through education and promotion.

28.15 The Authority recognizes that low emission vehicles can have a positive impact on the environment and any application receives for other low and ultra-low emission vehicles will be considered on its own merits.

28.16

Vehicle purchase subsidies are available for electric vehicles, dependent on the emissions. The latest grant information can be found at: [www.gov.uk/guidance/apply-for-a-plug-in-vehicle-grant](http://www.gov.uk/guidance/apply-for-a-plug-in-vehicle-grant)

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Item

## **Amendments to the Delegation in Relation to Hackney Carriage and Private Hire Decisions.**

**To:**

Licensing Committee 27/06/2022

**Report by:**

Yvonne O'Donnell, Environmental Health Manager

Tel: 01223 - 457951 Email: yvonne.odonnell@cambridge.gov.uk

**Wards affected:**

All

### **1. Introduction / Executive Summary**

- 1.1 Under the powers conferred to Cambridge City Council under the Town Police Clauses Act 1847 and the Local Government (Miscellaneous Provisions) Act 1976, (as amended), Cambridge City Council has responsibility for licensing Hackney Carriage, Private Hire and Dual License Drivers as well as vehicle proprietors and Private Hire Operators within the City.
- 1.2 As a responsible licensing authority Cambridge City Council seeks to carry out its licensing functions with the view of promoting the following objectives;
  - i) The safety and protection of the public;
  - ii) Vehicle safety, comfort and access;

- iii) The prevention of crime and disorder;
  - iv) The promotion of environmental sustainability;
  - v) Protection of children and adults at risk from harm
- 1.3 The Hackney Carriage and Private Hire Licensing policy was produced in order to provide the Council, its officers, the trade and the public with appropriate guidelines that put the Council's licensing requirements into practice in a clear and transparent manner.
- 1.4 The policy outlines the delegations from Licensing Committee to Licensing Sub Committee and to Officers
- 1.5 Clarity is required within the Policy to give more delegated authority to the Environmental Health Manager on Enforcement Management issues.
- 1.6 A review of the Private Hire Operators Hearing Procedure is also required to ensure there is appropriate delegation.

## **2. Recommendations**

Members are recommended to approve the amended:

- 2.1 Cambridge City Council's Hackney Carriage and Private Hire Licensing Policy attached as Appendix 1
- 2.2 Private Hire Operators Hearing Procedure attached as Appendix 4

## **3. Background**

- 3.1 The Department for Transport (DfT) first issued its Best Practice Guidance in October 2006 and updated it in March 2010. The guidance is not statutory; however, the document is intended to assist licensing authorities. Paragraph 4 of the guidance states that 'it is for individual licensing authorities to reach their own decisions both on overall policies and on individual licensing matters, in the light of their own views of the relevant considerations'
- 3.2 The policy provides the Council, and Council Officers who are required to administer the licensing function, with appropriate guidelines within which to act. In exercising its discretion in carrying out its regulatory

functions, the Council shall have regard to the Hackney Carriage and Private Hire Licensing Policy document.

- 3.3 In 2016 there was a major review of the various taxi and private hire policy documents and in October 2016 Licensing Committee agreed a new overarching policy including clarity of the delegations to Licensing Committee and Licensing Sub Committee.

The Policy states “*All decisions regarding breaches of the Enforcement Management System will be determined by the Licensing Sub-Committee with a right of appeal to the Magistrates Court.*”

- 3.4 The Enforcement Management System (see Appendix 2) is a systematic way for Officers to determine what course of enforcement action they should be taking against drivers, proprietors, and operators when information is received.
- 3.5 Where a case reaches a Level 3 of the Enforcement Management System this matter would generally be referred to Licensing Sub Committee for a decision, by a panel of members.
- 3.6 During Covid, legislation allowed these decisions to be made remotely. However, in July 2021 Government removed that flexibility for member decisions to be made remotely and this meant any taxi licensing decisions would have to be made in person.
- 3.7 A decision was taken that during these exceptional circumstances, that any taxi licensing hearings could be heard by the Environmental Health Manager.
- 3.8 Due to the pandemic, continued changes in how some hearings are held and the time and cost involved for hearings of the Licensing Sub-Committee, a trial has been held with the Environmental Health Manager hearing cases.
- 3.9 Since January 2022, the Environmental Health Manager has heard three taxi driver hearings, all of whom had reached level 3 of the Enforcement Management system.

- 3.10 The Team Manager (Commercial and Licensing ) will make the decision whether a hearing is to be held by the Licensing Sub-Committee or the Environmental Health Manager on a case-by-case basis.
- 3.11 Where a driver has received points on his DVLA licence, not provided relevant paperwork or a historic offence on a DBS that is now being looked at after the adoption of the “standards” would be examples of cases that could be heard by the Environmental Health Manager.
- 3.12 The amended Hackney Carriage and Private Hire Licensing Policy with highlighted changes is attached to the report as Appendix 1. (For reference the changes are on page 12 and pages 57-58)
- 3.13 At Licensing Committee in January 2018 members agreed to adopt a new Private Hire Operator Hearing Procedure. This requires that a first renewal application after one year for a Private Hire Operator should be referred to Licensing Sub Committee to determine their status as a fit and proper operator to retain their licensing for a further 1 or 5 years. The procedure adopted in 2018 has been attached to the report as Appendix 3.
- 3.14 To reduce the burden of costs and resources for both Officers and Members it has been explored that first renewals will be granted by Officers if the inspecting officer is satisfied with the application and outcome of the inspection. If the inspecting officer has any concerns regarding the grant of the renewal, the application will be referred to the Licensing Sub-Committee or the Environmental Health Manager to decide whether to grant or refuse the renewal application. A copy of the amended procedure is attached to the report as Appendix 4.

## **4. Implications**

### **a) Financial Implications**

Nil.

### **b) Staffing Implications**

Nil.

**c) Equality and Poverty Implications**

Nil.

**d) Environmental Implications**

Nil.

**e) Procurement Implications**

Nil.

**f) Community Safety Implications**

Nil.

**5. Background papers**

a) The Hackney Carriage and Private Hire Taxi Handbook.

**6. Appendices**

Appendix 1 – Amended Hackney Carriage and Private Hire Licensing Policy with highlighted changes

Appendix 2 - Enforcement Management System

Appendix 3 – Private Hire Operator Procedure from 2018

Appendix 4 – Amended Private Hire Operator Procedure 2022

**7. Inspection of papers**

To inspect the background papers or if you have a query on the report please contact Luke Catchpole, Senior Technical Officer, tel: 01223 – 457818, email: [luke.catchpole@cambridge.gov.uk](mailto:luke.catchpole@cambridge.gov.uk).

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Cambridge City Council

# Hackney Carriage and Private Hire Licensing Policy

July 2021

**Date Adopted: 28 July 2021**  
**Author: Wangari Njiiri**  
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**By: Wangari Njiiri**

# HACKNEY CARRIAGE AND PRIVATE HIRE LICENSING POLICY

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# PART 1

## INTRODUCTION

## **1.0 SUMMARY**

- 1.1 This document sets out Cambridge City Council's Hackney Carriage and Private Hire Licensing Policy on the licensing of Hackney Carriage and Private Hire Drivers and Vehicles together with all Private Hire Operators. This document also sets out the legislative framework administered by the Licensing Authority in respect of such licences, however this Policy is not a comprehensive statement of the law.
- 1.2 This Hackney Carriage and Private Hire Vehicle Licensing Policy must reflect the clear vision of the Council to lead a united city, 'One Cambridge – Fair For All', in which economic dynamism and prosperity are combined with social justice and equality. It is a vision that the Council will share and develop, working with its citizens and partner organisations.
- 1.3 Hackney Carriage and Private Hire Vehicles play a vital and integral part in an integrated public transport system and the importance of a thriving hackney carriage and private hire trade to the growth and prosperity of Cambridge's local economy is recognized; however, the safety and welfare of the public is the over-riding principle that will be considered when matters are dealt with under the Policy.
- 1.4 This Hackney Carriage and Private Hire Licensing policy is intended to put the Council's licensing requirements into context for all parties in a clear and transparent manner.

## **2.0 AIMS AND OBJECTIVES**

- 2.1 In setting out this policy, the Licensing Authority seeks to carry out its licensing functions with a view to promoting the following objectives:
- i) The safety and protection of the public;
  - ii) Vehicle safety, comfort and access;
  - iii) The prevention of crime and disorder;
  - iv) The promotion of environmental sustainability
  - v) Protection of children and adults at risk from harm
- 2.2 The aim of the Policy is primarily to protect the public as well as to ensure that the public have reasonable access to services. The Licensing Authority shall seek to

use its licensing powers to ensure that licensed vehicles in the district are safe, comfortable, properly insured and available where and when required.

2.3 As a guide, in the promotion of the above objectives, the Licensing Authority will consider the following matters:

Safety and protection of the public:

- Consideration of history of convictions and cautions
- Driver conduct and performance
- Knowledge of Cambridge City
- Health and fitness to fulfil the role of a licensed driver
- Vehicle specifications

Vehicle safety, comfort and access:

- Standards of vehicle comfort and appearance
- Location and use of ranks
- Accessibility of facilities
- Number of vehicles available
- Livery

The prevention of crime and disorder:

- Commitment to work with the Police and other relevant agencies
- Planned and unplanned enforcement programme to ensure compliance
- Operating rules, conditions, byelaws and fit and proper processes
- Support with local businesses for the dispersal of customers from licensed premises

The promotion of environmental sustainability:

- To encourage the uptake of zero and ultra-low emission vehicles
- To only permit licenses for vehicles that comply with the particular age requirements set out in this policy
- To work with stakeholders and the trade to support the Air Quality Action Plan

The protection of children and adults at risk from harm:

- Safeguarding requirements as set down in this policy
- Co-operation with other agencies to protect children and adults at risk
- Training to cover awareness of Safeguarding
- A robust reporting mechanism for Safeguarding issues
- Determination of fit and proper persons

2.4 The Policy recognises that the licensing function is only one means of securing the delivery of the above objectives. The Licensing Authority will therefore continue to work in partnership with the trade, its neighbouring authorities, the Police, other enforcement agencies, local businesses and local people towards the promotion of the licensing objectives.

2.5 Each application or enforcement measure shall be considered on its own merits, using the policy as a main guideline. Where, and if, it is necessary for the Licensing Authority to depart substantially from its policy, clear and compelling reasons shall be given for doing so.

2.6 This Policy refers to guidance that is available to applicants, drivers and operators to assist them with processes. This guidance is known as the Hackney Carriage and Private Hire Licensing Handbook.

### **3.0 POWERS AND DUTIES**

3.1 This statement of licensing policy has been produced pursuant to the powers conferred by the Town Police Clauses Act 1847 and the Local Government (Miscellaneous Provisions) Act 1976, (as amended) which place duties on the Council to carry out its licensing function.

3.2 This document sets out the policy that the Licensing Authority will apply when making decisions about new applications and licences currently in force.

3.3 In undertaking its licensing function, the Licensing Authority will also have regard to other relevant legislation including:

- ii) Transport Act 1985 and other associated Road Traffic Acts

- iii) Road Vehicles (Constructions and Use) Regulations 1986.
- iv) Crime and Disorder Act 1998
- v) Environmental Protection Act  
1990 Equality Act 2010
- vi) Health Act 2006 and Smoke-free Regulations 2006/7
- vii) Legislative and Regulatory Reform Act 2006
- viii) Road Safety Act 2006
- ix) Human Rights Act 1998

## **4.0 BEST PRACTICE GUIDANCE**

4.1 The Department for Transport (DfT) has national responsibility for hackney carriage and private hire legislation in England and Wales. In formulating this policy, advice contained in the “Taxi and Private Hire Vehicle Licensing: Best Practice Guidance 2010” has been taken into account in order to develop this policy.

There is recognition within the Guidance that licensing requirements which are unduly stringent and demonstrate a too restrictive approach may be detrimental to the public interest and could have adverse safety implications.

4.2 Local circumstances and requirements have been taken into account in this policy and the DfT itself recognizes that individual Councils are best placed to “*decide for themselves the extent to which they wish to make use of it or adapt it to suit their own purposes*”

## **5.0 STATUS**

5.1 In exercising its discretion in carrying out its regulatory functions, the Authority shall have regard to this policy document and the objectives set out above.

5.2 Notwithstanding the existence of this policy, each application or enforcement measure shall be considered on its own merits. Where it is necessary for the Authority to depart substantially from its policy, clear and compelling reasons shall be given for doing so.

5.3 Nothing in this policy will prevent an applicant or licence holder from requesting that

the Licensing Authority considers the individual merits of their case and give reasonable consideration to departing from its policy. Such request may be made to, or before, the Licensing Sub-Committee or Council Officers as deemed appropriate in the circumstances of the case.

- 5.4 This policy will provide the Licensing Authority and Council Officers who are required to administer the licensing function with appropriate guidelines within which to act.
- 5.5 Where applications do not meet the requirements of the policy the Environmental Health Manager has the delegated authority to refuse to grant a licence, refuse to renew a licence or to revoke or suspend an existing licence.
- 5.6 The policy shall be kept under review and revised as appropriate and, in any event, not less than five years from the date of its last adoption.
- 5.7 The policy does not override the legal requirements embodied in any legislation in force at the time of adoption or as may be enacted after the adoption of this policy.

## **6.0 THE LICENSING REGIME**

- 6.1 Some activities are considered to be of such risk to the safety of members of the public that the law requires an approval to be in place, in the form of a licence, to regulate that activity. This is the case with the Hackney Carriage and Private Hire trade who make themselves available for hire to transport members of the public to their chosen destination in return for reward.
- 6.2 The legislation creates three types of licence:
  - i) Vehicles (Hackney Carriage & Private Hire)
  - ii) Drivers (Hackney Carriage, Private Hire & Dual Licences)
  - iii) Operators (Private Hire only)
- 6.3 A journey not carried out in accordance with the correct licences is not only illegal; it is likely to invalidate the insurance held by the driver, vehicle proprietor and operator and could have serious consequences should an accident occur.

## **7.0 IMPLEMENTATION**

- 7.1 This policy shall take effect from 9<sup>th</sup> July 2018 and will override and supersede all existing Council policy and guidance in relation to Hackney Carriage and Private Hire Licensing. The Authority expects all licence holders to comply with its terms immediately, but it is acknowledged that certain provisions may place financial obligations on existing licence holders and accordingly the Authority is prepared to permit a transitional period, during which time necessary changes must be made.
- 7.2 The policy will remain effective for a maximum period of 5 years but the Authority will keep the policy under review and will consult where appropriate on proposed revisions, to reflect changes in case law and legislation. The Licensing Committee may make any amendments to the policy.
- 7.3 References are made in this policy to the “Hackney Carriage & Private Hire Handbook”. This is an operational guide that outlines the processes associated with the administration and enforcement of the Licences and is subject to amendment by the Environmental Health Manager.

## **8.0 PRINCIPLES, PROCESS, DELEGATION AND DECISIONS**

- 8.1 The Licensing Authority aims to provide a clear, consistent and responsive service to prospective and current licence holders, members of the public and other stakeholders, including the provision of advice and guidance. The Licensing Authority will be mindful of the needs of the applicant and licence holder but this will be balanced against the over-riding duty that the Licensing Authority has to protect the safety and welfare of the public.
- 8.2 The Council has delegated its Licensing function to the Council’s Licensing Committee and further delegated authority to the Licensing Sub-Committee and to Officers of the Council who will determine applications and licensing decisions in accordance with this Policy. Whilst officers and the relevant committees/ panel will, in the majority of cases, follow the Policy, there may be specific circumstances that require a departure from the Policy. In such circumstances, the reasons for

departing from the Policy will be made clear.

- 8.3 The Licensing Sub-Committee is made up of a selection of Members from the Licensing Committee. Three Members will sit on hearings to deal with new applications, renewals and reviews of licences that are referred directly by officers. Members, when determining applications for a licence, renewals or reviews of a licence, will have regard to Hackney Carriage and Private Hire legislation, this Policy and any other relevant legislation, legal case law and other relevant Council policies.
- 8.4 The Licensing Authority has the power to refuse to grant or renew licences and also to suspend or revoke existing licences in accordance with relevant legislative provisions. Any decision by the licensing authority to refuse to grant or revoke a licence to an individual thought to present a risk of harm to a child or vulnerable adult will be referred to the Disclosure and Barring Service (DBS).
- 8.5 Any decision to refuse to grant, refuse to renew or suspend an application or any decision relating to this Policy will be determined by Officers through the scheme of delegation. The applicant will have a right of appeal to the Magistrates Court.
- 8.6 Some decisions regarding breaches of the Enforcement Management System will be determined by the Licensing Sub-Committee having regard to Hackney Carriage and Private Hire legislation, this Policy and any other relevant legislation, legal case law and other relevant Council policies. The right of appeal will be to the Magistrate Court.
- 8.7 In certain circumstances where there are breaches of the Enforcement Management System may be determined by the Environmental Health Manager having regard to Hackney Carriage and Private Hire legislation, this Policy and any other relevant legislation, legal case law and other relevant Council policies. The right of appeal will be to the Magistrate Court.
- 8.8 Following the determination of an application by the Licensing Authority, the applicant will receive a copy of the decision in writing. The written decision will be delivered as soon as is practicable after the decision has been made. This will include information on the right of appeal where appropriate.
- 8.9 Parties aggrieved by a decision of the Licensing Authority have a right of appeal. This must be lodged with the relevant Court in accordance with the relevant statutory provisions.

## **9.0 FEES**

- 9.1 There is a statutory power for the Licensing Authority to charge fees associated with the Hackney and Private Hire licensing regime. The fees charged to applicants should be sufficient to cover the costs of inspecting the vehicles, providing Hackney Carriage stands and administering the regulation of and enforcement work in relation to the Hackney Carriages and Private Hire trades.
- 9.2 The appropriate fee should accompany any application or renewal made.
- 9.3 Licences surrendered prior to their expiry, or licenses that are suspended or revoked shall not be eligible for a refund.

## **10.0 LICENSING PROFILE**

- 10.1 A Hackney Carriage is a public transport vehicle with no more than 8 passenger seats, which is licensed to ply for hire. This means that it may stand at ranks or be hailed in the street by members of the public.
- 10.2 Private Hire Vehicles must have no more than 8 passenger seats and must be booked in advance by customers through an operator and may not ply for hire in the street.
- 10.3 Vehicles that are required by an applicant to carry more than 8 passengers for hire and reward fall outside the legislation governing Hackney Carriages and Private Hire vehicles and require a public service vehicle licence. The Licensing Authority has no involvement in the licensing of these vehicles.

## **PART 2**

## **VEHICLES**

## **11.0 LIMITATION OF VEHICLE NUMBERS**

- 11.1 The current legal provision on quantity restrictions for Hackney Carriages is set out in section 16 of the Transport Act 1985. This provides that the grant of a Hackney Carriage Licence may be refused, for the purpose of licensed Hackney Carriages “if, but only if, the local authority is satisfied that there is no significant demand for the services of Hackney Carriages (within the area to which the licence would apply) which is unmet”.
- 11.2 In 2014 the Licensing Authority undertook a demand survey which concluded that there was no significant demand for Hackney Carriages that was unmet. Therefore, it applied a limit of Hackney Carriage Vehicles as of 26th January 2015 for a period of three years.
- 11.3 In 2017 a further demand survey was undertaken, the results of which concluded that there continued to be no significant demand for Hackney Carriages that is unmet. On 29<sup>th</sup> January 2018 Members resolved to keep a limit on Hackney Carriage Vehicles for a further period of three years.
- 11.4 Any limit imposed by the Licensing Authority will be subject to the requirements of Part 12 of the Equality Act 2010 and any associated Regulations such that the proportion of the taxi fleet that is accessible to a disabled person complies with any requirement that may be set by Regulations.
- 11.5 There are no powers for licensing authorities to limit the number of Private Hire Vehicles.

## **12.0 DEFINITIONS, SPECIFICATIONS AND CONDITIONS**

- 12.1 The main difference between Hackney Carriages and Private Hire vehicles is that Hackney Carriages can be hailed in a public street or hired from a taxi rank.
- 12.2 Private Hire vehicles must be pre-booked in advance through a licensed Private Hire Operator and are not permitted to wait on a rank or be booked directly from a public street.

- 12.3 Should a Private Hire vehicle driver accept a fare which has not been pre-booked through an Operator, he is committing an offence and, if caught, will be subject to relevant enforcement action by the Licensing Authority.
- 12.4 Anyone being conveyed in a Private Hire vehicle which has not been pre-booked may not be covered by the drivers insurance. Proprietors are required to ensure that they fully understand their individual insurance policy.
- 12.5 Once a vehicle is licensed as a Hackney Carriage or Private Hire vehicle, every driver of that vehicle, whether it be used for business or pleasure, must possess the appropriate City Council driver licence.
- 12.6 Local Licensing Authorities have a wide range of discretion over the types of vehicle that they can licence as Hackney Carriage or Private Hire Vehicles.
- 12.7 Cambridge City Council will not grant a Hackney Carriage or Private Hire Vehicle Licence for any vehicle that is already licensed by another authority. Obtaining a vehicle licence from another authority will invalidate any vehicle licence granted by Cambridge City Council.
- 12.8 Government guidance suggests that best practice is for local licensing authorities to adopt the principle of specifying as many different types of vehicle as possible. Licensing Authorities are encouraged to leave it open to the trade to put forward vehicles of their own choice that can be shown to meet basic criteria. In that way, emerging designs for vehicles can be taken into account.
- 12.9 Licensing Authorities are asked to be particularly cautious about specifying only purpose-built Hackney Carriages, with the strict constraint on supply that implies. There are at present only a small number of designs of purpose-built Hackney Carriages. They are, however, encouraged to make use of the “type approval” rules within any specifications they determine.
- 12.10 The Licensing Authority will only license a vehicle as a Hackney Carriage or a Private Hire Vehicle if it complies with European Whole Vehicle (M1) type approval, M1 Low Volume Type Approval or UK National Small Series Type Approval and Individual Vehicle Approval (IVA). These approvals related to wheelchair accessible vehicles/ converted vehicles and not saloon vehicles.

- 12.11 A vehicle will only be licensed as a Private Hire vehicle if it is not of an appearance or design that is considered likely to lead the public to think it is a licensed Hackney Carriage vehicle.
- 12.12 The Licensing Authority is empowered to impose such conditions as it considers reasonably necessary in relation to the grant of a Hackney Carriage or Private Hire vehicle licence. Hackney Carriages and Private Hire vehicles provide a service to the public, so it is appropriate to set criteria for the external and internal condition of the vehicle, provided that these are not unreasonably onerous.
- 12.13 This will also apply to Private Hire vehicles unless they are treated as a “special vehicle”.
- 12.14 The ‘Hackney Carriage and Private Hire Handbook’ sets out the specification and minimum standards in respect of Hackney Carriages and minimum standards for Private Hire Vehicles. All vehicles presented to the Licensing Authority for licensing and all vehicles whilst licensed must comply with the Authority’s current Hackney Carriage and Private Hire policy, handbook and vehicle testing standards specification.
- 12.15 The Licensing Authority reserves the right to carry out or require any form of test, examination or assessment as it sees fit to determine the suitability of a vehicle for licensing or to remain a licensed vehicle.

### **13.0 FARES**

- 13.1 Hackney Carriage drivers may only charge their passengers such fare as is set by the Licensing Authority and published by it in its table of fares. The charges levied by Private Hire operators and drivers are not subject to the Authority’s control and form a private contract between the hirer and the operator.
- 13.2 The Licensing Authority is able to review the Hackney Carriage Table of Fares (“the tariff”) annually.
- 13.3 A table of authorised fares shall be provided to each Hackney Carriage Licence holder, which must be displayed in each vehicle so that it is easily visible to all

hirers.

- 13.4 The Licensing Authority is unable to set fares for Private Hire Vehicles.
- 13.5 All Hackney Carriage and Private Hire Vehicles must carry a device that is capable of accepting payment for a journey from credit/debit cards.

#### **14.0 METERS**

- 14.1 The meter will be calendar controlled to the current tariff as set by the Licensing Authority.
- 14.2 The taximeter and the operating devices must be sealed by the installer and certificated to confirm that the equipment is compliant. The certificate issued must be available for inspection on the vehicle. Seals must be intact at any time that the vehicle carries a Licence plate except when at an approved installers premises.
- 14.3 Meters are required to meet the Public Carriage Office Specification.

#### **15.0 ACCESSIBILITY AND EQUALITY**

- 15.1 Cambridge City Council has a specific Hackney Carriage and Private Hire Disability Access Statement which can be found in the Hackney Carriage and Private Hire Handbook.
- 15.2 All new drivers must attend Accessibility & Equality Training as part of the application process.
- 15.3 The Licensing Authority takes all complaints of discrimination seriously and will have due regard to its duty to eliminate discrimination, along with the provisions of the Equality Act 2010, when considering the fitness of an individual to hold a Hackney Carriage or Private Hire licence (driver, vehicle or operator).
- 15.4 On 19<sup>th</sup> March 2018, Members agreed to reduce the percentage of Wheelchair Accessible Vehicles to 50% across the whole fleet in order to encourage the uptake of zero emission vehicles. All new Hackney Carriages (plate 121 to 441) must be wheelchair accessible vehicles.

The Authority will apply any specification for such vehicles as may be provided by Regulations under the Equality Act 2010 and these will be detailed in the “Hackney Carriage and Private Hire Handbook”. There is not the same requirement for private hire vehicles to be wheelchair accessible.

- 15.5 All new licensed Hackney Carriages must be either side or rear loading. The Licensing Authority will not licence wheelchair accessible vehicles that load from the driver’s side (off-side).
- 15.6 Hackney Carriage licence plates numbered 1 to 121 retain protected “grandfather rights” to use saloon, petrol/ diesel powered style vehicles.
- 15.7 The Equality Act 2010 places certain duties on licensed drivers to provide assistance to people in wheelchairs and to carry them safely. There are similar requirements on drivers in relation to the treatment of passengers with an assistance dog. Neither drivers nor operators of licensed vehicles can make any extra charge or refuse to carry such passengers.
- 15.8 Licensed drivers who are unable to carry out the duties imposed upon them under the Equality Act 2010 may apply to the Licensing Authority for an exemption certificate from those duties. The Council must issue an exemption certificate to that licensed driver if they are satisfied that it is appropriate to do so on medical grounds. It is the driver’s responsibility to apply to the Council for such an exemption and to satisfy the Licensing Authority at his or her own cost of the medical grounds. A driver has no defence against these offences even if a medical ground or other physical condition exists, if he has not been issued an exemption certificate.
- 15.9 It is arguable that different accessibility considerations should apply between Hackney Carriage and Private Hire vehicles in that Hackney Carriages can be hired directly in the street or at a Hackney Carriage stand (“taxi rank”), by the customer dealing directly with a licensed driver. However, Private Hire vehicles can only be booked through a licensed Private Hire operator, normally by telephone or by visiting the Private Hire operator office. It is therefore considered particularly vital that an individual with accessibility requirements should be able to hire a Hackney Carriage on the spot with the minimum delay or inconvenience, and requiring that all new Hackney Carriages are accessible assists in achieving that aim.

- 15.10 It is important that vehicle drivers, proprietors and operators ensure that licensed drivers carry all passengers in safety and comfort, and that they do not allow wheelchair passengers to travel sideways in their wheelchair. Therefore
- 15.11 Drivers should be appropriately trained in the use of relevant belts and other restraint locking mechanisms to ensure the safety of their passengers. It is the drivers responsibility to ensure that they understand fully how to use the equipment.

## **16.0 VEHICLE TESTING**

- 16.1 The Licensing Authority must be satisfied that vehicles which are licensed by them are safe to operate within its area.
- 16.2 The DfT guidance recognizes that an annual MOT test for licensed vehicles of whatever age is necessary. No vehicle may be used as a Hackney Carriage or Private Hire vehicle unless it has been given a certificate of compliance in respect of a satisfactory test from the approved testing station, and has been appropriately licensed by the Authority.
- 16.3 Vehicle testing is carried out twice yearly, the Hackney Carriage and Private Hire Handbook sets out the specification and standards for vehicle testing and compliance. In addition to this, the Authority will adhere to National Vehicle Standards along with any localised byelaws or conditions as described in the Hackney Carriage and Private Hire Handbook.
- 16.4 The Licensing Authority may appoint a currently registered MOT station as an Appointed Testing Station who will conduct vehicle tests on its behalf. The Authority reserves the right to limit the number of approved garages.
- 16.5 Hackney Carriage and Private Hire vehicles are granted licences for a maximum period of one year. Prior to being granted a licence, each vehicle shall be examined and tested at Cambridge City Council's garage, at which compliance with the requirements is assessed and confirmed by the issue of a certificate of compliance.

- 16.6 It is the proprietor's responsibility to ensure that all testing and application procedures are completed in order for the vehicle to become and/ or remain licensed.
- 16.7 Licensed vehicles that fail an authorised examination and test, and are deemed non-compliant by the examiner, will result in the vehicle proprietor being invited to re-test the vehicle. If an existing licensed vehicle fails, it must not work until a compliance test has been passed.
- 16.8 Proprietors of licensed vehicles are required to inform the Authority as soon as possible, and most certainly within 72 hours, of any accident that causes damage which materially affects the safety, performance or appearance of the vehicle or the comfort or convenience of passengers carried. Proprietors must also present the vehicle to the Licensing Authority, for inspection, if requested.
- 16.9 Full details on the accident reporting process can be found within the Hackney Carriage and Private Hire Handbook.

## **17.0 VEHICLE INSPECTIONS**

- 17.1 Licensed vehicles shall be kept at all times in an efficient, safe, tidy and clean condition. Compliance with the vehicle specifications and conditions of Licence is essential and will be enforced by periodic and/ or random vehicle inspections by authorised officers of the Council. Further guidance on vehicle inspections can be found in the Hackney Carriage and Private Hire Handbook.

## **18.0 SIGNAGE, LIVERY AND ADVERTISING**

- 18.1 Some members of the public do not distinguish between Hackney Carriage and Private Hire vehicles and do not realize that Private Hire vehicles are not available for immediate hire or are able to be hailed in the street. It is therefore essential that the public are able to easily identify between a Hackney Carriage and a Private Hire vehicle.
- 18.2 Creating a distinctive livery for Hackney Carriage vehicles assists in resolving this difficulty and on 16<sup>th</sup> October 2017 Members agreed to the addition of a livery requirement for all Hackney Carriage Vehicles.

On 9<sup>th</sup> July 2018 Members further agreed on the part of the Livery Specification for Hackney Carriage Vehicles along with requirements for Private Hire Vehicles.

Further information on the Livery can be found within the Hackney Carriage and Private Hire Vehicle Handbook, including the implementation plan.

- 18.3 Cambridge City Council licensed vehicles are required to display a City Council issued identity licence plate. This is a key feature in helping to identify vehicles that are correctly licensed by the authority.

**Hackney Carriage Vehicles:**

- i) Must be silver in colour (as described on the V5 registration document for each vehicle).
- ii) Must have a 'wrap' of two gloss stripes, one placed either side of the vehicle (running horizontally from the headlight to the rear light).
- iii) Must have the stripe 'grass green' in colour and must be fitted along the side of the vehicle and should follow the natural line of the vehicle.
- iv) Must ensure that the stripe has a break on any part of it, on the front passenger and driver doors, to allow for the positioning of the crests.
- v) For Multi-Seater Vehicles, the stripe must be a thickness of 6 inches (150mm).
- vi) For Saloon Vehicles, the stripe must be a thickness of 4 inches (100mm).
- vii) Must display the Cambridge City Hackney Carriage pale blue identification plate on the rear of the vehicle.
- viii) Must have a 'Taxi' yellow roof sign on the top of the vehicle.

- 18.4 Roof signs fitted to Hackney Carriage vehicles shall be illuminated at all times when the vehicle is available for hire. The sign bearing the word "TAXI" in black lettering on a yellow background on the front and "Cambridge Licensed Taxi Cab" in black lettering on a red background on the back is at all times to be prominently displayed on the roof of the vehicle except:

- i) when the vehicle is on hire for a wedding
- ii) when it is necessary to accommodate passengers luggage by use of a roof rack
- iii) when the vehicle is being used for social, domestic or pleasure purposes.

18.5 The roof sign can also be removed when the vehicle is undergoing maintenance work or is being cleaned, but must be put back on the vehicle before the vehicle is used again for hire and reward.

18.6 In order to ensure that the crests remain prominent and are not compromised by any other advertising the crests should be a minimum of 9.5 inches in diameter if circular in size and 10 inches width and height if square with no background colour, and attached to both the nearside and offside front doors of the vehicle.

18.7 The Hackney Carriage external licence plate supplied by the Licensing Authority shall be securely fixed to the outside of the vehicle, no temporary fixing is allowed.

**Private Hire Vehicles:**

- i) Cannot be silver in colour (as described on the V5 registration document for each vehicle).
- ii) Must display door signs which detail the name and contact information of the Operator fulfilling the booking, along with the notification of 'Private Hire: Pre-booked only'.
- iii) Must display the Cambridge City Private Hire pale green identification plates on the front and rear of the vehicle.
- iv) Do not have a taxi sign or crests.

18.8 Private Hire vehicles are not be permitted to display roof mounted signs or any signs that include the words "taxi" or "cab" or "for hire".

18.9 The Private Hire external licence plates supplied by the Licensing Authority shall be securely fixed to the outside of the vehicle, no temporary fixing is allowed.

**Advertising:**

18.10 Private Hire Vehicles are not permitted to display advertisements.

- 18.11 Limited external advertising may be permitted on Hackney Carriage Vehicles, but only on the rear of the vehicle.
- 18.12 Limited internal advertising may be permitted in Hackney Carriage Vehicles.
- 18.13 Any permission to display advertising will be subject to the prior written approval of the City Council and must be in accordance with the Advertising Standards Agency code of practice. Advertisements concerning the following subjects will not normally be approved:
- i) Political, ethnic, religious, sexual or controversial subjects
  - ii) Escort agencies, gambling establishments or massage parlours
  - iii) Nude or semi-nude figures
  - iv) Tobacco or alcohol
  - iv) Anything likely to offend public taste

## **19.0 EXEMPTIONS**

- 19.1 The DfT have issued guidance regarding the types of activities that may require licensing. In general, the following will not be considered to require licensing:
- i) Child minder vehicles
  - ii) Care transport workers
  - iii) Volunteers
  - iv) Ambulances
  - v) Courtesy Cars

Each case will be taken on its own merits and the nature of the operation will be taken into account when considering if a licence is required.

- 19.2 The open display of the identifying licence plates is intended by the licensing legislation in protecting the public and supporting the trade by identifying it as a regulated business. However, there are occasions when the display of such identification is inappropriate on a Private Hire Vehicle and exemptions may be granted where there is sufficient reason.

19.3 Detailed guidance on the Plate Exemption Procedure for Private Hire Vehicles can be found in the Hackney Carriage and Private Hire Handbook.

## **20.0 STRETCHED LIMOUSINES AND PRESTIGE VEHICLES**

20.1 Stretched limousines are elongated saloon cars, which are generally used for Private Hire work and special occasions.

20.2 Most limousines are imported for commercial purposes and are therefore required to take a Single Vehicle Type Approval (SVA) [to be replaced by the Individual Vehicle Approval (IVA)] test. The SVA or IVA Scheme is an Inspection Scheme for vehicles that are not approved to British and European Standards and its purpose is to ensure that these vehicles meet modern safety standards and environmental standards before being used on public roads.

20.3 Any stretched limousines that are offered for private hire do require a licence. Some operators of these vehicles have a wedding car licence insurance policy on the basis that the vehicle will be used largely during daylight hours, once or twice per week.

20.4 Applications to Licence stretched limousines as Private Hire vehicles will be treated on their merits. However, imported stretched limousine type vehicles can:

- i) be granted an exemption from the requirement under the conditions of licence for Private Hire to be right hand drive;
- ii) be authorized as prestige type vehicles; and
- iii) be approved for licensing as Private Hire vehicles subject to the additional conditions detailed in the 'Taxi Guide'

20.5 Proprietors of prestige type vehicles licensed as Private Hire vehicles or Private Hire vehicles used in special circumstances may seek the permission of the Authority to waive the conditions of their licence relating to the display of licence plates, door stickers and driver badges.

## **21.0 CONTRACT VEHICLES**

- 21.1 The Road Safety Act 2006 requires vehicles used for a contract with an organization or company, for carrying passengers for hire or reward under a contract, to be licensed as private hire vehicles. As a general guide this shall include executive hire, chauffeur services, park and ride for private car parks, airport travel, stretch limousines and novelty vehicles.
- 21.2 All vehicles with less than 8 passenger seats or fewer that carry passengers for hire and reward must be licensed by the Local Authority. Although there has been some legal debate regarding this particular issue, current case law supports the view that vehicles which are used as 'courtesy cars', i.e. for transporting customers to and from hotel, nightclubs, etc. are being provided for hire and reward in the course of business, irrespective of whether or not a charge is made for such service. They should, accordingly be licensed.
- 21.3 Those operating 'courtesy cars', e.g. for transporting customers to and from hotels, nightclubs, etc. should have an operator's licence and the vehicles and driver must be appropriately licensed.
- 21.4 All ambulances registered with the British Ambulance Association will be exempt from private hire licensing.
- 21.5 Other patient transport services provided by either NHS or Voluntary Services that are registered with the British Ambulance Association will be exempt from private hire licensing.
- 21.6 All other ambulance or patient transport services that are not registered with the British Ambulance Association may be required to conform to private hire licensing requirements. The Licensing Authority strongly recommends that anyone wishing to provide this type of service contact the Council for each case to be considered on its merits.
- 21.7 In relation to Voluntary Sector Transport, the Licensing Authority will assess each individual organisation on its own merits to determine whether or not it will require licensing as a private hire business. Whilst it is clear that the organisation is providing a service, it is less clear that such provision can be defined as operating a private hire business.

21.8 When determining whether a vehicle is operating as a Private Hire Vehicle, the Licensing Authority will have reference to the Department for Transport's guidance note "Private Hire Vehicle Licensing" and any relevant case law.

21.9 The Licensing Authority will, however, seek to enforce against unlicensed businesses where it can be proven that the business obtains a benefit and the Authority considers that private hire vehicle licensing is necessary.

## **22.0 WEDDING VEHICLES**

22.1 Vehicles used wholly or mainly for the traditional purposes of wedding ceremonies are exempt from the requirement to be licensed.

## **23.0 FUNERAL VEHICLES**

23.1 Vehicles owned by funeral directors that are used wholly or mainly for the purposes of funerals are exempt from the requirement to be licensed.

## **24.0 SAFEGUARDING**

24.1 Cambridge City Council is committed to safeguarding and promoting the welfare of children, young people and adults at risk. We take our responsibilities seriously and expect all of our licensed drivers, proprietors and operators to share this commitment.

24.2 Safeguarding is the process of protecting children and adults at risk from harm, preventing impairment to their health and development, which includes keeping them safe from neglect, and physical, emotional and sexual abuse.

24.3 All new hackney carriage, private hire and dual driver, proprietor and operator applicants must attend and pass the mandatory safeguarding training before submitting an application. Further guidance can be found the Hackney Carriage and Private Hire Handbook.

24.4 A mandatory refresher of the training will need to be undertaken by all licence holders, and an examination successfully passed, every three years.

## **25.0 DRIVER SAFETY**

- 25.1 The trade provides a valuable service and security for drivers and passengers is of paramount importance. There are a number of ways to reduce risks such as prepayment of fares, driver screens, CCTV surveillance systems and radio link schemes.
- 25.2 The Hackney Carriage and Private Hire trades are encouraged to build good links with the local police force, including participation in any crime and disorder reduction partnerships.
- 25.3 On 16<sup>th</sup> October 2017 Members agreed to the mandatory requirement for the installation of CCTV in Hackney Carriage and Private Hire vehicles.
- 25.4 The implementation of CCTV in licensed vehicles serves multiple purposes which will enable the prevention and detection of crime and promote a safe experience for both licensed drivers and the travelling public.
- 25.5 The key objectives are:
- The protection of licensed drivers.
  - The protection of the travelling public.
  - To ensure that licensed drivers continue to be 'fit and proper' in line with licence conditions.
  - To enable investigations to be fully supported with evidence in a secure and retrievable form.
- 25.6 The CCTV system installed in any vehicle will comply with the Council CCTV Technical Specification and will remain locked and only accessible by an approved officer of the Licensing Authority.
- 25.7 The Licensing Authority reserves the right to amend the CCTV specification from time to time as the need arises, having regard to changes in technical standards, case law, national policy or any other circumstances that make it reasonable to amend the current specification.

25.8 Further guidance on CCTV, the associated operational procedures and the safety of drivers can be found in the Hackney Carriage and Private Hire Handbook.

## **26.0 HACKNEY CARRIAGE STANDS**

26.1 The purpose of Hackney Carriage stands (known as Taxi Ranks) is to provide the public with a set location where they can hire a licensed Hackney Carriage. Stands can be continual or be for part time use (e.g. night time only ranks).

26.2 A list of all public taxi ranks in the city are detailed in the Hackney Carriage and Private Hire Handbook.

## **27.0 VEHICLE APPLICATION PROCEDURES**

27.1 The application procedures for a Hackney Carriage or Private Hire vehicle licence shall be made on the specified application form, be accompanied by the appropriate fee and in accordance with the application procedure set out in the Hackney Carriage and Private Hire Handbook.

27.2 The Licensing Authority shall consider all applications on their own merits once the appropriate criteria have been met and the application form and supporting documents are complete. Only then, and if the Licensing Authority is satisfied that the vehicle is suitable, will a licence be granted.

27.3 The vehicle proprietor is responsible for ensuring that the application process is followed and all necessary steps, documentation and fees are submitted in accordance with the procedure.

## **28.0 GRANT OF VEHICLE LICENCES**

28.1 The maximum period for which a vehicle licence will be granted is 1 year. The Licensing Authority may exercise discretion and issue a licence of a shorter duration if it considers this to be reasonable given the individual circumstance.

28.2 The responsibility for applying to renew a licence, and to ensure that a vehicle is licensed, rests solely with the licence holder. Application forms, appropriate fees

and supporting documentation, as set out in the Hackney Carriage and Private Hire Handbook shall be produced and any necessary appointments shall be arranged on a date prior to the expiry date of the licence. The licence fees payable are subject to review and any increase or reduction will be published as required by legislation.

28.3 The Licensing Authority will only accept complete applications comprising of all the necessary information and documentation. Renewals must be completed prior to expiry of license. If license expires, the Local Authority will not be able to be renew the vehicle as the license no longer exists. If proprietor wishes to license vehicle, they will be required to begin new application, to gain new license. During this time your vehicle will be unlicensed and will be unable to be used for licensed purposes. In some cases, once a licence has lapsed, vehicles may not be eligible to be re-licensed.

## **29.0 ENVIRONMENTAL CONSIDERATIONS**

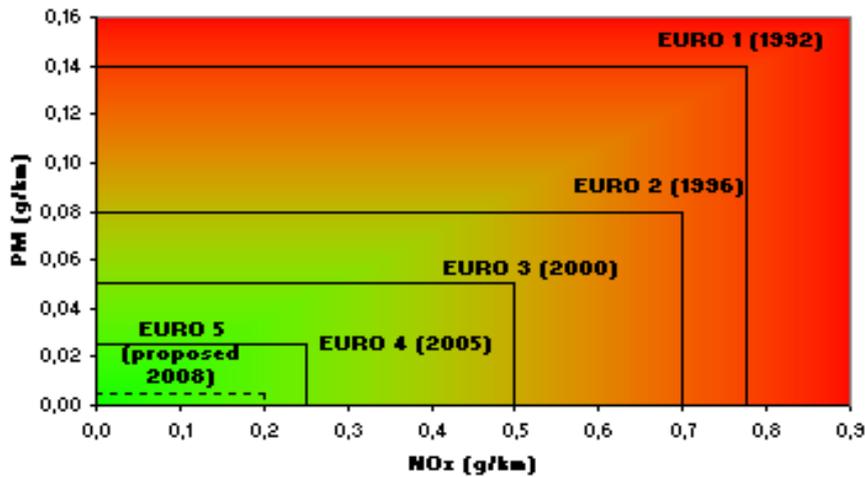
29.1 The DfT guidance suggests that authorities may wish to consider how far the vehicle licensing policy can and should support local environmental policies that the Licensing Authority may have. They may also decide to set vehicle emissions standards by promoting cleaner fuels. Local licensing authorities may also wish to note that a review carried out by the National Society for Clean Air and Environmental Protection in 2005 found taxis were more likely than other vehicles to fail emissions tests.

29.2 Cambridge City Council considers that every effort should be made to improve the efficiency of vehicles licensed to operate in the city by reducing the emissions of pollutants such as Nitrous Oxides, Particulate Matter and Carbon Dioxide.

29.3 The European Union has introduced stricter limits on pollutant emissions from light road vehicles, particularly for emissions of nitrogen oxides and particulates.

29.4 In order to limit pollution caused by road vehicles, this Regulation introduces common requirements for emissions from motor vehicles and their specific replacement parts (Euro 5 and Euro 6 standards).

### NOx and PM emission standards for diesel cars



**Figure 1** – Chart showing the implementation dates of successive Euro Standards and the Nox and PM levels for each of those standards

EURO STANDARD	DATE	NOX (G/km)	PM (G/ km)
Euro 1	July 1992		0.14
Euro 2	January 1996		0.08
Euro 3	January 2000	0.50	0.05
Euro 4	January 2005	0.25	0.02
Euro 5	September 2009	0.18	0.00
Euro 6	September 2014	0.08	0.00

**Table 1** – Table showing the implementation dates of successive Euro Standards and the Nox and PM levels for each of those standards.

29.5 Cambridge City declared an Air Quality Management Area in 2004 because of predicted levels of nitrogen dioxide. An Air Quality Management Area (AQMA) is an area identified by Local Authorities where the statutory UK air quality objectives are being, or are expected to be breached up to the end of 2005, AQMAs are areas where levels of air pollution are higher than they should be (as defined by central government).

29.6 Levels of nitrogen dioxide in central Cambridge remain above the National Objectives; an Air Quality Action Plan was first adopted in 2005 and a more comprehensive version adopted in 2010. In 2015 the City Council set a policy direction for pursuing a low emission strategy for Buses and Taxis within Cambridge over a period of 10 years.

29.7 The 2015-25 Air Quality Action Plan includes a strategy to reduce polluting emissions to improve poor air quality in Cambridge City and to develop taxi licensing policies to transform the vehicle fleet into a low emission fleet which will lead to a significant reduction in emissions and a significant improvement in air quality, whilst maintaining sufficient levels of access and capacity for travel in the City.

29.8 The following potential incentives and regulatory policies, which are designed to encourage and reward the uptake of Ultra- low emission and electric vehicles within the taxi fleet, were consulted upon and agreed by Members on 19<sup>th</sup> March 2018:

Item	Option	Rationale	Timeframe/ Implementation
1	<b>Licence Fee Exemption for Zero emission, Vehicles</b>	Full Licence Fee Exemption is available for Zero Emission Vehicles ONLY.  The exemption could potentially be for up to 5 years.  This is dependent on funding availability.	<b>With effect from 1 April 2018</b>
2	<b>Licence Fee Discount for Ultra-Low Emission Vehicles</b>	50% Licence Fee discount is available for Ultra-Low emission vehicles.  The exemption could potentially be for up to 5 years.  This is dependent on funding availability.	<b>With effect from 1 April 2018</b>
3	<b>Extended Age Limit for Zero Emission Vehicles</b>	Zero Emission Vehicles can have an age limit of up to 15 years.  This is subject to obtaining a Certificate of Compliance every 6 months.	<b>With effect from 1 April 2018</b>
4	<b>Extended Age Limit for Ultra-Low Vehicles</b>	Ultra-Low emission vehicles can have an age limit of up to 12 years.	<b>With effect from 1 April 2018</b>

		This is subject to obtaining Certificate of Compliance every 6 months.	
5	<b>A set date for all new Licensed Saloon Vehicles to be Zero or Ultra-Low Emission</b>	This allows proprietors/ potential proprietors to focus on planning to move to Zero or Ultra Low emission vehicles by a set date.	<b>With effect from 1 April 2020</b>
6	<b>A set date for all Licensed Saloon Vehicles to be Zero or Ultra-Low Emission</b>	This allows proprietors/ potential proprietors to focus on planning to move to Zero or Ultra Low emission vehicles by a set date and allows adequate business planning.	<b>By December 2028</b>
7	<b>To reduce the total % of Wheelchair Accessible Vehicles within the Hackney Carriage Fleet to 50%</b>	<p>The % of Wheelchair Accessible Vehicles (WAV) to be reduced to 50% within the fleet.</p> <p>Proprietors will be offered the chance to 'give up' their Wheelchair Accessible Vehicle on the condition it is replaced with a <b>Zero emission saloon</b> vehicle.</p> <p>This will reduce the number of wheelchair accessible taxis from 213 to 163.</p>	<b>With effect from 1 April 2018</b>
8	<b>A set date for all Wheelchair Accessible Vehicles to be Ultra-Low or Zero Emission as and when the market allows</b>	Further to option 7 (above), currently the market does not provide Ultra-Low or Zero Emission Wheelchair Accessible Vehicles.	<b>By December 2028. Subject to review in 2026</b>
9	<b>To restrict City Centre Access to Ultra-Low and Zero Emission Licensed Vehicles only</b>	<p>This is an important factor in ensuring compliance with the Ultra-Low and Zero Emission criteria.</p> <p>The Greater Cambridge Partnership project considers traffic restrictions on key access routes. This policy is outside the Licensing powers and would only be deliverable with the co-operation of the County Council. However, considering changes that have come into effect regarding access management of the City Centre to Automatic Number Plate Recognition (ANPR) there is the potential that this could be delivered.</p>	<b>By December 2028</b>

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29.9 Taxi and Private Hire Handbook, provides further information in regards to Ultra-low and Zero emission vehicles.

29.10 To support the Councils Air Quality Action Plan minimum age limits and Euro Standards will be maintained and new policy incentives to encourage the uptake of zero and ultra-low emission vehicles will be implemented over a ten year period:

- i) a new vehicle licence will not be granted in respect of a vehicle unless it is less than 4 years old, and it meets the Euro 5 standard or higher.
- ii) a vehicle licence will not be renewed unless the vehicle is less than 9 years old and it meets Euro 4 standard or higher.
- iii) from 1 April 2020 all new licenced saloon vehicles will need to be zero or ultra-low emission vehicles.
- iv) by 31 December 2028 all licensed saloon vehicles will be zero or ultra-low emission vehicles.
- v) by 31 December 2028 all wheelchair accessible vehicles will be zero or ultra-low emission as and when the market allows (this is subject to review in 2026).
- vi) by 31 December 2028, the City Centre will restrict access to zero and ultra-low emission licensed vehicles only.

29.11 To further support the uptake of Ultra- Low and Zero Emission vehicles, on 30 September 2019, Members agreed no maximum age limit for newly licensed Ultra-Low and Zero Emssion vehicles.

29.12 With the 9-year age limit for petrol and diesel vehicles, this will mean that by 2017/18 all the internal combustion fleet licensed will be to Euro 5 or 6. The extended age allowance for low emission vehicles reflects their low pollution and supports improvements to air quality in Cambridge.

29.13 The term `new` means any vehicle that is being licensed for the first time with Cambridge City Council (i.e. a complete new license) or where a license is issued

on a particular vehicle and then surrendered and subsequently an application to license the same vehicle is made.

29.14 Encouraging better maintenance of vehicles could reduce emissions from licensed vehicles further, it is intended that this aspect be tackled through education and promotion.

29.15 The Authority recognizes that low emission vehicles can have a positive impact on the environment and any application receives for other low and ultra-low emission vehicles will be considered on its own merits.

29.16 Vehicle purchase subsidies are available for electric vehicles, dependent on the emissions. OLEV have different levels of Plug In Car Grant for different vehicles as detailed in the table below:

Category 1	Category 2	Category 3
CO <sub>2</sub> emissions less than 50g/km and zero emission range of at least 70 miles  £4,500	CO <sub>2</sub> emissions less than 50g/km and zero emission range of 10 – 69 miles  £2,500	CO <sub>2</sub> emissions 50 – 75g/km and zero emission range of at least 20 miles  £2,500

Alternatively, there is a Plug In Taxi Grant (PiTG) available for purpose-built, wheelchair accessible taxis of up to £7,500, as set out in the table below:

Category 1	Category 2
CO <sub>2</sub> emissions less than 50g/km and zero emission range of at least 70 miles  £7,500	CO <sub>2</sub> emissions less than 50g/km and zero emission range of 10 – 69 miles  £3,000

## 30.0 SMOKING

30.1 The driver of a licensed vehicle must not smoke in the vehicle at any time, including when the vehicle is being used for social, domestic and pleasure purposes.

- 30.2 The driver of a licensed vehicle shall not permit any other person or fare-paying passengers to smoke in a licensed vehicle.
- 30.3 This also includes a ban in electronic inhaler type cigarettes and 'vaping'.

## **PART 3**

### **DRIVERS**

## **31.0 GENERAL**

- 31.1 The statutory and practical criteria and qualifications for a Hackney Carriage Driver are similar to those of a Private Hire Driver. The sections below therefore, apply equally to Hackney Carriage, Private Hire and Dual Drivers unless indicated.
- 31.2 Licensed drivers provide a public service. The Licensing Authority will not licence anyone to drive a Hackney Carriage or a Private Hire vehicle unless it is satisfied that they are a fit and proper person.

## **32.0 FIT AND PROPER**

- 32.1 There is no definition of 'fit and proper' in legislation nor a fixed legislative process. It is for Cambridge City Council to determine how it wishes to be satisfied that a driver is fit and proper and to this end, the Authority considers a range of documentary evidence, practical criteria and testing mechanisms provided by an applicant in order to be satisfied of this.

## **33.0 DRIVER LICENCES**

- 33.1 The Licensing Authority grants three types of licence in respect of driving Hackney Carriage and Private Hire vehicles (Hackney Carriage Driver Licence, Private Hire Driver Licence and Dual Driver Licence). Applicants granted their first licence will be limited to a maximum period of 12 months and thereafter there is the option of having a licence issued for a minimum of 12 months or a maximum of 3 years.
- 33.2 The Licensing Authority may exercise discretion and issue a licence of a shorter duration if it considers this to be reasonable given the individual circumstances.
- 33.3 The responsibility for applying to renew a licence, and to ensure that all documentation, checks and associated criteria is up to date, rests solely with the licence holder. Application forms, appropriate fees and supporting documentation, as set out in the Hackney Carriage and Private Hire Handbook shall be produced and any necessary appointments shall be arranged on a date prior to the expiry date of the licence. The licence fees payable are subject to review and any increase or

reduction will be published as required by legislation.

- 33.4 The Licensing Authority will only accept complete applications comprising of all the necessary information and documentation. Late or incomplete applications may render a driver being unlicensed for a period of time during which they will be unable to work as a licensed driver.
- 33.5 Applicants shall be over 18 years of age and shall have held a full driving licence issued in the UK, the European Community (EC) or one of the other countries in the European Economic Area (EEA) for at least 12 months.
- 33.6 The Authority shall use the services of an appropriate party to access DVLA records in addition to checking the full licenses produced by the applicant.

#### **34.0 ELIGIBILITY TO LIVE AND WORK IN THE UK**

- 34.1 Cambridge City Council has a responsibility to ensure that it only issues licences to individuals who have a legal entitlement to live and work in the United Kingdom.
- 34.2 Proof of the right to live and work in the UK must be provided by Driver and Operator applicants in accordance with the Immigration, Asylum and Nationality Act 2006. As part of the new licence application process, individuals will be required to present original documentation for verification and copies will be made and retained on file. The Home Office has produced a list of documents that applicants can provide, further information can be found in the Hackney Carriage and Private Hire Handbook.
- 34.3 If an individual is not a UK national then they will need to obtain permission to live and work in the UK.
- 34.4 EU, EEA and Swiss nationals can not longer use their passport or national ID card as proof of right to work in UK. Referenced nationals will be required to provide the council with a 'Share code' in order for online check be completed.
- 34.5 Individuals may have a permanent or temporary right to live and work in the UK. Licences will not be issued for a period any longer than the length of an individual's

permission to live and work in the UK.

34.6 The Licensing Authority work in conjunction with the Home Office to ensure that Immigration Offences are minimized. The Licensing Authority may exercise discretion to grant or renew a licence, or to suspend or revoke an existing licence if an individual is found to be living or working in the UK without the required authorization.

### **35.0 DISCLOSURE AND BARRING SERVICE (DBS)**

35.1 A Disclosure and Barring Service Certificate (DBS) is seen as an important safety measure by the Licensing Authority to ascertain whether or not a driver applicant is fit and proper to hold a licence.

35.2 Cambridge City Council is an approved DBS registered body and driver applicants can therefore deal with the DBS through the Council and pay the appropriate fee. Cambridge City Council will not accept portability of a DBS.

35.3 An enhanced DBS shall be undertaken upon application and all individuals will, at that point, be required to subscribe to the DBS Update Service within the specified timescale of receiving their DBS Certificate.

35.4 Every 6 months, officers of the Council will undertake an online check of the DBS Update Service in order to check the applicant's current status and, depending on what is revealed from the online status check, the Council may require an additional DBS check to be undertaken.

35.5 All licensed drivers will be required to renew their subscription to the DBS Update Service on an annual basis, before their current subscription ends, should they wish to continue to hold a Cambridge City Council driver's licence.

35.6 Where an individual fails to maintain and/ or renew their subscription before it ends; they will be required to apply for a new DBS check and register for the Update Service again.

35.7 A Council may require an applicant for a licence under the Town and Police Clauses

Act 1847, or under Section 57 of the Local Government (Miscellaneous Provisions) Act 1976, to submit any information that they may reasonably consider necessary to enable them to determine whether the licence should be granted and whether conditions should be attached to any such licence. Cambridge City Council therefore requires any Proprietors or Operators that are not licensed drivers with Cambridge City, to undertake a Basic Disclosure upon application and every 12 months after (if subsequent renewal applications are made).

- 35.8 The City Council requires all licensed drivers to subscribe to the DBS Update Service and to maintain the annual subscription. Licensed drivers will need to retain their DBS certificate once they have subscribed as this will need to be provided to the officer undertaking the online check.
- 35.9 The Rehabilitation of Offenders Act 1974 sets out the period after which a conviction would be regarded as 'spent' and not normally require disclosure of that conviction. However, in 2002 the Act was amended to exclude Hackney Carriage and Private Hire Drivers from the 1974 Act. The driving of Hackney Carriage and Private Hire vehicles is listed as a 'Notifiable Occupation' in relation to which questions may be asked as to the suitability of individuals to be granted a licence.
- 35.10 Applicants must disclose all convictions (including driving convictions), police warnings, and reprimands, ASBOs, cautions, Community Service Orders, Restraining Orders and fixed penalties including those that would previously have been regarded as spent under the 1974 Act.
- 35.11 Existing licence holders must disclose all new convictions (including driving convictions), police warnings, reprimands, ASBOs, cautions, Community Service Orders, Restraining Orders and fixed penalties to the Licensing Authority in writing within 48 hours. Further information on DBS's, relevance of Convictions and Cautions and the Rehabilitation of Offenders Act 1974 can be found in the Hackney Carriage and Private Hire Handbook.
- 35.12 For the consideration of convictions and police cautions recorded against individuals, the Licensing Authority has adopted the policy as set out in the Hackney Carriage and Private Hire Handbook.

35.13 In assessing whether the applicant is a fit and proper person to hold a licence, the Licensing Authority shall consider each case on its own merit. It will have regard to the following factors in assessing the relevance of cautions and convictions:

- i) Whether convictions are spent or unspent
- ii) The nature of the offence or information
- iii) The age of the offence
- iv) The apparent seriousness, as gauged by the penalty
- v) Any pattern of offending

Upon receipt of a disclosure (or any other pertinent information via the DBS Update Service) from the Disclosure and Barring Service, the information will be risk assessed by an Authorised Officer who will consider whether the information received is capable of having real relevance to the issue of whether or not the applicant is a fit and proper person to hold a licence in line with the policy guidance in the Hackney Carriage and Private Hire Handbook.

## **36.0 CERTIFICATES OF GOOD CONDUCT**

36.1 Applicants who have lived out of the UK for any period of time within the five years prior to their application or renewal must obtain a certificate of good conduct from the relevant embassy or consulate covering that period.

36.2 The certificate of good conduct must be authenticated, translated and sealed by the relevant embassy or consulate.

36.3 Any costs associated with obtaining a certificate of good conduct are the responsibility of the applicant or driver.

## **37.0 DRIVING LICENCE RECORDS**

37.1 The Licensing Authority will carry out a check of DVLA records when considering if an applicant or driver is a fit and proper person to be licensed. This is to ensure that the information submitted by the applicant is in accordance with the information held by the DVLA and so that the the Licensing Authority are aware of any endorsements

on the individual's driving licence.

## **38.0 MEDICAL EXAMINATION**

38.1 The DfT recognizes that it is good practice for medical checks to be made on each driver before the initial grant of a licence and thereafter for each renewal. There is general recognition that it is appropriate for Hackney Carriage and Private Hire drivers to have more stringent medical standards than those applicable to normal car drivers because:

- they carry members of the general public who have expectations of a safe journey;
- they are on the road for longer hours than most car drivers; and
- they may have to assist disabled passengers and handle luggage.

38.2 The Licensing Authority acknowledges the importance of a driver's good physical and mental health in protecting the public and requires that all new and renewal drivers must meet the DVLA Group II Medical Standards.

38.3 Medicals are required for all new applicants and every five years thereafter until the age of 60. Whilst Group II Licences are valid up until 45 and every five years thereafter, CCC have a more frequent checking mechanism for medical fitness.

38.4 Medicals are required for all new applicants (including holders of PSV and/ or HGV licences). After the initial medical, subsequent medicals are then required every five years at each of the following birthdays: 25, 30, 35, 40, 45, 50, 55 and 60.

38.5 Once a driver has reached the age of 60 a medical will be required annually thereafter.

38.6 For holders of current PSV and/ or HGV licences, who can produce evidence of a current medical examination, the Council will accept the PSV/ HGV entitlement in lieu of a medical at age 45, 50, 55 and 60.

- 38.7 Licence holders and applicants must consider the medical conditions as listed in the Hackney Carriage and Private Hire Handbook as the Licensing Authority may refuse to grant an application or revoke an existing licence where an applicant has any of the listed conditions.
- 38.8 If, once licensed, the drivers medical circumstances change during the period which the licence is held, the driver must notify the Licensing Authority within 7 days. If there is any doubt as to the medical fitness of an individual, the Authority may require the individual to undergo a further medical examination by their GP or an approved practitioner. Each case will be assessed on its own merits and further guidance can be found in the Hackney Carriage and Private Hire Handbook.

### **39.0 KNOWLEDGE**

- 39.1 Hackney Carriage and Private Hire drivers need a good working knowledge of the area for which they are licensed, because vehicles can be hired immediately, directly with the driver at hackney carriage stands or on the street in the case of Hackney Carriages and by prior booking through a Private Hire Operator in the case of Private Hire Vehicles. Additionally, it is expected that drivers should be able to communicate with their customers and be able to carry out the basic arithmetic associated with the paying of fares.
- 39.2 In order to commence the new driver application process an applicant must first register to take a Cambridge City Council Knowledge Test. Only once the Knowledge Test has been passed may they continue with the application process.
- 39.3 The test can only be attempted three times within 12 months, and then it is recommended that if applicants wish to reapply, they do so after a break of six months. Additional guidance on the Knowledge Test can be found in the Hackney Carriage and Private Hire Handbook.
- 39.4 New driver applicants will be required to obtain a recognised qualification or undertake an English language proficiency course as part of the new driver application process. Although agreed in January 2021, this is currently not in effect. implementation is due April 2022

## **40.0 DRIVING PROFICIENCY**

40.1 As licensed drivers are on the road more frequently than most other people, the Licensing Authority has concluded that an additional Driving Assessment (to the DVLA Driving Test) may be the standard of driving competency for the drivers of Hackney Carriage and Private Hire vehicles licensed with this Authority.

## **41.0 DRIVER APPLICATION PROCEDURES**

41.1 An application for a Hackney Carriage, Private Hire or Dual driver's licence shall be made on the specified application form, be accompanied by the appropriate fee and in accordance with the application procedure set out in the Hackney Carriage and Private Hire Handbook.

## **42.0 CONDITIONS OF DRIVER LICENCES**

42.1 Hackney Carriage Drivers are subject to the Council's Byelaws.

42.2 The Authority considers that the conditions as set out in the Hackney Carriage and Private Hire Handbook are reasonable, necessary and appropriate for all licensed Hackney Carriage and Private Hire drivers.

## **43.0 CODE OF GOOD CONDUCT**

43.1 The Licensing Authority consider that Hackney Carriage and Private Hire trade is the key front line transport service for residents and visitors to Cambridge City and have set down the standards which must be adopted in maintaining a safe, professional and efficient approach to transport members of the public.

43.2 The standards of expected behavior of all licensed drivers are set out in the Hackney Carriage and Private Hire Handbook and should be read in conjunction with the other statutory and policy requirements set out in this document.

43.3 The code of conduct is in place to enhance the professionalism of, and to promote public confidence in, licensed drivers. Failure to comply with any aspect of the Code

of Conduct will not necessarily result in enforcement action. However, breach of the code is an indicator which the Licensing Authority will use to help decide upon subsequent enforcement action.

## **PART 4**

## **OPERATORS**

## **44.0 PRIVATE HIRE OPERATORS REQUIREMENTS AND OBLIGATIONS**

- 44.1 Any person who operates a Private Hire service (who is not a Hackney Carriage Proprietor who permits Hackney Carriages to be used for Private Hire) must apply to the Licensing Authority for a Private Hire Operator's Licence. The objective in licensing private hire operators is the safety of the public, who will be using operator's premises, and vehicles and drivers, arranged through them.
- 44.2 A Private Hire vehicle may only be dispatched to a customer by a Private Hire Operator who holds an operators' licence. Such licence permits the operator to make provision for the invitation or acceptance of bookings for a Private Hire vehicle.
- 44.3 A Private Hire operator shall ensure that every Private Hire vehicle is driven by a person who holds a Private Hire driver's licence.
- 44.4 An application for a Private Hire Operator's licence shall be made on the specified application form, be accompanied by the appropriate fee and in accordance with the application procedure set out in the Hackney Carriage and Private Hire Handbook. The Licensing Authority will then decide whether the applicant is a fit and proper person to hold an operator's licence.
- 44.5 All three licences:
- i) Private Hire operator's licence
  - ii) Private Hire driver's licence
  - iii) Private Hire vehicle licence
- Must be issued by the same Licensing Authority
- 44.6 Private Hire operators, that are not licensed drivers, are required to produce an Basic Disclosure certificate or (if they have lived out of the UK for anytime in the 5-year period prior to applying for a licence) a certificate of good conduct from the relevant embassy or consulate for overseas applicants. In order to promote the objective of public safety, before an application for a Private Hire Operators licence

will be considered, the Licensing Authority requires all new Private Hire Operators (who are not already licensed drivers with the City Council) to submit a Basic Disclosure certificate (dated within one month) as part of their application.

- 44.7 All Private Hire Operator renewals (for individuals who are not already licensed drivers with the City Council) are to undertake and submit a Basic Disclosure certificate (dated within one month) every 12 months.
- 44.8 The application procedure for new and renewal Private Hire Operators licences is set down in the Hackney Carriage and Private Hire Handbook.
- 44.9 The Licensing Authority has power to impose such conditions on an operator's licence, as it considers reasonable necessary. These are set out in the Hackney Carriage and Private Hire Handbook.

## **45.0 INSURANCE**

- 45.1 Before an application for a Private Hire Operator's licence is granted, the applicant shall produce evidence that they have taken out Public Liability insurance for premises that are open to the public.
- 45.2 The conditions for Private Hire Operators licences, will require that the operator produce an appropriate certificate of motor insurance that covers every Private Hire vehicle on the operators fleet policy.

## **46.0 PRIVATE HIRE OPERATOR LICENCE DURATION**

- 46.1 Cambridge City Council shall grant Private Hire operator licences for a period of one year from the date of grant or for five years from the date of grant (renewal licences only).
- 46.2 The responsibility for applying to renew an Operator licence, and to ensure that all documentation, checks and associated criteria is up to date, rests solely with the licence holder. Application forms, appropriate fees and supporting documentation, as set out in the Hackney Carriage and Private Hire Handbook shall be produced

and any necessary appointments shall be arranged on a date prior to the expiry date of the licence. The licence fees payable are subject to review and any increase or reduction will be published as required by legislation.

- 46.3 The Licensing Authority will only accept complete applications comprising of all the necessary information and documentation. Late or incomplete applications may render an operator being unlicensed for a period of time during which they will be unable to work as a licensed operator.

## **47.0 RECORD KEEPING**

- 47.1 The Local Government (Miscellaneous Provisions) Act 1976 requires Operators to keep records of each booking. Information should include the date and time of the booking, the name of the passenger, how the booking was made, the destination, the name of the driver and the licence number of the vehicle. Records can be kept in a suitable book or on a computer or any other recordable device. If you are using a book the pages must be numbered consecutively.

- 47.2 As of 25<sup>th</sup> January 2021, Members agreed an additional condition to operator licenses on which operators are required to keep the above information for a minimum of 6 months.

- 47.3 The Operator shall permit an Authorised Officer of the Council access to records required by their licence, at all reasonable times.

- 47.4 The operator must hold records of insurance and licence expiry dates of drivers and vehicles. No journeys can be allocated to uninsured or unlicensed drivers and vehicles.

- 47.5 Operators must register with the Information Commissioners office as a data controller.

## **48.0 ADDRESS FROM WHICH AN OPERATOR MAY OPERATE**

- 48.1 The Licence Authority, when it grants an Operator's licence, will specify the address

from which the operator may operate. This will be the premises where the records referred to (as above) are kept and at which the Licensing Authority may inspect them.

- 48.2 The Operator must notify the Licensing Authority in writing of any change of address during the period of the licence, within seven working days.
- 48.3 The operator is responsible for ensuring that appropriate planning consent exists for the use of the operational address to be used for that purpose. The grant of a Private Hire Operator's licence will not imply that planning consent has been given. Proof of planning permission may be required before a licence is granted.
- 48.4 The Licensing Authority will not grant an operator's licence for an operator with an operating base that is outside the district area. However, it is possible to obtain an Operator's Licence for premises within 10 miles of the City Boundary. This is to ensure that proper regulation and enforcement measures can be taken and is in no way intended to be a restraint on trade.

## **49.0 SUB CONTRACTING**

- 49.1 Section 55a of the Local Government (Miscellaneous Provisions) Act 1976, inserted by the Deregulation Act 2015, permits Operators licensed by the Council to sub-contract a private hire booking to another operator licensed by the Council or to any other licensed private hire operator holding a private hire licence granted by another local authority.
- 49.2 Regardless of which operator fulfils a booking, the operator can only dispatch a vehicle licensed by the same Council that licenses the operator and driven by a driver licensed by that same Council.
- 49.3 Operators that accept a booking remain legally responsible for that booking even if they sub-contract the booking to another Operator and should record the booking as usual and note the fact that it was sub-contracted.

## **50.0 CROSS BORDER HIRING**

50.1 In relation to Private Hire vehicles, the Local Government (Miscellaneous Provisions) Act 1976 permits members of the public to contact and book a private hire vehicle through any licensed Private Hire Operator regardless of in which district they are licensed. Private Hire bookings are private contracts between the hirer and the operator and are not a matter for the Licensing Authority to regulate. In this regard, the Act leaves the selection of an Operator entirely to market forces and the freedom of choice to the customer.

## **PART 5**

### **ENFORCEMENT**

## 51.0 ENFORCEMENT

- 51.1 It is recognised that a well-directed, risk based approach to enforcement activity by the Licensing Authority benefits not only the public but also the responsible members of the Hackney Carriage and Private Hire trades. The DoT accepts that the resources devoted by licensing authorities to enforcement will vary according to local circumstances.
- 51.2 Legislation relating to a Licensing regime and the conditions of licence designed to protect public safety are of no value unless they are correctly enforced by the Licensing Authority. In pursuance of the objective to encourage responsible Hackney Carriage and Private Hire businesses, the Authority shall operate a firm but fair disciplinary and enforcement regime. In order to balance the promotion of public safety with the need to permit individuals to safeguard their livelihood without undue interference, the Authority will only intervene where it is necessary and proportionate to do so, having regard to the objectives set out in section 3.0 of this document. Where defects are such that a vehicle or driver's Licence needs to be suspended, interference with livelihood is inevitable.
- 51.3 The City Council has adopted an Enforcement Management System and any action taken will be in accordance with the Council's Enforcement Policy.
- 51.4 The enforcement management system, as set out in the Hackney Carriage and Private Hire Handbook, will ensure that the Licensing Authority's enforcement effort is reasonable, transparent and well directed.
- 51.5 The aim of the enforcement management system will be to work in conjunction with other enforcement options and provide a formal stepped enforcement plan. The system will be used to record alleged misdemeanors and act as a record of drivers' behaviour and conduct.
- 51.6 Complaints from the public and/ or any routine enforcement that identify significant breaches of conduct will be subject to investigation by Officers. The system will serve as an early warning system to licence holders who fail to meet the Council's required standards and as a consistent and transparent method of enforcement.
- 51.7 The adoption of an Enforcement Management System will not, however,

compromise the Council's ability to enforce breaches of statute in the Courts when necessary.

51.8 The City Council has adopted an enforcement policy in line with the Governments Better Regulation Unit Enforcement Concordat and Regulators Code of Practice. Any enforcement action taken will be in accordance with the Council's Enforcement Policy.

51.9 The Licensing Authority will share information with other agencies in respect of potential illegal activities and enter into joint enforcement operations with other agencies and authorities.

## **52.0 COMPLIANCE**

52.1 Informal action to secure compliance with legislation, conditions and policy will include offering advice, requests for action, verbal advice, guidance notes, the use of written instructions and the undertaking of inspections.

52.2 Formal action to secure compliance with a breach of any condition, law or byelaw will be exercised in accordance with the Enforcement Management system as detailed in the Hackney Carriage and Private Hire Handbook.

## **53.0 RANGE OF POWERS**

53.1 The Licensing Authority may take any of the steps below upon receipt of evidence that an offence has been committed in relation to a Hackney Carriage, Private Hire or Dual Licence. A breach of condition amounts to an offence in this context:

- i) Suspension of the Licence;
- ii) Revocation of the Licence;
- iii) Refusal to Renew;
- iv) Issuing of Warnings.

In relation to an offence committed for breach of a statutory obligation, the Licensing Authority may take one of the following steps in addition to the above:

- i) Issuing of Simple Cautions;
- ii) Prosecution.

Further detail can be found in the Hackney Carriage and Private Hire Handbook.

53.2 All Officers of Cambridge City Council, duly authorised under the Authority's Scheme of Delegation, are responsible for the day-to-day operation of the Hackney Carriage and Private Hire Vehicle Licensing Policy and enforcement of conditions made under the Policy.

## **54.0 COMPLAINTS, COMPLIMENTS AND COMMENTS**

54.1 Members of the public who wish to submit complaints, compliments or comments about licensed drivers and operators can do so via the Licensing and Enforcement Team. All complaints will be dealt with in accordance with the process as described in the Hackney Carriage and Private Hire Handbook.

54.2 Cambridge City Council has a clear complaints procedure to ensure that there is a clear and systematic process by which members of the public can seek redress for any failures in service provision. Further guidance can be found in the Hackney Carriage and Private Hire Handbook.

## **55.0 WARNINGS**

55.1 In respect of minor breaches of licence conditions the Licensing Authority shall issue warnings as appropriate to the circumstances. A Warning may be used for minor, technical or first time transgressions where it may not be in the public interest to prosecute. Further guidance relating to this can be found in the Hackney Carriage and Private Hire Handbook.

## **56.0 PROSECUTION**

56.1 The Licensing Authority will have regard to the Regulators Compliance Code, Code for Prosecutors, DfT Best Practice Guidance and its own enforcement policy when considering whether or not to prosecute a licence holder for a relevant offence.

56.2 The Authority will consider prosecution where:

- the allegation is of a serious or repeated offence
- the Council proposes to issue a formal caution to the licence holder, but the offence is not admitted or the formal caution is not accepted
- there have been repeated breaches of legal requirements
- a particular type of offence is prevalent
- a particular contravention has caused public harm, particularly to the vulnerable or extreme inconvenience

## **57.0 SUSPENSION OF A LICENCE**

57.1 Where a Licence holder has been referred to the Licensing Sub Committee or Environmental Health Manager, the Sub Committee or Environmental Health Manager may order the suspension of the Licence.

57.2 A drivers licence may be suspended with immediate effect, delegated to the Environmental Health Manager, for a hackney carriage, private hire or dual driver where it is in the interests of the public safety to do so as pursuant to Section 52 of the Road Safety Act 2006. The driver may appeal this decision to the Magistrates' Court but this will not affect the suspension starting with immediate effect.

## **58.0 REFUSAL TO GRANT**

58.1 The Licensing Authority have the discretion to decide that a licence will not be granted if the vehicle, driver or operator does not meet the requirements of the policy. There is a right of appeal to the Magistrates' Court.

## **59.0 REVOCATION OF A LICENCE**

59.1 Where the Licence holder has been referred to the Licensing Sub **Committee or the Environmental Health Manager, the Sub Committee or the Environmental Health Manager** may order the revocation of the licence.

59.2 A drivers licence may be revoked with immediate effect, delegated to **Environmental Health Manager** , for a hackney carriage, private hire or dual driver where it is in the interests of the public safety to do so as pursuant to Section 52 of the Road Safety Act 2006. The driver may appeal this decision to the Magistrates' Court but this will not affect the suspension starting with immediate effect.

## **60.0 REFUSAL TO RENEW**

60.1 The Licensing Authority have the discretion to decide that, especially in the circumstances where a Licence is due to expire, it would be more appropriate to refuse to renew the Licence, as an alternative to revocation. Drivers have the right of appeal to the Magistrates' Court.

## **61.0 RIGHTS OF APPEAL**

61.1 Any notifications of enforcement actions will include information on how to appeal, where that right of appeal exists. This will include where and within what time period an appeal may be brought.

61.2 In general terms, where an applicant is aggrieved by the Council's Licensing Sub Committee **or the Environmental Health Manager's** decision to suspend or revoke a Licence or attach conditions to a Licence or to refuse to grant or renew a Licence, the applicant has a right of appeal to the local Magistrates' Court. The specific grounds for appeal are detailed in the Hackney Carriage and Private Hire Handbook.

61.3 Any appeal must be lodged at the Court within twenty-one days of the applicant receiving written notification of the Council's decision. The appeal must state the grounds upon which the appeal is based.

## **62.0 INFORMATION AND DATA SHARING**

- 62.1 In the interests of protecting public funds, the Council reserve the right to use any information or data submitted as part of an application, renewal, administration or compliance and enforcement process for the prevention and detection of fraud and crime.
- 62.2 The Council may share your information internally and we reserve the right to check the information you have provided for accuracy and to detect crime. We may share your information with other statutory/ regulated Authorities or if it is required by law. Other parties may include the Department for Work and Pensions, The Home Office, The Police, the DVLA, HM Revenues and Customs and other local authorities.
- 62.3 The Council provides information to the National Register of Taxi Licence Refusals and Revocations (NR3) on all driver refusals and revocations. The database provides a mechanism for licensing authorities to share details of such individuals and data is retained on NR3 for 25 years. The information provided is limited to: name, date of birth, address and contact details, national insurance number, driving licence number, decision taken, date of decision and date decision effective.
- 62.4 All applications for a new licence or licence renewal will automatically be checked on NR3 database. If a search of NR3 indicates a match with an applicant, the authority will seek further information about the entry on the register from the authority which recorded it. Any information received as a result of an NR3 search will only be used in respect of the specific license application and will not be retained beyond the determination of that application.
- 62.5 Any requests from other Authorities for data provided to the NR3 database will only be provided in accordance with this policy and our data protection policies. Further details can be found on our [privacy notice](#) website page.
- 62.6 Common Law Police Disclosure ensures that where there is a public protection risk, the police will pass information to the employer or regulatory body to allow them to act swiftly to mitigate any danger where there is indication that there is a public protection risk.
- 62.7 Information is passed on at charge, or exceptionally arrest, rather than on conviction, which may be some time after, allowing appropriate measures to be put in place.
- 62.8 Any decision by the licensing authority to refuse to grant or revoke a licence to an

individual thought to present a risk of harm to a child or vulnerable adult will be referred to the Disclosure and Barring Service (DBS).



Cambridge City Council

# Hackney Carriage and Private Hire Taxi Handbook

January 2022

Date Adopted: 19 January 2022  
Author: Wangari Njiiri  
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By: Wangari Njiiri

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## General Enquiries and Correspondence

The Commercial & Licensing Team can be contacted via:

**Email:** [taxi@cambridge.gov.uk](mailto:taxi@cambridge.gov.uk)

**Telephone:** 01223 457888

**Post:** Commercial & Licensing Team  
Cambridge City Council  
PO Box 700  
Cambridge  
CB1 0JH

**Web Address:** [Cambridge City Council](#)

**Appointments:** Appointments are made in advance for a visit to the Customer Service Centre,  
Mandela House  
4 Regent Street  
Cambridge  
CB2 1BY

- The Customer Service Centre is open at the following times:

Monday to Friday 9.00am – 5.15pm

- Cash office is open at the following times:

Monday to Friday 10.00am – 4.00pm

## Preface

Cambridge City Council is situated in Cambridgeshire, which contains a total of 5 District Councils. Cambridge combines a rich history with the vibrancy and prosperity of outstanding educational institutions and modern businesses.

The City of Cambridge is in the east of England, 50 miles north of London. A beautiful place to live and work, Cambridge is an historic University City and market town with high quality architecture and attractive open spaces. It is also a city of national importance, being a world leader in higher education and many 21st century industries – information technology, telecommunications and commercial research, particularly the biotechnology sector.

The population of Cambridge is over 125,000. A significant characteristic of the City's population is its large and diverse student population, totaling almost 27,000 (including post graduates). This is swollen further by language students attending "summer schools", which adds to a high "churn" in our population. Cambridge is also unique with a large number of cyclists being a notable feature of the traffic.

The daytime population of the City increases significantly, with high levels of commuting into the City and very large numbers of tourists and visitors. Last year nearly 4 million people visited the City.

Taxis are a vital component of the public transport system that provides a door-to-door service which is relied upon by a significant number of users.

For many visitors, the journey they make in one of Cambridge City's licensed vehicles will play a significant part in forming an initial perception of the City and so our licensed drivers play an important role in the future success of the City as a business and visitor destination.

Cambridge City Council is dedicated to providing the city with a top quality Private Hire Vehicle and Hackney Carriage service for its residents and visitors alike. The process for obtaining a driver's licence is therefore targeted at various aspects to ensure that the Council can be satisfied you are a "fit and proper" person to hold such a licence.

*Environmental Health Manager  
Cambridge City Council*

## Introduction and General Principles

This handbook provides details of all the current procedures in relation to Hackney Carriage and Private Hire Vehicles, Drivers licences and Operators licences.

This handbook accompanies the Hackney Carriage and Private Hire Licensing Policy which has been approved by the Licensing Committee and will be subject to periodic updating and change. Readers are recommended to use this handbook as a guide, in line with the Policy, to ensure understanding and compliance within Taxi Licensing.

Cambridge City Council is responsible for regulating Hackney Carriage and Private Hire Vehicles, the drivers of Hackney Carriages and Private Hire Vehicles and the operators of Private Hire Vehicles under the provisions of the Town Police Clauses Act 1847 and Part II of the Local Government Miscellaneous Provisions Act 1976.

In addition to this, the Council has made byelaws for regulating Hackney Carriages and each Licence that is granted (except for Licences to drive Hackney Carriages) will have standard conditions attached to it with which the Licence holder must comply.

Vehicles, drivers and operators are regulated to ensure the protection of the public and the Council is dedicated to providing a safe and secure Hackney Carriage and Private Hire service for its residents and visitors alike.

This Handbook outlines the operational procedures and processes associated with the administration of the licences. The main aim of the document is to offer assistance to anyone involved in operating and driving Hackney Carriages and Private Hire Vehicles by setting out the processes for applying for and renewing Licences, including the testing of vehicles. Additionally, the handbook outlines the standards expected of Licence holders and the action that may be taken for breach of legislative obligation, breach of condition or for any other matter that brings in to question whether the Licence should remain in force.

The Handbook is subject to amendment by the Environmental Health Manager.

## Structure

Taxi Licensing is set with the Commercial & Licensing Team.

The service is answerable to the Licensing Committee which comprises of twelve Councillors who consider licensing policies in relation to the grant, suspension or revocation of licences for the provision of Hackney Carriage or Private Hire Drivers and Vehicles and Private Hire Operators.

## Equal Opportunities

Cambridge City Council is committed to equality of opportunity and aims to ensure that no applicant receives more or less favourable treatment on the grounds of gender or gender reassignment; race and ethnicity; disability; sexual orientation; age; religion/belief; pregnancy and maternity; or marriage and civil partnership.

Cambridge City Council believes in the dignity of all people and their right to respect and equality of opportunity. We value the strength that comes with difference and the positive contribution that diversity brings to our city.

## National Fraud Initiative

Cambridge City Council is under a duty to protect the public funds it administers and to this end may use the information you provide on the application form for the prevention and/or detection of fraud. It may also share this information with other bodies responsible for auditing or administering public funds for these purposes.

## National Register of Refusals and Revocations

The Local Government Association (LGA) has launched a national register of hackney carriage and private hire licence refusals and revocations called NR3, which is being introduced within the National Anti-Fraud Network. It is a shared service that allows Council's to share information about revocations and refusals.

Cambridge City Council participates in this register and will be searching this database for all relevant new and renewal applications, as part of our routine checks to ensure the fitness and propriety of applicants. We also upload details of all relevant revocations and refusals so that other Licensing Authorities can have access to this information. Details contained on the register will be limited to information that will help to identify an individual to a certain degree of accuracy, but will not give a reason why actions were taken. It will be up to individual authorities to follow up on any searches they make which come back with a match. All data is

stored on the national database for 25 years, and it is shared and stored in accordance with our [privacy policy](#).

## Safeguarding

Cambridge City Council is committed to safeguarding and promoting the welfare of children, young people and adults at risk. We take our responsibilities seriously and expect all of our licensed drivers, proprietors and operators to share this commitment.

We have rigorous procedures and checks in place for all to adhere to. As the Licensing Authority we have a duty to ensure that all licence holders are 'fit and proper'.

In addition to this we want to promote a safe culture, increase our safeguarding approach and promote good practice to protect children and vulnerable adults from harm.

Full details on Safeguarding can be found further on in the Handbook.

## Customer Care

Cambridge City Council is committed to providing a high standard of service and we strive to get it right first time, every time.

We expect all licensees to display the utmost care and consideration in all their dealings with members of the public. Further details on the standards expected can be found further on in the Handbook.

## Compliments, Complaints and Suggestions

We like to know when things go right, but we also want to know when things wrong.

The Licensing and Enforcement team encourage feedback on any areas within Licensing and welcome suggestions.

If you are unfortunate enough to have cause for complaint about a Cambridge City licence holder; you may choose to take up your complaint with the driver or private hire operator directly.

Alternatively you can take note of the driver's name and badge number, the vehicle plate number and/ or the vehicle registration number and contact the Commercial & Licensing Team with the details of your complaint ([taxi@cambridge.gov.uk](mailto:taxi@cambridge.gov.uk)).

Some complaints are about poor customer service and we encourage Taxi Associations and Private Hire Operators to investigate and resolve the problem, which they do on a large number of occasions.

The Commercial & Licensing team operates under Licensing Law and can investigate complaints by passengers concerning drivers, vehicles and operators.

### **What is the Council's role?**

We record all complaints concerning licensed drivers, vehicles and operators, except where the complainants are unwilling to provide their contact details. It is important that if you make a complaint that you provide as much detail as possible.

### **What do I need to do?**

Tell us what happened and when. We will need you to be able to identify the driver and/ or vehicle (e.g. the plate number, badge number or vehicle registration number). If you cannot provide these details then we will be unable to follow the matter up.

You will also need to provide your name, address and, if you would rather be contacted by telephone than by email, your telephone number.

### **What happens next?**

In cases of misconduct the complainant may be required to make a witness statement and will be advised that formal disciplinary action may depend on them supporting their statement in person at a disciplinary hearing.

If there are two conflicting accounts of an incident and no independent witnesses then our powers are limited. In such cases, the driver may only be given words of advice on the standard of driving and behaviour expected from licensed drivers.

A record of the complaint will be retained on the driver's record and the matter will again be considered if similar complaints are received in the future that suggest that there is a pattern to the licence holder's behaviour. A number of minor complaints in a short space of time or a similar incident occurring could lead to disciplinary action being taken.

If it is alleged that criminal offences under taxi or private hire legislation have been committed, the council will investigate the offence. A statement will usually be taken from the complainant and other relevant evidence gathered prior to the licence holder being interviewed under caution. If there is sufficient evidence to instigate legal proceedings, the complainant may be called as a witness to give evidence in court in support of the council's case.

If the council cannot enforce the offence, the complainant as detailed above will be advised to refer the matter to the police or the relevant enforcement agency. In such cases disciplinary action will usually be postponed until the police have completed their investigation and closed the incident.

This may mean waiting to see if the licence holder is convicted of the offence but, if the matter is of such a serious nature that it requires the council to take interim steps, the licence may be suspended pending the completion of the police investigation.

### **General**

If you have already attempted to resolve the issue, without success, please contact us and we will, if necessary, carry out further investigations and refer the matter to other appropriate bodies as applicable.

We are committed to providing the City with a top quality Hackney Carriage and Private Hire service for its residents and visitors alike. We welcome feedback in any form, be it a compliment, a complaint or a comment and we encourage you to contact us if you have any queries or concerns.

Please be advised that the Licensing and Enforcement Team does not have the power to enforce:

- ❑ **Parking Infringements** (e.g. parking on double yellow lines or double parking or other highway parking issues). For parking infringements please contact Cambridgeshire County Council at [info@cambridgeshire.gov.uk](mailto:info@cambridgeshire.gov.uk)
- ❑ **Obstruction** (e.g. causing obstruction on the public highway including parking too near road junctions). For obstruction infringements please contact Cambridgeshire Constabulary in the first instance on 101, the non-emergency number. (If the matter is an emergency then call 999)
- ❑ **Traffic offences** (e.g. using hand-held mobile phone while driving, road rage, careless or dangerous driving). For traffic offences please contact Cambridgeshire Constabulary in the first instance on 101, the non-emergency number. (If the matter is an emergency then call 999)
- ❑ **Criminal offences** (e.g. assault, threats, harassment, theft of mobile phone, indecency). For criminal offences please contact Cambridgeshire Constabulary in the first instance on 101, the non-emergency number. (If the matter is an emergency then call 999)

- **Running a vehicle engine and sounding a vehicle horn when stationary** can be offences. These offences are infringements under Regulations 98 & 99 of the Road Vehicles (Construction and Use) Regulations 1986. For infringements of these regulations please contact Cambridgeshire Constabulary in the first instance on 101, the non-emergency number. (If the matter is an emergency then call 999)
  
- **Vehicles licensed by another local authority** (e.g. South Cambridgeshire District Council, East Cambridgeshire District Council, Huntingdonshire District Council) Contact the relevant local authority which has licensed these vehicles:
  - [South Cambridgeshire District Council taxi licensing information](#)
  - [East Cambridgeshire District Council taxi licensing information](#)
  - [Huntingdonshire District Council taxi licensing information](#)

## Application Forms

This handbook contains details of the application procedures for a Vehicle, Driver and Operator Licence. Reference is made in these sections to the “relevant application form”.

The [taxi licensing application forms](#) are specific to the type of Licence that is being applied for and they are available to download on the Council’s website.

## Fees and Charges

The Council is permitted to charge fees for the administration, process of, compliance associated with and some enforcement activity associated with the licensing regime.

The fees and charges for Licences are reviewed on an annual basis. The current fees and charges are shown in [Appendix F](#) and can also be found on [‘Fees for taxi licensing’](#) webpage.

## Online Applications

The Commercial and Licensing Team is moving towards an online digital system for all licensing applications, including those for drivers, proprietors and operators. This will make the process more efficient and will reduce the amount of paper required and time taken.

It is anticipated that any reminders, or other general correspondence, will be communicated via email only so it is important that licence holders keep us up to date with their email contact details.

Currently you can view and download taxi documentation, guidance and forms from ['Become a taxi driver'](#) webpage.

## **Part 1**

# **Hackney Carriages and Private Hire Vehicles**

Hackney Carriages are defined in section 38 of the Town Police Clauses Act 1847 as:

*“Every wheeled carriage, whatever may be its form or construction, used in standing or plying for hire in any street...”*

Private Hire Vehicles are defined in section 80(1) of the Local Government (Miscellaneous Provisions) Act 1976 as:

*“A motor vehicle constructed or adapted to seat fewer than nine passengers, other than a hackney carriage or public service vehicle or a London cab or tramcar, which is provided for hire with the services of a driver for the purpose of carrying passengers”*

There are differences between the activities that Hackney Carriages and Private Hire Vehicles may carry out. These are outlined in the table below:

<b>Type of Work/ Business/ Vehicle</b>	<b>Hackney Carriage</b>	<b>Private Hire</b>
Picking up people from a rank	Only Hackney Carriage Vehicles can use ranks	Private Hire Vehicles cannot use ranks
Picking up people who flag down (hail) on the street	Only Hackney Carriage Vehicles can ply for hire, only within Cambridge City (accept a flag down/ be hailed in the street)	Private Hire Vehicles cannot ply for hire (accept a flag down/ be hailed in the street)
Accept pre-booked journeys from a Licensed Private Hire operator	Hackney Carriage Vehicles can accept bookings from a licensed Private Hire operator and can take bookings directly	Private Hire Vehicles can only accept bookings from a licensed Private Hire operator

## 1. Vehicle Specification for Hackney Carriages and Private Hire Vehicles which are NOT Zero or Ultra-Low Emission Vehicles

- A new vehicle licence will not be granted in respect of a vehicle unless it is less than 4 years old.
- A vehicle licence will not be renewed unless the vehicle is less than 9 years old.
- No vehicle will be considered acceptable for licensing as a Wheelchair Accessible Hackney Carriage (or Private Hire Vehicle) unless it is a category M1 type vehicle. Category M1 is defined as a vehicle designed and constructed for the carriage of passengers and comprises no more than eight seats in addition to the driver's seat.

All vehicles must comply with the Vehicle Standards as set out in [Appendix G](#).

No vehicle will be considered acceptable for licensing as a Wheelchair Hackney Carriage Vehicle or Wheelchair Accessible Private Hire Vehicle unless it has been through one of the following type approval schemes and unaltered since that time:

1. European Community Whole Vehicle (M1) Type Approval,
2. M1 Low Volume Type Approval
3. National Small Series Type Approval
4. Individual Vehicle Approval

### **EC Whole Vehicle Type Approval (ECWVTA)**

This process provides a mechanism for ensuring that vehicles meet relevant environmental, safety and security standards. Because it is not practical to test every single vehicle made, one production vehicle is tested as being representative of the 'type'. Once all of the system and component approvals are in place, the vehicle will be considered as a whole by a designated approval body; in the UK this is VCA.

A successful inspection will result in the issue of a European Whole Vehicle Type Approval Certificate. This certification will be accepted throughout the EU without the need for further testing until a standard is updated or your design changes or is altered. Once a vehicle is approved, the manufacturer should have processes in place to produce a Certificate of Conformity (CofC) for each vehicle manufactured.

## Low volume Type Approval

Full EC whole vehicle type approval (ECWVTA) won't suit everyone, particularly those manufacturing vehicles in low numbers. In recognition of this fact there are a number of other approval routes available, including National Small Series Type Approval as detailed below:

### a. National Small Series Type Approval

National Small Series Type Approval is a UK national scheme for low volume manufacturers who intend to sell only in the UK. The advantages of NSSTA are relaxed technical requirements for some subjects, a more pragmatic approach to the Conformity of Production (CoP) requirements, and reduction in administrative requirements. Like ECWVTA, once the design is approved, individual vehicles do not need to be tested.

### b. European Small Series Type Approval

EC Small Series Type Approval (EC SSTA) has been created for low volume car (category M1) and light van / light truck (category N1) producers only. Like full European Community Whole Vehicle Type Approval (ECWVTA) EC SSTA will allow Europe wide sales but with technical and administrative requirements that are more adapted to smaller businesses.

### c. Individual Vehicle Approval

Individual Vehicle Approval is a UK national scheme and the most likely route for those manufacturing or importing single vehicles or very small numbers. IVA does not require CoP as it is based on inspection of each vehicle by DVSA, although most bodybuilders and converters will work with manufacturers to ensure there is no warranty compromise

Before purchasing a vehicle for use as a wheelchair accessible vehicle you must ensure that the final vehicle build meets one of the above.

## 2. Vehicle Specification for Hackney Carriages and Private Hire Vehicles that are Zero and Ultra-Low Emission

There is a need to reduce polluting emissions to improve poor air quality in City Locations dominated by emissions from buses, taxis and service vehicles. This must be achieved whilst maintaining sufficient levels of access and capacity for travel in the City, for the vehicles using those areas.

In order to support the update of Zero and Ultra Low emission vehicles within the Hackney Carriage and Private Hire vehicle fleet, Members agreed on 19<sup>th</sup> March 2018 to incentivise the uptake of such vehicles.

This means that there is a change in the Hackney Carriage and Private Hire Licensing Policy to fit with the Governments' long term vision for all new cars and vans to be Zero emission by 2040.

- Following Members approval on 30 September 2019, Ultra-low and Zero emission vehicles will be licensed at any age, however the below applies;
- A vehicle licence will not be renewed for a Zero Emission vehicle, unless the vehicle is less than 15 years old.
- A vehicle licence will not be renewed for an Ultra-Low Emission vehicle, unless the vehicle is less than 12 years old.

Further information relating to Zero and Ultra-Low Emission Vehicles can be found at [Appendix R](#).

### **3. Vehicle Specification for Hackney Carriages only**

A Wheelchair Accessible Hackney Carriage Vehicle Licence will only be granted in respect of a “new vehicle” if it meets the following requirements:

- The vehicle shall have a minimum door height and width and internal headroom equal to or larger than a London Taxi International FX4 Fairway Taxi. (These measurements are door width 680mm: door height 1270mm and inside height floor to roof 1320mm)
- Any aisle / gangway in such a vehicle should measure at least as wide as the minimum seat measurements.
- That they are capable of loading from the nearside or rear.

A Zero Emission Hackney Carriage Vehicle Licence will only be granted in respect of a “new vehicle” if it meets the following requirements:

- The vehicle shall not emit any emissions during its operation.
- The vehicle is powered by either a battery or a hydrogen fuel cell.

## Livery

Two rounds of public consultation took place in 2017 and again in 2018 in relation to a Hackney Carriage Livery. The findings of the consultations were presented to Full Licensing Committee on 9<sup>th</sup> July 2018 and again on 1<sup>st</sup> October 2018. Members agreed that Hackney Carriage Vehicles:

- Must be a silver base colour (as described on the V5 registration document for each vehicle).
- Must have a 'wrap' of two gloss stripes, one placed either side of the vehicle (running horizontally from the headlight to the rear light).
- Must have stripes which are 'grass green' in colour and must be fitted along the side of the vehicle and should follow the natural line of the vehicle.
- For Multi-Seater Vehicles, the stripe must be a thickness of 6 inches (150mm).
- For Saloon Vehicles, the stripe must be a thickness of 4 inches (100mm).
- Must have a break on any part of the stripe, on the front passenger and driver doors, to allow for the positioning of the crests.
- Will display the Cambridge City Crests on both the nearside and offside front doors of the vehicle. The door crests must be a minimum of 9.5 inches in diameter if circular or 10 inches by 10 inches in width and height if square.
- Will only be permitted to have external advertising on the rear of the vehicle.
- Will continue to have internal advertising as described in the policy and in section 13.

### New Livery Specification effect from 1st January 2019

1. A silver base colour (as described on the V5 registration document for each vehicle) for all Hackney Carriage Vehicles.
2. The 'wrap' of two gloss stripes, one placed either side of the vehicle (running horizontally from the front of the vehicle to the back of the vehicle) should be the following colour/ designs:

**Avery 813 Grass Green, Solid Strip**

3. The stripes must be fitted along the side of the vehicle and should follow the natural line of the vehicle.
4. The stripe should have a break on any part of it, on the front passenger and driver doors, to allow for the positioning of the crests.
5. For Multi-Seater Vehicles, the stripe must be a thickness of 6 inches (150mm).
6. For Saloon Vehicles, the stripe must be a thickness of 4 inches (100mm).
7. All Hackney Carriage Vehicles will continue to have the Cambridge City Crests on the driver and front passenger door.
8. External advertising on Hackney Carriage Vehicles will only be permitted on the rear of the vehicle.
9. Internal advertising in Hackney Carriage Vehicles will continue to be permitted as described in the existing policy.

**Please Note:** All Private Hire Vehicles are excluded from being silver.

#### Timeframe for Livery Implementation

- For all existing silver (as described on the V5 registration document for each vehicle) Hackney Carriage Vehicles, the full livery requirements will need to be in place at the next vehicle licence renewal.
- Where there is advertising externally on the vehicle which will not comply with the new Livery specification, the Proprietor/s must make contact with the Licensing Team in the first instance.
- For all other Hackney Carriage Vehicles, upon change of vehicle (which may not necessarily be at the next licence renewal), the Proprietor/s will be required to fully comply with the Livery specification.
- That the changes in the policy will take effect from 1st January 2019.

## 4. Vehicle Specification for Private Hire Vehicles only

The Council cannot licence a vehicle as a Private Hire Vehicle if it is of an appearance or design that is considered likely to lead the public to think that it is a Hackney Carriage. TXI's (London type taxi cabs) or other purpose built vehicles will therefore not be licensed as Private Hire Vehicles.

All Private Hire Vehicles must display on a sign, in 1 inch lettering, the words: 'Private Hire Vehicle – Pre Booked Only' (or similar which instructs that the vehicle must only be pre booked for the carriage of passengers) on both the driver and front passenger doors.

Also on both the driver and front passenger doors in a prominent position, the name and contact details of the Operator fulfilling the booking must be displayed.

Private Hire Vehicles cannot be silver in base colour (as described on the V5 registration document for each vehicle).

1. For all existing silver (as described on the V5 registration document for each vehicle) Private Hire Vehicles, upon change of vehicle (which may not necessarily be at the next licence renewal), the Proprietor/s will be required to obtain and licence a vehicle which is not silver.
2. That the changes in the policy will take effect from 1<sup>st</sup> January 2019.

## 5. CCTV in all Licensed Vehicles

The implementation of CCTV within Hackney Carriage and Private Hire Vehicles was agreed by Council Members in October 2017.

The introduction of CCTV will:

- Allow the Council, with strategic partners, to work with the trade, taxi marshals and street pastors to signpost people towards vehicles which operate to the highest standards of public safety
- Reduce the fear of crime and provide reassurance to the public
- Discourage anti-social behaviour and deter persons from committing crimes
- Ensure that in the event of a serious incident or allegation, an evidence based decision can be made

- Capture actual events, not influenced by interpretation, and assist in disproving false allegations

A first phase public consultation took place in 2017 as part of a review of the Hackney Carriage and Private Hire Licensing Policy which included the implementation of CCTV in licensed vehicles. Feedback was received from members of the taxi trade.

A second phase consultation has taken place with the taxi trade to focus on equipment specification, positioning of camera, retention and storage of footage and an implementation plan.

On the 28<sup>th</sup> September 2020, members unanimously agreed the implementation date of 1<sup>st</sup> April 2022, by which date all licenced vehicles must have an installed CCTV system, from awarded supplier. System must comply with Cambridge City Council Technical specification.

At the present time, Cambridge City Council are working with South Cambridgeshire District council to complete a Procurement exercise to identify a system that meets both Councils specification and is due to be completed by April 2021. If dates remain unchanged, vehicle proprietors will have 12 months to ensure they are complying with the mandatory CCTV requirement, by the recommended implementation date.

## 6. Application Procedure

The stages in applying for a Hackney Carriage or Private Hire Vehicle Licence are set out in [Appendix I](#).

**Please note:** If a Vehicle Licence is in force when the vehicle is tested and it fails the test, the Licence will be suspended.

The vehicle cannot be used again for Hackney Carriage or Private Hire purposes until either a test has been passed and the suspension has been lifted or where the Licence expires following the suspension, until a new Licence is issued.

If you fail to attend a vehicle test, or if the vehicle fails to keep an appointment for a test, and if less than 24 hours' notice is given, the fee will be forfeited.

## 7. Limitation of Hackney Carriage Vehicles

Following a Demand Survey in 2015, the City Council limited the number of Hackney Carriage licences to 321.

A further demand survey was undertaken in 2017 and all members of the trade were consulted. The survey showed there to be no significant unmet demand for Hackney Carriages.

On 29<sup>th</sup> January 2018 Members resolved to keep a limit on Hackney Carriage Vehicles for a further period of three years. The decision means that no further licences will be issued until vacancies occur, as a result of licences being surrendered or revoked.

There are no powers for the City Council to limit the number of Private Hire Vehicles.

On 19<sup>th</sup> March 2018, Members agreed to a decrease in the percentage of Wheelchair Accessible Vehicles across the Hackney Carriage fleet. Up to 50 existing Wheelchair Accessible Vehicles can transfer to become Zero Emission Saloon Vehicles.

## 8. Renewal of Licences

Vehicle Licences will generally be issued for 1 year. The application procedure is as outlined in [Appendix I](#).

**Please note:** The responsibility for applying to renew a Licence rests solely with the Licence holder.

Prior to the expiry of a Licence, the Proprietor must make arrangements to commence and complete the renewal process should they wish to do so.

## 9. Testing of Vehicles

The Council requires that all licensed vehicles are tested at least twice a year. The first test must be carried out prior to the grant of the Licence (when a Certificate of Compliance will be issued for 6 months) and the second test must be carried out prior to the expiry of the Certificate of Compliance issued on passing the first test.

The expiry date of the Certificate of Compliance will be:

- six months minus one day from the date of the test (for the first test);
- the expiry date of the Licence period (for the second test).

For a vehicle to pass a test, it must comply with both:

- Vehicle mechanical standard and;
- Vehicle visual standard

Before the test you must ensure that your vehicle is clean inside and out. You must be aware that dirty vehicles will not be examined and the test fee will still be due.

If the vehicle fails the test you must rectify the points and make an appointment for a retest. The vehicle cannot be used without a current and valid Certificate of Compliance being in force.

Where a vehicle licence has been suspended, the Council may attach a 'Licence Suspended' sticker to the licence plate or may remove the plate from the vehicle.

A charge will be made to replace a suspended plate.

Vehicle Standards are set out in [Appendix G](#).

## **10. Display of Licence Plates**

For Hackney Carriage Vehicles, the Licence plate must be securely fixed to the external rear of the vehicle.

For Private Hire Vehicles, the Licence plates must be securely fixed to the external front and rear of the vehicle.

In both cases, the plates should be fixed securely in such a position so they are in a conspicuous position and easily visible by an Authorised Officer of the Council or a Police Officer. Fixing kits will be provided for this purpose.

## **11. Plate Exemptions (Private Hire Vehicles Only)**

The plate identifying the vehicle as a Private Hire Vehicle is required to be exhibited on the vehicle pursuant to Section 48(6) of the Local Government (Misc. Provisions) Act 1976 shall be securely fixed to the external front and rear of the vehicle in a conspicuous position and in such manner as to be easily visible by an authorised officer of the Council, or a Police Officer.

However, Cambridge City Council's policy allows proprietors of prestige type vehicles to seek permission to waive the requirement to display plates.

The process for obtaining a plate exemption for a private hire vehicle can be found in [Appendix H](#).

The associated documentation relating to Plate Exemption can be found online on our [‘Exemptions for taxi drivers’ webpage](#).

## **12. Vehicle Licence Conditions**

There are conditions attached to both Hackney Carriage and Private Hire Vehicle Licences. Once a Licence has been granted, the vehicle is deemed a licensed vehicle 24 hours a day until such time as the Licence expires or it is surrendered, suspended or revoked. Therefore the conditions attached to the Licence apply at all times and not just when the vehicle is being used for hire and reward.

The Vehicle Licence conditions can be found in [Appendix B](#).

## **13. Advertising on Vehicles**

Advertising on Private Hire Vehicles is not permitted in accordance with the Council’s policy.

Limited advertising on Hackney Carriages is only permitted subject to the prior written approval of the Council. However, it is unlikely that advertising will be approved if it contains:

- a) Political, ethnic, religious, sexual or controversial subjects
- b) Escort agencies, gambling establishments or massage parlours
- c) Nude or semi-nude figures
- d) Tobacco or alcohol
- e) Anything likely to offend public taste

Further to this, the following restrictions apply to external advertising on Hackney Carriages:

- a) Advertisements can only be placed on the rear of the vehicle
- b) No advert shall be reflective
- c) No advert shall have the potential under any circumstances to distract other road users
- d) There shall be no advertising on any window

Internal advertising is permitted in Hackney Carriages:

- a) on the base of the lift up (tip up) seats or

- b) on media screens mounted on the glazed partition immediately behind the driver's head but no other advertising material may be placed on the glazed passenger driver partition
- c) On a media screen mounted in the front seat headrests.

The following restrictions apply to internal advertising in Hackney Carriages:

- a) No media screen is permitted to have accompanying sound.
- b) All paper-based advertisements must be encapsulated in clear non-flammable plastic.
- c) Advertisements must be of such form as not to become easily soiled or detached.
- d) No advertisement will be permitted which impedes the vision of the driver or passenger.
- e) Advertising material must not interfere with any equipment normally fitted to the taxi
- f) The equipment should not be used to the annoyance of any passenger and shall be switched off if requested.

In order to apply for approval of the Council for advertising you must submit the following information to the Commercial & Licensing Team:

1. The vehicle registration number
2. The vehicle licence number
3. Full details of all proprietors
4. Details of the design and wording (with picture examples if possible)
5. Details of the duration of the advertisement

This information should be emailed to [taxi@cambridge.gov.uk](mailto:taxi@cambridge.gov.uk) for consideration and will be considered by the Commercial & Licensing Team as soon as is reasonably possible.

Any details relating to advertising on vehicles will be retained on file.

## **14. Vehicle Incidents**

In the event that a vehicle is involved in a collision or incident the Council must be notified as soon as is reasonably practicable and definitely within 72 hours.

## **15. Replacement Vehicles**

The replacement vehicle procedure can be found at [Appendix M](#).

## **16. Spare Wheels**

Spare wheels or space saving wheels should only be used with the understanding that the journey is finished and then a replacement wheel is obtained and fitted to the vehicle at the first opportunity.

## **17. Vehicle Unfit for the Conveyance of Passengers**

An authorised officer of the Council or any constable may at any reasonable time inspect and test any hackney carriage or private hire vehicle licensed by the Authority or the taximeter affixed to such vehicle for the purpose of ascertaining its fitness. If the authorised officer is not satisfied as to the fitness of the vehicle or the accuracy of the taximeter, the officer may give notice in writing to require the proprietor of the vehicle to make the vehicle available for further inspection and testing at such reasonable time and place as specified in the notice, and suspend the licence until such time as the officer is satisfied that the vehicle or meter is again fit for purpose.

The suspension notice will remain in place until such time as the Officer issuing the notice is satisfied that the grounds for suspension have been satisfactorily resolved. Written confirmation of the lifting of the suspension notice will be given.

If the Authorised Officer or constable who issued the suspension notice is not satisfied as to the fitness of the vehicle or its taximeter before the expiration of a period of two months, the licence will, by virtue of the provisions of section 68, be deemed to have been revoked.

Where a licence is deemed to be revoked, the Licensing Authority will write to the proprietor of the vehicle giving notice of the grounds on which the licence has been revoked within 14 days of the deemed revocation. The proprietor may appeal to the Magistrates' Court.

## **18. Dual Plating**

Cambridge City Council will not grant a Hackney Carriage or Private Hire Vehicle Licence for any vehicle already licensed by another authority.

No vehicle will be granted a licence if it is licensed by another authority due to the difficulties of meeting the variance of conditions applied in different districts and the enforcement of those conditions in the cases of non-compliance (i.e. signs, meters, suspensions or revocations).

Obtaining a vehicle licence from any other authority automatically invalidates any vehicle licence issued by Cambridge City Council.

## **Part 2**

# **Hackney Carriage and Private Hire Driver Licences**

It is an offence to drive a licensed Hackney Carriage or Private Hire Vehicle unless the same Local Authority that licensed the vehicle has licensed the driver to drive that type of vehicle. In order to obtain a Hackney Carriage or Private Hire Driver Licence, you must complete all licensing procedures. If you wish to drive both Hackney Carriage and Private Hire Vehicles then you will need to hold a Driver Licence for both types of vehicle.

The Council will only grant a Licence if it is satisfied that the applicant is a “fit and proper” person.

However, the Council cannot grant a Licence to drive Hackney Carriages or Private Hire Vehicles unless the applicant has held a full UK (United Kingdom) or EC/EEA (European Community/ European Economic Area) Driving Licence for at least one year.

Before applying for a licence, you should carefully read the Council’s licensing byelaws ([Appendix A](#)) and conditions ([Appendix B](#)) and satisfy yourself that you will be able to comply with these conditions at all times. Failure to comply with these conditions may result in your licence being suspended or revoked and in certain circumstances, could lead to prosecution.

You are also advised to read the Grounds for Disbarment which can be found in [Appendix D](#).

## **19. Application Procedure for First Time Applicants**

The stages in applying for a Hackney Carriage, Private Hire or Dual Driver Licence for the first time are set down in the guidance for new applicants at [Appendix J](#).

On submission of a complete application, the application will be determined as follows:

- i. Provided that the applicant doesn’t fall within the ground for disbarment as detailed in [Appendix D](#), they will be deemed a ‘fit and proper’ person and the Licence will be granted for a period of either 1 year (in the case of all new applicants) or 3 years depending on the application.
- ii. If the applicant falls within the grounds for disbarment the application will be referred for consideration by Cambridge City Council’s Licensing Committee (see ‘Hackney Carriage and Private Hire Enforcement Management System’ in [Appendix D](#)).

## 20. Renewal of Licences

1. A Hackney Carriage, Private Hire or Dual Driver Licence will be issued to a first-time applicant for a maximum period of 1 year. The Licence may be subsequently renewed for a period of 1 year or for 3 years.
2. There are exceptions when an individual may not be permitted to hold a 3 year licence. Examples of this include where there set time restrictions on an individual's right to remain in the UK or time restrictions on the DVLA licence. Each case will be assessed individually.

The procedure for renewing a Driver Licence can be found at [Appendix N](#).

3. On renewing a Licence, a DBS Check (via the DBS Update Service) is required every 6 months for 1 year licences (See 'Disclosure & Barring Service (DBS) / Certificate of Good Conduct' below). If an applicant is applying for a 3 year licence, a DBS Check (via the DBS Update Service) will need to be undertaken and, in the event of a hard copy check being undertaken, the disclosure certificate returned to the council by the driver as part of the complete application, prior to the 3 year licence being granted. A DBS check will then be completed via the update service every 6 months.
4. Additionally, it may be necessary for the applicant to submit a satisfactory medical certificate on applying to renew a licence (See 'Medical Reports' section).
5. It is the full responsibility of the licence holder to apply to renew their licence and to ensure that all documentation, checks and other necessary criteria is up to date. There are no exceptions.
6. In cases where a DBS Check is required, and the individual is not subscribed to the DBS Update Service, the DBS appointment must be booked and completed a minimum of 8 weeks prior to the expiry date of the existing Licence. This is to ensure that the DBS Disclosure Certificate is returned directly to the applicant and then submitted to the Council for processing, prior to the licence expiry.

This will then enable the new licence to be granted a minimum of 10 working days prior to the expiry of the old licence.

**Please note:** If a driver fails to make and submit their full application 8 weeks prior to the expiry of the Licence, and the DBS Disclosure Certificate is not returned before the expiry date of the new licence, the individual's licence will expire.

Once a driver allows their licence to expire, they will need to commence the new driver application process again should they wish to be a licensed driver.

7. In cases where a DBS Check is required, and the individual is subscribed to the DBS Update Service, licence holder must submit full application bundle 8 weeks prior to the expiry date of the existing Licence.
8. In addition:

On submission of a complete application, the application will be determined as follows:

- 1) Provided that the applicant doesn't fall within Level 3 of the Enforcement Management System as detailed in [Appendix D](#), they will be deemed a 'fit and proper' person and the Licence will be granted for a period of either 1 year or 3 years depending on the application.
- 2) If the applicant falls within the grounds for disbarment the application will be referred for consideration in accordance with the Scheme of Delegation as set down in the Hackney Carriage and Private Hire Licensing Policy.

## 21. Safeguarding and Knowledge Tests (SAKT)

All new applicants for a driver licence must undertake and pass the Safeguarding and Knowledge Tests (SAKT) prior to completing the application process. An individual is given 1 year (from the date of initial registration) to complete the new driver process.

The process for becoming a Taxi Driver can be found at [Appendix J](#).

The SAKT process consists of the following:

- The Customer Awareness: Safeguarding, Equality and Protection training course;
- Sitting of the Safeguarding Test; and
- Sitting of the Knowledge Test

The tests are administered online and the applicant will undertake the test under online invigilation using your personal computer. Further information on the tests is available in [Appendix K](#).

- The Customer Awareness training session is online and applicants can watch videos in their own time, as many times as they want.

- There is a one-off fee for the course.
- Each applicant may make a maximum of three attempts at passing the tests.
- Each time the applicant applies to sit the Knowledge Test they must pay the current fee.
- Further re-sits of the Safeguarding Test are free of charge.

Details of our fees are available in [Appendix F](#).

If the applicant fails three tests, their application will be rejected and they are recommended to wait to reapply for a period of 6 months from the date of their last attempt at passing the test.

If after a year from your Safeguarding and Knowledge Test Registration you have not completed all elements then your details will be removed from our system.

Further details on the Safeguarding and Knowledge Tests can be found at [Appendix K](#).

## **22. Driver and Vehicle Licensing Agency (DVLA) Checks**

The Council requires new and renewal applicants to provide access to records held by the DVLA, including eligibility to drive and endorsements for road traffic offences in order that consideration can be given as to whether an applicant or existing licence holder is a fit and proper person to be licensed.

The Council checks that the information which has been submitted by the applicant matches up with information held by the DVLA and in completing the necessary application or renewal work, individuals give permission for this to take place. There is a set fee for this service.

## **23. Eligibility to Live and Work in the UK**

If an individual is not a UK national then they will need to obtain permission to live and work in the UK.

Individuals may have a permanent or temporary right to live and work in the UK. Licences will not be issued for a period any longer than the length of an individual's permission to live and work in the UK.

Applicants must provide evidence that they are eligible to live and work in the UK (Immigration, Asylum and Nationality Act 2006). If eligibility is only given for a limited

time period, the applicant will be required to provide evidence on their eligibility to live and work in the UK when applying to renew a Licence.

As of 1<sup>st</sup> July 2021 EU, EEA and Swiss citizens can no longer use their passport or national identity card to prove their right to work. Cambridge City Council will need to [check for right to work online](#).

If the above applies to you, as part of your licence application, you will be required to provide the following;

- Share code
- Date of Birth

If you are an Irish citizen you can continue to use your passport or passport card to prove your right to work.

## **24. DBS (Disclosure & Barring Service) Check/ Certificate of Good Conduct**

An Enhanced DBS Check (DBS) will be undertaken upon first application and all licensed drivers will, at that point, be required to subscribe to the DBS Update Service within 30 days of receiving their DBS Disclosure Certificate.

DBS checks from other sources cannot be accepted. All applicants for Driver Licences will need to apply for a DBS Check through Cambridge City Council; unless they are signed up to the Update Service and can meet all of the following criteria:

- The level of DBS that has been undertaken and is presented is the same as Cambridge City Council (Enhanced)
- The Workforce denoted on the DBS Disclosure Certificate is the same as Cambridge City Council (Other)
- The individual is able to present the original DBS Disclosure Certificate with which they subscribed to the DBS Update Service

All new applicants and renewals for Vehicle Proprietor and Operator Licences will need to make arrangements to obtain a Basic Disclosure (or are a Cambridge City Council licensed driver already).

Please see table below to indicate when/ where a criminal record check is required:

Type of application	Level of check required	When check required
<b>New Driver</b>	Enhanced	Upon Application
<b>Renewal Driver</b>	Enhanced	Every 6 months
<b>New Proprietor</b> (not already licensed with Cambridge City as a driver)	Basic	Upon Application
<b>Renewal Proprietor</b> (not already licensed with Cambridge City as a driver)	Basic	Every 12 months
<b>Existing Proprietor, licensing new vehicle</b> (not already licensed with Cambridge City as a driver)	Basic	Every 12 months, however in line with existing licence/ DBS check
<b>New Private Hire Operator</b> (not already licensed with Cambridge City as a driver)	Basic	Upon Application
<b>Renewal Private Hire Operator</b> (not already licensed with Cambridge City as a driver)	Basic	Every 12 months

Additionally, any applicant who has lived abroad for any time in the five-year period immediately prior to applying for a Licence is required to provide a **Certificate of Good Conduct** authenticated and translated by the relevant embassy. This is used to determine whether an applicant is a 'fit and proper' person to hold a Driver Licence.

The Disclosure & Barring Service (DBS) is an Executive Agency of the Home Office and exists to assist organisations wanting to access police and other relevant information pertaining to an individual's criminal record.

Cambridge City Council is registered with the Disclosure and Barring Service (DBS) to carry out Criminal Record Checks. A Criminal Records Check is used to assess an applicants' suitability for the role of a Driver, Proprietor or Operator. These particular roles are exempt from the provisions of the Rehabilitation of Offenders Act.

For posts that involve working with children, young people and vulnerable adults, which are exempt, all convictions, cautions, reprimands or final warnings which would appear on a DBS certificate (see below) should be disclosed, whether 'spent' or 'unspent'.

**Please note:** In the boxes provided on the application form, applicants must list/declare; Convictions, Police Cautions, Warnings and Reprimands for offences including Traffic Offences and Fixed Penalty Endorsements.

It is essential that all relevant information is declared at the time of application or renewal. Failure to do so could have an impact on the issue of a licence and could potentially result in the suspension or revocation of a licence.

Following a DBS application being made, the DBS Disclosure Certificate is sent to the applicant and as part of the application process, they are required to present the original certificate to the Licensing Authority as part of their full application bundle.

Some Police National Computer information will now be filtered and will not appear on the certificate. Cautions and convictions filtered out are set out in legislation. The legislation states that a certificate must include the following:

- Cautions relating to an offence from a list agreed by Parliament– see below
- Cautions given less than 6 years ago (where individual over 18 at the time of caution)
- Cautions given less than 2 years ago (where individual under 18 at the time of caution)
- Convictions relating to an offence from a prescribed list - see below
- Where the individual has more than one conviction all convictions will be included on the certificate (no conviction will be filtered)
- Convictions that resulted in a custodial sentence (regardless of whether served)
- Convictions given less than 11 years ago (where individual over 18 at the time of conviction)
- Convictions given less than 5.5 years ago (where individual under 18 at the time of conviction)

The list includes a range of offences which are serious and which relate to sexual offending, violent offending and/or safeguarding. It would never be appropriate to filter offences on this list. A list of offences which will never be filtered has been derived from the legislation and can be found on [GOV.uk](https://www.gov.uk).

This is not the complete list as the legislation also extends to cover similar offences committed under the law of Scotland and Northern Ireland or under laws relevant to the armed services.

Enhanced DBS certificates - will include details of convictions and cautions (including youth cautions, reprimands and warnings) recorded on the Police National Computer (PNC).

In addition to information from the PNC, an Enhanced certificate may also include information taken from police records that a chief officer of a police force considers relevant to the application and/or details of whether an individual is included on one or both of our two lists barring people from working with children and/or vulnerable adults.

This information, along with the other aspects of the application process, will be used to ensure that Cambridge City Council can be satisfied that you are a “fit and proper” person to hold a hackney carriage, private hire or dual driver licence.

As of Monday 25<sup>th</sup> January 2021, any decision by the licensing authority to refuse to grant or revoke a licence to an individual thought to present a risk of harm to a child or vulnerable adult will be referred to the Disclosure and Barring Service (DBS).

## **25. Disclosure & Barring Service (DBS) Update Service**

From 1<sup>st</sup> October 2018 it is a mandatory requirement that all licensed drivers subscribe to the DBS Update Service. The Update Service allows individuals to keep their DBS certificate up to date online, subject to an annual fee.

It is your responsibility to keep your subscription to the DBS Update Service current and inform them of any changes in your circumstances. If your subscription has lapsed or there have been changes to the information on your DBS disclosure certificate, you will need to complete a new DBS application at the time of your renewal.

### **What is the process?**

A DBS Check will be undertaken, face to face, at an appointment with an Officer of the Council.

Following an application being made, the DBS certificate is issued directly to the applicant. Please note that no copies are sent to Cambridge City Council. Therefore it is the applicant’s responsibility upon receipt of the certificate to present it to the Council before an application can be fully considered and processed.

It is important to understand that if an applicants’ DBS certificate is not presented to the Council as part of the renewal application prior to the expiry date of the licence,

then the licence will be deemed to have expired. An applicant would then be expected to start the application process again.

### **How do I subscribe to the DBS Update Service?**

Subscribing is quick and simple.

Go to [DBS update](#) and enter your DBS application form number (within 28 days of completing your application) or DBS certificate number (within 30 days of the certificate being issued), name, date of birth and address and pay the subscription fee.

When your subscription is confirmed, make a note of your unique ID number and keep it secure.

You also need to keep the DBS certificate safe as you will need to provide this to the Licensing Authority when they undertake the online check.

### **How do I renew my subscription?**

A subscription to the Update Service lasts for a year. You can renew either:

- When you first register by choosing automatic renewal
- Up to 30 days before your current subscription ends (but you cannot renew on the last day of your subscription).

**Please note:** If you do not renew your subscription before it ends, you will need to apply for a new DBS check and register for the Update Service again.

This could impact on your renewal and may mean that your licence expires, in which case you would need to start the application process again.

### **What else you need to know**

Make a note of your unique ID. It will begin with the letter C and is followed with 10 randomly selected numbers. This number will allow you to access your account, view your certificates and make any changes to your contact details.

Keep the original DBS certificate used to sign up to the Update Service in a safe and secure place. The certificate number found on the top right-hand side of the certificate will be needed by Cambridge City Council when checking your DBS status. The original certificate will also need to be seen at your renewal appointment.

Individuals will be asked, as part of the application form, to give their consent for Cambridge City Council to use their current DBS certificate to carry out an online check to see if any new information has come to light since its issue.

## 26. Driving Skills Assessment

As part of the new driver application process, an applicant must have passed one of the following taxi tests/assessments:

### 1. AA DriveTech – Taxi Test

E-mail: [tellmemore@drivetech.co.uk](mailto:tellmemore@drivetech.co.uk)

Telephone: 0345 373 1360

### 2. Blue Lamp Trust – Taxi Driver Assessment

Online booking: [BlueLampTrust](#)

Telephone: 0300 777 0157

### 3. Diamond Advanced Drivers – Standard Taxi Test

Online booking: [AdvancedDrivers](#)

Telephone: 020 8253 0120

### 4. Green Penny – Taxi Assessment

Online booking: [GreenPenny](#)

Telephone: 0330 111 7230

### 5. Mann Fleet Solutions – Standard Taxi Assessment

E-mail: [mannfleetsolutions@mail.com](mailto:mannfleetsolutions@mail.com)

Telephone: 07921 777667

You will be responsible for arranging a test with the above provider direct. Please contact the provider for details of their charges. Please also note that you will need to provide your own car for the test.

When you have passed either of the above tests you will be issued with a certificate, which you will then need to bring into Customer Services so a copy can be taken. Alternatively you can ask the course provider to e-mail a copy of the certificate to [taxi@cambridge.gov.uk](mailto:taxi@cambridge.gov.uk).

**Please note:** The pass certificate will only be accepted if it is dated within 12 months of the completion of all stages of the application process.

## 27. Medical Reports

The Council requires that all drivers meet Group II medical standards as recommended by the Medical Commissioners on Accident Prevention. A guide for medical practitioners on the current medical standards of fitness to drive is issued by the DVLA and can be accessed online at [Department for Transports](#).

Applicants can either do this with their own GP or, if their GP is unable to undertake the assessment, with the Council's approved medical providers for a medical examination. Currently these are the medical providers approved by Cambridge City Council:

- [Huntingdon Road Surgery](#) Tel: 01223 364127
- [Mill Road Main Surgery / Cherry Hinton Branch](#) Tel: 01223 247812/ 01223 414444
- [D4Drivers.uk](#) Tel: 0808 178 0725

The practitioner carrying out the Medical Examination is required to complete and sign a Medical Certificate Form to state whether they declare the individual fit or unfit to drive a Hackney Carriage and/ or Private Hire Vehicle.

Once completed the original form and certificate is then submitted to the Licensing Office as part of the new driver or renewal driver application process.

It is the applicants' responsibility to:

- Book an appointment for a Group II Medical Assessment with your GP or with a Doctor at the City Council's approved practice.
- Take a blank copy of the Group II Medical Assessment Report Form to the GP/ Approved Practice for completion.
- After the assessment, submit the completed original Medical Assessment Report Form to the Licensing Office as soon as possible.

A copy of the [Group II Medical Assessment Report Form](#) can be downloaded from our website.

- Medicals are required for all new applicants (including holders of PSV and/ or HGV licences), but the certificate must not be dated more than 8 weeks prior to the completion of all stages of the application process.
- After the initial medical, medicals are then required every five years at each of the following birthdays: 25, 30, 35, 40, 45, 50, 55 and 60.
- Once a driver has reached the age of 60 a medical will be required annually

- For Holders of current PSV and/or HGV licences we will however accept HGV/PSV entitlement in lieu of a medical at ages 45, 50, 55 and 60. However, you will be required to produce medicals at 25, 30, 35 and 40.
- If, once licensed, a drivers medical circumstances change during the period which the licence is held, the driver must notify the Licensing Authority within 7 days. Each case will be assessed on its own merits and additional medicals may be required in some instances if required.

It is the applicant's responsibility to pay all of the expenses that they incur in satisfying the medical criteria, which may include the cost of undertaking an exercise or other form of test to ascertain fitness to drive. The necessity to undertake any form of testing will be determined by the medical practitioner in line with the DVLA's guidelines.

Where a medical is due for a driver (whether 1 year or 3 year licence holders) they will be required to submit the medical certificate before their renewal licence can be granted.

**Please Note:** Failure to provide an up to date medical assessment certificate could result in the suspension or revocation of your licence.

Licence holders and applicants must consider the medical conditions listed below as the Licensing Authority may refuse to grant an application or revoke an existing licence where an applicant has any of the listed conditions:

□ **Epilepsy or liability to epileptic attacks:**

A diagnosis of epilepsy or spontaneous epileptic attack(s) requires 10 years free of further epileptic attack without taking anti-epilepsy medication during that 10-year period.

For conditions that cause an increased liability to epileptic attacks, the risk of attacks must fall to that of the general population.

The DVLA must refuse or revoke the licence if these conditions cannot be met.

□ **Diabetes:**

Insulin treated diabetics may be licensed subject to strict criteria and a medical test for C1 vehicle usage. The following criteria must be met in order that a licence can be granted:

- a) No application for a licence or, in the case of an existing licensed driver, no licence vehicle may be driven until their condition has been stable for a period of at least one month
- b) Drivers must not have had any hypoglycaemic attacks requiring assistance whilst driving within the previous twelve months
- c) Drivers must regularly monitor their condition by checking their blood glucose levels at least twice daily and at times relevant to driving.
- d) Drivers must arrange to be examined every 12 months by a hospital consultant who specialised in diabetes. At the examination the consultant will require sight of their blood glucose levels for the last 3 months
- e) Drivers must have no other medical condition which would render the driver a danger when driving C1 vehicles or hackney carriage/ private hire vehicles
- f) Drivers must sign an undertaking to comply with the directions of the doctor(s) or specialist medical advisor visited at least every six months and treating the diabetes and report immediately to Cambridge City Council any significant change in their condition
- g) A medical checklist should be completed by specialist medical advisor and submitted to the licensing team annually

**Eyesight:**

All applicants, for any category of vehicle, must be able to read in good light with glasses or corrective lenses if necessary, a number plate at 20.5 metres (67 feet) or 20 metres (65 feet) where narrower characters are displayed (50mm wide).

The characters on all new and replacement number plates manufactured from September 2001 are 50mm in width instead of 57mm.

Applicants for medium/large goods vehicles or passenger carrying vehicle entitlements must by law have:

- A visual acuity of at least 6/9 in the better eye; and
- A visual acuity of at least 6/12 in the worse eye: and
- If these are achieved by correction, the uncorrected visual acuity in each eye must be no less than 3/60.

An applicant who held a licence before 1 January 1997 and who has an uncorrected acuity of less than 6/30 in only one eye may be able to meet the required standard and should check with Drivers Medical Group, DVLA about the requirement.

An applicant who has held an LGV/PCV (formerly HGV/PSV) licence before 1 March 1992 but who does not meet the standard above may still qualify for a licence.

Information about the standard and other requirements can be obtained from the DVLA.

### **Normal binocular field**

The 2nd E.C. Directive requires a normal binocular field of vision for Group 2 drivers.

### **Monocular vision**

Drivers who have monocular vision are barred in law from holding C, C1 (12 tonnes combined), D or D1 entitlements. The only exceptions are those drivers whose C or D entitlements had been issued prior to 1/1/91 in the knowledge of monocularity and were still in force 1/4/91 or drivers who passed a C1 test prior to 1/1/97.

A minimum acuity of 6/12 is required if licensed on 1/1/1983 and 6/9 if since. A certificate of recent driving experience will also be required. DVLA will send this certificate to you for completion on receipt of a valid application.

Drivers whose best vision in one eye has deteriorated since the previous application to less than 3/10 will be considered functionally monocular and a Group 2 licence will be refused.

### **Uncontrolled symptoms of double vision**

Uncontrolled symptoms of double vision preclude licensing. As monocularity is a bar, the treatment of double vision with a patch is not acceptable for Group 2 driving.

An applicant who is in doubt about the required eyesight standard should check with the DVLA.

### **Other Medical Conditions:**

In addition to those medical conditions covered by law, applicants (or licence holders) are likely to be refused if they are unable to meet the recommended medical guidelines in the following situations:

- Within 6 weeks of: myocardial infarction, and episode of unstable angina, CABG or coronary angioplasty.
- Angina, heart failure or cardiac arrhythmia that remains uncontrolled.
- Implanted cardiac defibrillator.
- Hypertension where blood pressure is persistently 180 systolic or more and/or 100 diastolic or more.
- A stroke or TIA within the last 12 months.
- Unexplained loss of consciousness with liability to recurrence.
- Meniere's, or any other sudden and disabling vertigo within the past 1 year, with a liability to recurrence.

- Insuperable difficulty in communicating by telephone in an emergency.
- Major brain surgery and/or recent severe head injury with serious continuing after effects.
- Parkinson's disease, multiple sclerosis or other chronic neurological disorders with symptoms likely to affect safe driving.
- Psychotic illness, within the past 3 years.
- Serious psychiatric illness.
- If major psychotropic or neuroleptic medication is being taken.
- Alcohol and/or drug misuse within the past 1 year or alcohol and/or drug dependency in the past 3 years.
- Dementia
- Any malignant condition, within the last 2 years, with a significant liability to metastasise (spread) to the brain.
- Any other serious medical condition likely to affect the safe driving of a passenger carrying vehicle.

You must tell DVLA if you have a driving licence and:

1. you develop a 'notifiable' medical condition or disability
2. a condition or disability has got worse since you got your licence

Notifiable conditions are anything that could affect your ability to drive safely. They can include:

- epilepsy
- strokes
- other neurological and mental health conditions
- physical disabilities
- visual impairments

**Please note:** You could be fined up to £1,000 if you don't tell DVLA about a condition that might affect your ability to drive safely. You could also be prosecuted if you have an accident.

When notifying the DVLA, you are advised to make them aware that you hold a Taxi Driver Licence for which Group II Medical Standards must be met.

## 28. Mid-Year Medicals

Not all medicals will fall in line with licence renewal dates.

All drivers will be aware of when their next medical is due as this information is printed on their Hackney Carriage, Private Hire or Dual Driver licence.

It is the drivers' responsibility to:

- Book an appointment for a Group II Medical Assessment with their GP or with a Doctor at the City Council's approved practice.
- Take a blank copy of the Group II Medical Assessment Report Form to the GP/ Approved Practice for completion.
- After the assessment, submit the completed original Medical Assessment Report Form to the Licensing Office as soon as possible.

All information will be treated in the strictest confidence and in accordance with our registration with the Data Protection Commissioner.

A copy of the [Group II Medical Assessment Report Form](#) can be downloaded from our website.

Where a medical is due for a driver (whether 1 year or 3 year licence holders) they will be required to submit the medical certificate before their renewal licence can be granted.

If a driver is found to be in breach of City Council Policy by failing to provide a valid medical assessment certificate, this could lead to Licensing Sub Committee considering the fitness of a driver which could potentially then lead to the suspension or revocation of their City Council driver licence.

## 29. Driver Licence Exemptions

The Equality Act 2010 places responsibility on service providers to make 'reasonable adjustments' or changes to take account of the needs of disabled employees and customers.

In some circumstances a driver of a Hackney Carriage or Private Hire vehicle may be unable to fulfil the requirements of the Equality Act 2010 for medical reasons, short or long term.

Full Details on Driver Licence Exemptions can be found at [Appendix O](#).

## 30. Training for Drivers

Cambridge City Council is committed to safeguarding and promoting the welfare of children, young people and adults at risk. We take our responsibilities seriously and expect all of our licensed drivers, proprietors and operators to share this commitment.

Safeguarding is the process of protecting children and adults at risk from harm, preventing impairment to their health and development, which includes keeping them safe from neglect, and physical, emotional and sexual abuse.

All new hackney carriage, private hire and dual driver, proprietor and operator applicants must attend and pass the mandatory safeguarding training before submitting an application.

A mandatory refresher of the training will need to be undertaken by all licence holders every three years.

The Environmental Health Manager may grant an exemption to non-driver proprietors and operators where they would find it unreasonable or impractical to attend a training course. Exemptions will be issued on a case-by-case basis and reviewed every 3 years when the refresher training is due.

Applications should be put in writing detailing circumstances in full and either e-mailed to [taxi@cambridge.gov.uk](mailto:taxi@cambridge.gov.uk) or sent through the post to: Commercial & Licensing Team, Cambridge City Council, PO BOX 700, Cambridge CB1 0JH.

In order to cover a wide range of areas and objectives, Cambridge City Council has designed and delivers “Customer Awareness, Safeguarding, and Equality & Protection Training” for all licence holders. Further information is available on our website at: <https://www.cambridge.gov.uk/customer-awareness-training>.

Drivers should also seek to independently undertake training in the use of wheelchairs, relevant belts and other restraint locking mechanisms.

## 31. Equality and Diversity Monitoring

Cambridge City Council would like to encourage all of our applicants to complete the equal opportunities monitoring form with their application so that we can assess our performance.

We are committed to being representative of the customer base that we serve, to help us achieve this, we need to have a clear picture of who are customers are.

Equalities monitoring therefore enables us to examine the make-up of the customer base and analyse how practices and procedures affect different groups, address any inequalities and ensure compliance with legislative requirements.

The monitoring information which we collect will enable us to ensure that our licensing procedures are as fair and accessible as possible. Data will be analysed to spot trends and remove barriers or target areas where our policies and practices can be improved to boost equal opportunity.

If you are concerned about how your data will be stored, accessed or shared, be reassured that it will be kept confidential at all times and in accordance with the Data Protection Act 1998. It will not be accessible to anyone outside of the designated authorised personnel and will be used to monitor the effectiveness of our policies so that we can improve where required. This information will be used for statistical purposes only and you will not be identified in any way.

The monitoring information will be kept separately from any identifying personal information therefore it will be hard to identify you individually from the data which you provide. Any findings published will only ever be anonymised and aggregated.

Only you and designated employees within the licensing and enforcement team will be able to access the data for updating or analysis. The monitoring information you supply will be processed in compliance with the Data Protection Act 1998.

Completing equality monitoring data is not compulsory however; we would encourage you to complete it.

Although you are not obliged to answer every question, by doing so, it helps to ensure that best practice and equal opportunities are upheld and allows for any barriers to diversity to be highlighted.

## **32. Safety of Drivers**

In addition to having a responsibility for the safeguarding of your passengers, keeping yourself safe is also vitally important.

As a taxi driver you are dealing with strangers, often in isolated environments and carrying money. Taking people off the streets or from ranks with no knowledge of their details means that if they cause trouble you are especially vulnerable. If you work at night you are likely to have to deal with people who have drunk too much alcohol. All this means you may be at the risk of violence.

The following points are things that you can do to help you stay safe:

- If you can, drop off money during your shift so that you carry as little in your car as you can. If can't, keep your cash hidden from view in a secure box.
- Carry with you an explanation of the fare structure so that you can explain it to a passenger who may feel that you are over-charging them.
- Use your radio to tell your controller where you are going and inform them of any changes along the way.
- Have a pre-arranged code word that you can use if a passenger becomes threatening so that you can call for help without making the passenger suspicious.
- You know that working at night carries most risk of violence, especially as many passengers will have been drinking. Make sure you are not tired as you need to be alert at all times.
- Trust your instincts as you have the right to refuse a passenger if you think they may present a risk.
- If you have a saloon car, control passenger access to the front. Only open the windows enough to speak to people without them being able to reach in. Only allow them to sit in the front if you wish.
- Communication with the passenger is important. Be polite and pleasant.
- Make eye contact with the passenger when they get in the car. This helps to establish a relationship with the passenger. It also gives them the message that you could identify them.
- Do not volunteer personal information to passengers. You should not mention what time you are finishing a shift or going home.
- Explain the route you plan to take if you are going a long way round (for example in order to avoid road works) so as to prevent a dispute over the fare.
- If you feel threatened, try to stay calm. Take slow, deep breaths.
- Be aware of your own actions and how they may be seen.
- Don't offer confrontation, refuse to get into an argument, remain passive and try to not shout back.
- Do no attempt to run after a passenger who owes you their fare. Your safety is more important than the money.
- If you are attacked, use your horn and lights to attract attention. Contact your control room or call 999 to get help.
- Report all violent incidents to the Police.

## **Part 3**

### **Private Hire Operators**

Anyone who in the course of business makes provision for the invitation or acceptance of a booking for a private hire journey is regarded as an Operator and he/ she must hold an Operator's Licence, unless he/ she is covered by an exemption within the 1976 Act.

This means that any individual, group or company which offers or advertises the services of a vehicle with less than 9 passenger seats and a driver for hire and reward is an Operator.

Anyone who makes provision that would enable him to accept bookings for a private hire journey are required to hold an Operator's Licence.

All three Licences (vehicle, driver and operator) MUST be issued by the same Authority.

### **33. Application Procedure**

All proprietors, part owners or other persons with an interest in an Operator's Licence are required to show that they are fit and proper persons to hold such a licence.

Full details on the new and renewal Operator licence procedure can be found at [Appendix P](#).

# Part 4

## General

## 34. Changes in Circumstances

All Licence holders must inform the Council of any changes in circumstances such as change of address, change of contact number, convictions, change of medical condition or changes to DVLA licence, as soon as possible but not more than 7 days after any such change.

Failure to update the Licensing Authority on changes in circumstances could have an impact on your licence. For ease of reference, please see the list below. Please note that this list is not exhaustive:

Notification	When
Change of address	Within 7 days
Change of name	Within 7 days
Loss of Driver Badge	Within 7 days*
Loss of Vehicle Plate	As soon as possible*
Loss of paper licence	Within 7 days
Accident Damage	Within 72 hours
Change in medical circumstances	Immediately for significant changes and certainly no more than 7 days
Any Conviction	Within 48 hours

Please note that where a loss of badge, plate or licence has occurred the Police also need to be informed and an Incident Number obtained so that we can retain this on our records.

\* You must not work as a driver or use the vehicle for work without a licence plate or badge before any replacement(s) are issued.

In order to update the Council on any change of circumstances please email [taxi@cambridge.gov.uk](mailto:taxi@cambridge.gov.uk)

Please note that the fees for replacement items or a change of information details can be found in [Appendix F](#).

## 35. Fares

Hackney Carriage Fares, set by the Council, are the maximum fare that may be charged by a Hackney Carriage within the Council's district. The Council considers it good practice to review the fare scales at annual intervals and will consult in accordance with the statutory procedures set out in the Local Government (Miscellaneous Provisions) Act 1976.

A table of authorised fares will be provided to each hackney carriage licence holder, which must then be displayed in each vehicle so that it is easily visible to all hirers.

Out of District journeys can be negotiated prior to the commencement of the journey in both Private Hire Vehicles and Hackney Carriages.

Private Hire Operators may set their own fares but if a meter is used the fare chart must be displayed in each vehicle so that it is easily visible to all hirers.

## 36. Passengers

The driver of a licensed vehicle shall not convey or permit to be conveyed in a licensed vehicle a greater number of persons than that prescribed in the licence for the vehicle.

The driver shall at all times comply with the latest legislation regarding the use of seat belts and restraints by all passengers including children and young persons.

## 37. Seat Belts

Drivers should advise all passengers of the need to wear a seatbelt. Any passenger who fails to wear a seatbelt commits an offence. If the passenger is over 14 years of age the passenger commits the offence, but any passenger under 14 years old is the responsibility of the driver and the driver commits the offence.

- Drivers** – under the requirements of the Motor Vehicles (Wearing of Seatbelts) Regulations 1993 the driver of a licensed vehicle is not required to wear a seatbelt in the following circumstances:
- Hackney Carriage Vehicles** – whilst the vehicle is being used for seeking hire, or answering a call for hire, or carrying a passenger for hire.
- Private Hire Vehicles** – whilst the vehicle is being used to carry a passenger for hire.

The following table outlines the responsibilities of individuals riding in vehicles:

	<b>FRONT SEAT</b>	<b>REAR SEAT</b>	<b>WHO IS RESPONSIBLE</b>
<b>Driver</b>	Seat belt must be worn if fitted		Driver
<b>Child under 3 years of age</b>	Correct child restraint must be used	Correct child restraint must be used. If one is not available in a Hackney Carriage, the child may travel unrestrained.	Driver
<b>Child from 3<sup>rd</sup> birthday up to 135 cm in height (12<sup>th</sup> birthday, whichever they reach first)</b>	No child under 10 may be carried in the front seat beside the driver.	Correct child restraint must be used where seat belts are fitted. Must use adult belt in a rear seat if correct child restraint is not available <ul style="list-style-type: none"> <li>- in a Hackney Carriage Vehicle</li> <li>- for a short distance in an unexpected necessity;</li> <li>- if two occupied child restraints prevent fitting a third.</li> </ul>	Driver
<b>Child 12 or 13, or over 135cms in height</b>	Seat belt must be worn if fitted	Seat belt must be worn if fitted	Driver
<b>Adult Passengers</b>	Seat belt must be worn if fitted	Seat belt must be worn if fitted	Passenger

### 38. Animals

Licensed drivers must not refuse to carry an assistance dog, which is specifically trained to accompany their owner, unless the driver has an exemption certificate issued by Cambridge City Council.

Assistance dogs accompanied by their owners shall be carried free of charge. All vehicles and drivers must comply with the requirements of the Equality Act 2010.

The driver shall not convey in any licensed vehicle any animal belonging to or in the custody of himself or the proprietor or operator of the vehicle. Any animal belonging to or in the custody of a passenger may be conveyed in a vehicle at the discretion of the driver. The driver shall ensure that the animal is adequately restrained and kept in such a position so as not to distract the driver or otherwise be a cause of danger or nuisance.

### **39. Lost Property**

The driver of a licensed vehicle shall immediately after the termination of any hiring or as soon as practicable thereafter, carefully search the vehicle for any property which may have been left within it.

If the driver finds any items left within vehicle, or if an item is handed in to them, the driver must do their best to identify customer and return item to original owner.

If the taxi is registered with an operator, driver should contact operator with information of found item within 24 hours. Operator will then follow their lost and found procedure.

If taxi is not registered with an operator, driver should contact Cambridge City Licensing Team at [Taxi@cambridge.gov.uk](mailto:Taxi@cambridge.gov.uk) within 24 hours with information of found item. For such drivers, if item is not claimed after 28 days, driver can dispose of item.

### **40. Luggage**

Drivers of licensed vehicles when requested by the person hiring the vehicle shall: convey a reasonable amount of luggage;

- a) afford reasonable assistance in loading and unloading;
- b) afford reasonable assistance in removing it to or from the entrance of any building, station or any place at which he may take up or send down such person

### **41. Mobile Telephones**

It is illegal to drive using hand held telephones or similar devices. This includes:

- when you are stopped at traffic lights
- when you are queuing in traffic
- to receive calls, text messages, pictures or to access the internet

## 42. Smoking

The driver of a licensed vehicle must not smoke in the vehicle at any time, including when the vehicle is being used for social, domestic and pleasure purposes.

The driver of a licensed vehicle shall not permit any other person or fare-paying passengers to smoke in a licensed vehicle.

This also includes a ban in electronic inhaler type cigarettes and 'vaping'.

## 43. Receipts

The driver shall if requested by the hirer or passengers of a licensed vehicle provide a written receipt for the fare paid. This shall be in such a form as to identify the company or individual providing the receipt.

## 44. Driver's Badges

When granted a Licence, drivers are issued with a badge. The driver must wear the badge at all times when they are working or display it within the vehicle 'in such position and manner as to be plainly and distinctly visible' as required by Section 54(2)(a) of the Local Government (Miscellaneous Provisions) Act 1976.

As a security measure if a badge is lost or stolen this must be reported to the police. A replacement badge will be issued, following the payment of the appropriate fee, once a Police Incident Number (PIN) is provided to the Licensing Authority. This will need to be reported to the Police as badge "lost or stolen" in order for a PIN to be issued.

The driver's badge shall at all times remain the property of Cambridge City Council and upon the Council suspending, revoking or refusing to renew this licence, the licensee shall, on demand, return the badge to the Council.

## 45. Driver's Licence

The driver shall at all times carry their copy of the driver's licence and shall make it available for inspection upon request.

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

## 46. Loss of Vehicle, Driver or Operator Licence

This loss of a Licence (including driver badges or vehicle plates as appropriate) should be reported immediately to the Licensing Team. A duplicate will be issued upon receipt of the appropriate payment, along with details of the Police Incident Number.

## 47. Access Exceptions

In some of the roads surrounding the Cambridge historic centre there are rising bollards or points monitored by an Automatic Number Plate Recognition system. These devices control traffic in and out of the centre and are located in the following streets:

- Bridge Street:** Closed 24 hours a day every day
- Emmanuel Road:** Closed 24 hours a day every day
- King's Parade:** Closed 9am to 6pm every day
- Regent Street:** Closed 24 hours a day every day heading towards the City Centre. The other carriageway isn't restricted
- Silver Street:** Closed both ways midnight to 6am and 10am to 4pm. Open inbound only 6am to 10am. Open outbound only 4pm to midnight
- St John's Street:** Closed 10am to 4pm Monday to Saturday

In central Cambridge a pedestrian priority area operates 24 hours a day, 7 days a week, and access is further restricted between 10am and 4pm Monday to Saturday. Between these hours there is no access for vehicles except for emergency vehicles or drivers who have been issued with an access permit.

The access permit system is administered on behalf of Cambridgeshire County Council by Cambridge City Council and is subject to an agreed fee (as detailed in [Appendix F](#)).

When granted an access permit, the details of the vehicle licence and the proprietor is retained on file.

The granting of such access by Cambridgeshire County Council under the provisions of the various traffic orders that close roads within Cambridge Core Traffic Scheme Area is discretionary and may be withdrawn by Cambridgeshire County Council at any time.

Furthermore:

- Any equipment issued (or permission granted) for such access remains the property of Cambridgeshire County Council and is not transferable.

- Cambridgeshire County Council or their agent must be advised when changes are made to the conditions under which any equipment or permissions were issued.
- In the event that any equipment is surrendered, it will need to be returned to Cambridge City Council. If the equipment returned is the one which matches with our records and is in full working order then we can at the Commercial & Licensing Managers discretion, make arrangements for the necessary deposit to be refunded to you.
- Any permissions surrendered or changes made to details may be subject to an administration fee.

## **48. Disability Access Statement**

### **Hackney Carriage and Private Hire Disability Access Statement**

#### **Introduction**

It is important that drivers and operators licensed by Cambridge City Council are aware of their obligations concerning the transport of disabled passengers in wheelchairs and those accompanied by assistance dogs.

The Equality Act 2010 defines a disabled person as someone who has “a physical or mental impairment that has a ‘substantial’ and ‘long-term’ negative effect on their ability to do normal daily activities”. This covers a diverse range of conditions including people suffering from arthritis through to those who are wheelchair bound. Drivers therefore need to acknowledge that not all disabilities are not visible and provide appropriate assistance where requested.

Cambridge City Council has produced this statement to accompany its ‘Hackney Carriage and Private Hire Licensing Policy’.

#### **Legislative provisions and legal requirements**

Passengers with disabilities are afforded protection under law and council policy.

The Town Police Clauses Act 1847 makes it an offence for a driver of a Hackney Carriage Vehicle to refuse (without reasonable excuse) to take a fare to any destination within the Council’s administrative district.

The Equality Act 2010 places a duty on all licensed drivers to transport a disabled person’s assistance dog, where required.

Drivers of wheelchair accessible vehicles must:

- Carry a passenger seated in a wheelchair
- Charge wheelchair users the same fare as non-wheelchair users; the meter, where used, must only be started when the journey begins
- Carry and secure the wheelchair separately if the passenger opts to sit in a passenger seat
- Ensure any wheelchair ramps and safety harnesses are present in the vehicle and in good working order. Wheelchair accessible vehicles found without these items will be suspended
- Ensure that the wheelchair, and passenger if seated in the wheelchair, is securely strapped in
- Passengers who choose to sit in their wheelchair for the journey must either face forwards or backwards, but never sideways
- Take steps to ensure that the passenger is carried safely and in reasonable comfort
- Give the passenger mobility assistance, as is reasonably required

Drivers of any licensed vehicle must:

- Carry a disabled person's assistance dog, allow it to remain with the passenger and not charge more for this service

If you are unable to meet any of the above duties because of a medical condition then you must obtain an exemption certificate from Cambridge City Council.

Where drivers fail to meet the legal requirements and a complaint is made then an investigation will be launched by an enforcement officer of the Commercial & Licensing Team.

### **Customer service**

To help provide the best possible service for disabled passengers the Council requests drivers follow these steps:

- Good communication is key. Make sure you ask the disabled person how they would like to travel in the vehicle and ask if they require any assistance, but wait for your offer to be accepted before doing anything
- Listen carefully to any requests and try to remember that everyone is different and what suits one passenger may not be appropriate for another
- Ensure that you know how to operate wheelchair ramps and safely load and secure a passenger in a wheelchair
- Talk directly to the disabled person rather than to any person(s) accompanying them where possible

- Keep visually impaired passengers updated with the progress of the journey, particularly if there are any delays
- Count out the change for visually impaired passengers
- Keep a pen and paper handy to write things down for passengers with hearing impairments
- Do not load or unload passengers who are wheelchair users where there is an incline or the pavement is sloped
- Do not make assumptions about a disability, or assume a disability is insignificant because it is not visible

### **Advice concerning the carriage of different types of wheelchair**

Cambridge City Council recognises that some drivers are unsure of their responsibilities where it comes to the carriage of passengers in different types of wheelchairs. The following advice has therefore been generated:

#### 1. Manual wheelchair

All wheelchair accessible vehicles must be able to carry this type of wheelchair.

#### 2. Electric wheelchair

There is a huge variety of electric wheelchairs on the market that are generally designed to accommodate specific needs. Due to this drivers will likely encounter a range of devices with differing sizes. The advice in these situations is that the driver will need to make an assessment as to whether the wheelchair can be safely and securely carried in the vehicle along with the passenger. In circumstances where the driver is certain that this is not possible then the driver may refuse to take the fare but the driver must:

- Make reasonable effort to find the passenger an alternate means of transport e.g. hail/call for another more appropriate vehicle or call an operator for assistance
- Report the matter to the Commercial & Licensing Team in case of complaint

#### 3. Mobility scooter

In general mobility scooters will be too big to fit into a wheelchair accessible vehicle. Users should therefore be advised to seek assistance from a specialised service.

## **49. Conduct of Licence Holders**

The code of conduct must be read in conjunction with other policy requirements, Byelaws ([Appendix A](#)), the Licence conditions ([Appendix B](#)) and statutory obligations.

It is important to recognise that as professional drivers Cambridge City Council expects the highest standards in driving and conduct from its licence holders. We expect drivers to be polite and courteous at all times to passengers, the public, other drivers and their colleagues.

Licence holders shall endeavour to promote the image of the hackney carriage and private hire trade by:

- complying with the Council's Licensing Policy; and
- behaving in a civil, orderly and responsible manner at all times

There are, however, unfortunately occasions where the Council receives complaints concerning licensed drivers and vehicles.

The most common areas of complaint are:

- Refusal of fares particularly those involving passengers with additional access requirements including wheelchair users or those with assistance dogs
- Refusal of help to passengers who may require it with access in and out of vehicles and with baggage
- Passenger disputes involving fares, baggage and alleged inappropriate conduct and behaviour
- Poor driving standards including clashes with other road users, ignoring signage, dangerous over-taking and speeding
- Parking offences, including dangerous parking and over-ranking
- Unfair practices e.g. drivers not using ranks where available, cherry picking fares, whipping of other driver's jobs and illegally plying for hire

In addition, officers frequently encounter instances where drivers fail to comply with their licence conditions. The Council has therefore created a Code of Conduct for all licence holders which can be found at [Appendix Q](#). This has been generated, in part, to also deal with eventualities not covered by legislation and licence conditions.

Where an individual is found to be in breach of an item contained in the Code then the appropriate enforcement action will be considered, as provided by the Hackney Carriage and Private Hire Enforcement Management System as detailed in [Appendix D](#).

# Appendices

# Appendix A

## Hackney Carriage Bye Laws

Made under Section 68 of the Town Police Clauses Act, 1847, and Section 171 of the Public Health Act 1875, by the Major, Aldermen and Citizens of the City of Cambridge acting by the Council with respect to Hackney Carriages in the City of Cambridge.

### Interpretation

1. Throughout these Byelaws “the Council” means the Mayor, Aldermen and Citizens of the City of Cambridge acting by the Council and “the district” means the City of Cambridge.

*Provisions regulating the manner in which the number of each Hackney Carriage, corresponding with the number of its licence, shall be displayed.*

2. Every proprietor of a Hackney Carriage shall:
  - a) cause the number of the licence granted to him in respect of the carriage to be legibly painted or marked on the outside and inside respectively of the carriage, or on plates affixed thereto.
  - b) not wilfully or negligently cause or suffer any such number to be concealed from public view while the carriage is standing or plying for hire.
  - c) not cause or permit the vehicle to ply for hire with any such plate so defaced that any figure or material particular is illegible.

*Provisions regulating how Hackney Carriages are to be furnished or provided.*

3. (Byelaw 3 repealed by Byelaws made by the Council on 27th July 1981 and confirmed by the Secretary of State on 6th November 1981.)
4. Every proprietor of a Hackney Carriage shall cause the same to be provided with a taximeter so constructed, attached and maintained as to comply with the following requirements, that is to say:
  - a) If the taximeter is fitted with a flag or other device bearing the words “FOR HIRE”:
    - i) the words FOR HIRE shall be exhibited on each side of the flag or other device in plain letters at least one inch in height and the flag or other device shall be capable of being locked in a position in which the words are horizontal and legible;

- ii) when the flag or other device is so locked the machinery of the taximeter shall not be in action and the means of bringing it into action shall be by moving the flag or other device so that the words are not conveniently legible:
    - iii) when the flag or other device is so locked that the aforesaid words are horizontal and legible no fare shall be recorded on the face of the taximeter.
  - b) If the taxi meter is not fitted with a flag or other device bearing the words “FOR HIRE”:
    - a) the taximeter shall be fitted with a key or other device the turning of which will bring the machinery of the taximeter into action and cause the word “HIRED” to appear on the face of the taximeter;
    - b) such key or device shall be capable of being locked in such a position that the machinery of the taximeter is not in action and no fare is recorded on the face of the taximeter.
  - c) When the machinery of the taximeter is in action there shall be recorded on the face of the taximeter in figures clearly legible and free from ambiguity a fare not exceeding the rate of fare which the proprietor or driver is entitled to demand and take in pursuance of the Byelaw in that behalf for the hire of the carriage by distance.
  - d) The word “FARE” shall be printed on the face of the taximeter in plain letters so as clearly to apply to the fare recorded thereon.
  - e) The taximeter shall be so placed that all letters and figures on the face thereof may be at all times plainly visible to any person being conveyed in the carriage, and for that purpose the letters and figures shall be suitably illuminated during any period of hiring.
  - f) The taxi meter and all the fittings thereof shall be so affixed to the carriage with seals or other appliances that it shall not be practicable for any person to tamper with them except by breaking, damaging or permanently displacing the seals or other appliances.
5. Every proprietor of a Hackney Carriage provided with a taximeter not fitted with a flag or other device bearing the words “FOR HIRE” shall cause the carriage to be provided with a sign so constructed as to comply with the following requirements, that is to say:
- a) The sign shall bear the words “FOR HIRE” in plain letters at least 1” in height:

- b) The sign shall be capable of being so operated that it indicates clearly and conveniently to persons outside the carriage whether or not the carriage is for hire.

*Provisions regulating the conduct of the proprietors and drivers of Hackney Carriages plying within the district in their several employment's, and determining whether such drivers shall wear any and what badges.*

6. Every driver of a Hackney Carriage shall:

- 1) If the taximeter is fitted with a flag or other device bearing the words "FOR HIRE":
  - a) When standing or plying for hire keep such flags or other device locked in the position in which the words are horizontal and legible.
  - b) As soon as the carriage is hired by distance, and before commencing the journey, bring the machinery of the taximeter into action by moving the flag or other device so that the words are not conveniently legible.
- 2) If the taximeter is not fitted with a flag or other device bearing the words "FOR HIRE":
  - a) When standing or plying for hire keep the taximeter locked in the position in which no fare is recorded on the face of the taximeter and operate the sign provided in pursuance of Byelaw 5 so that the words "FOR HIRE" and clearly and conveniently legible by persons outside the carriage.
  - b) As soon as the carriage is hired whether by distance or by time, operate the said sign so that the words "FOR HIRE" are not conveniently legible by persons outside the carriage.
  - c) As soon as the carriage is hired by distance, and before commencing the journey, bring the machinery of the taximeter into action by moving the key or other device fitted for the purpose so that the word "HIRED" is legible on the face of the taximeter.
- 3) Cause the dial of the taximeter to be kept properly illuminated throughout any part of a hiring which is during the hours of darkness as defined by Section 1 of the Road Transport Lighting Act 1927, and also at any other time at the request of the hirer.

7. A proprietor or driver of a Hackney Carriage shall not tamper with or permit any person to tamper with any taximeter with which the carriage is provided, with the fitting thereof, or with the seals affixed thereto.

8. Every driver of a Hackney Carriage for which stands are fixed by any Byelaw in that behalf shall, when plying for hire in any street not actually hired:

- Proceed with reasonable speed to, and station the carriage on, one of the such stands
  - If a stand, at the time or arrival, is occupied by the full number of carriages authorised to occupy it, proceed to another stand
  - On arriving at a stand not already occupied by the full number of carriages authorised to occupy it, station the carriage immediately behind the carriage or carriages on the stand and so as to face in the same direction
  - From time to time when any other carriage immediately in front is driven off or moved forward
9. Every proprietor or driver of a Hackney Carriage who shall have agreed or shall have been hired to be in attendance with the carriage at an appointed time and place shall, unless delayed or prevented by some sufficient cause, punctually attend with such carriage as such appointed time and place.
10. If a badge has been provided by the Council and delivered to the driver of a Hackney Carriage, either with the licence granted to him by the Council or afterwards, he shall, when standing, plying or driving for hire, wear that badge in such position and manner as to be plainly and distinctly visible.
11. Every driver of a Hackney Carriage so constructed as to carry luggage shall when requested by any person hiring or seeking to hire the carriage:
- Convey a reasonable quantity of luggage
  - Afford reasonable assistance in loading and unloading
  - Afford reasonable assistance in removing it to or from the entrance of any house, station, or place at which he may take or set down such person
12. Every proprietor or driver of a Hackney Carriage who shall knowingly convey in the carriage the dead body of any person shall, immediately thereafter, notify the fact to the Chief Sanitary Inspector of the Council.

*Provisions fixing the stands of Hackney Carriages.*

13. (Byelaw 13 lapsed. As to fixing Hackney Carriage stands, see now Section 63, Part II of the Local Government (Misc. Provisions) Act 1976.)

*Provisions fixing the rates or fares, as well for time as distance, to be paid for Hackney Carriages within the district, and securing the publication of such fares.*

14. (Byelaw 14 lapsed. As to fixing fares see now Section 65, Part II of the Local Government (Misc. Provisions) Act 1976.)
15. (1) Every proprietor of a Hackney Carriage plying for hire for which any fares are fixed by any Byelaw in that behalf shall:

- Cause a statement of such fares to be painted or marked on the inside of the carriage, or on a plate affixed thereto, in clearly distinguishable letters and figures.
- Renew such letters and figures as often as is necessary to keep them clearly visible.

(2) The proprietor or driver of a Hackney Carriage bearing a statement of fares in accordance with this Byelaw shall not wilfully or negligently cause or suffer the letters or figures in the statement to be concealed or rendered illegible at any time while the carriage is plying or being used for hire.

*Provisions securing the safe custody and re-delivery of any property accidentally left in Hackney Carriages, and fixing the charges to be made in respect thereof.*

16. Every proprietor or driver of a Hackney Carriage shall, immediately after the termination of any hiring, carefully search the carriage for any property, which may have been accidentally left therein.
17. Every proprietor of a Hackney Carriage shall if any property accidentally left therein by any person who may have been conveyed in the carriage be found by or handed to him:
- a) Carry it within twenty-four hours, if no sooner claimed by or on behalf of its owner, the Cambridge City Police Station, and leave it in the custody of the officer in charge of the Station on his giving a receipt for it.
  - b) Be entitled to receive from any person to whom the property shall be re-delivered an amount equal to five pounds of its estimated value (or the fare for the distance from the place of finding to the Cambridge City Police Station, whichever be greater) but not more than five pounds.

## **Penalties**

18. Every person who shall offend against any of these Byelaws shall be liable, on summary conviction, to a fine not exceeding fifty pounds and in the case of a continuing offence to a further fine not exceeding two pounds for each day during which the offence continues after conviction thereof.

## **Repeal of Byelaws**

19. The Byelaws relating to Hackney Carriages which were made by the Mayor, Aldermen and Burgesses of the Borough of Cambridge on the Thirteenth day of November 1936, the Second day of May 1938, and the Eighteenth day of November 1938, and which were confirmed by the Minister of Health on the Eleventh day of

February 1937, the Tenth day of May 1938 and the Fourth day of January 1940, respectively, are hereby repealed.

The Common Seal of the Mayor, Aldermen and Citizens of the City of Cambridge was affixed hereto this sixth day of December 1951, in the present of (Sg) Alan H Swift – Town Clerk.

I hereby confirm the foregoing Byelaws and fix the date on which they shall come into operation as the 1<sup>st</sup> March 1952. (Sg) David Maxwell Fyfe – One of Her Majesty's Principal Secretaries-of-State.

Home Office, Whitehall, 22<sup>nd</sup> February 1952.

## **Byelaw**

Made under Section 68 of the Town Police Clauses Act 1847 and Section 171 of the Public Health Act 1875 by the Mayor, Aldermen and Citizens of the City of Cambridge acting by the Council with respect to Hackney Carriages in the City of Cambridge,

Byelaw No 3 of the series of Byelaws made by the Mayor, Aldermen and Citizens of the City of Cambridge acting by the Council on the Twenty-fourth day of August, One Thousand Nine Hundred and Seventy Three and confirmed by one of Her Majesty's Principal Secretaries-of-State on the First day of June, One Thousand Nine Hundred and Seventy Four is hereby repealed and replaced by the following Byelaw which shall be read and construed as one with the series of Byelaws aforesaid:

Provisions regulating how Hackney Carriages are to be furnished or provided:

Every proprietor of a Hackney Carriage shall:

- Provide sufficient means by which any person in the carriage may communicate with the driver
- Cause the roof or covering to be kept water-tight
- Provide any necessary windows and means of opening and closing not less than one window on each side
- Cause the seats to be properly cushioned or covered
- Cause the floor to be provided with a proper carpet, mat or other suitable covering
- Cause the fittings and furniture generally to be kept in a clean condition, well maintained and in every way fit for public service
- Provide means of securing luggage if the carriage is so constructed as to carry luggage
- Provide an efficient fire extinguisher which shall be carried in such a position as to be readily available for use

- Provide at least two doors for use of persons conveyed in such carriage, and a separate means of ingress and egress for the driver
- Cause a sign (which shall be illuminated during the darkness except when the vehicle is under hire and is not proceeding through an area restricted to vehicles other than inter alia Hackney Carriages) bearing the word “TAXI” in black lettering on a yellow background on the front and “Cambridge Licensed Taxi Cab” in black lettering on a red background on the back at all times to be prominently displayed on the roof of the vehicle except:
  - When the vehicle is on hire for a wedding
  - When it is necessary to accommodate passengers luggage by the use of a roof rack
  - When the vehicle is being used for social, domestic or pleasure purposes.

The Common Seal of Cambridge City Council was hereunto affixed this 27<sup>th</sup> day of July One Thousand Nine Hundred and Eighty-One in the presence of Michael Ball – City Secretary and Solicitor.

The Secretary of State this day confirmed the foregoing byelaw and fixed the date on which the byelaw is to come into operation as the 6<sup>th</sup> day of November 1981. J L Banstock, An Assistant Under Secretary of State, Home Office, Whitehall, 6<sup>th</sup> November 1981.

## **Appendix B**

### **Licence Conditions**

#### **Hackney Carriage Vehicle Licence Conditions**

##### **Maintenance of Vehicle**

The vehicle and all its fittings and equipment shall at all times when the vehicle is in use or available for hire be kept in an efficient, safe, tidy and clean condition and to relevant statutory requirements including in particular those contained in the Motor Vehicles (Construction and Use) Regulations shall be fully complied with.

##### **Alteration of Vehicle**

No material alteration or change in the specification, design, condition or appearance of the vehicle shall be made without the approval of the Council at any time while the licence is in force.

##### **Identification Plate**

The plate identifying the vehicle as a Hackney Carriage Vehicle is required to be exhibited on the vehicle pursuant to Section 48(6) of the Local Government (Misc. Provisions) Act 1976 shall be securely fixed to the external rear of the vehicle in a conspicuous position and in such manner as to be easily visible by an authorised officer of the Council, or a Police Officer. Fixing kits will be provided for this purpose.

##### **Safety Equipment**

There shall be provided and maintained in good working order in the vehicle at all times when it is in use or available for hire a suitable and efficient fire extinguisher and a suitable first aid kit containing appropriate first aid dressings and appliances.

##### **Cambridge Crests**

Cambridge City Crests must be displayed in the agreed position on the vehicle doors at all times in Cambridge City.

## **Interior Markings**

The proprietor shall cause to be clearly marked and maintained inside the vehicle in such a position as to be clearly visible at all times to persons conveyed therein:

- The number of the licence
- The number of passengers prescribed in the licence
- The table of fares currently in operation
- The statement in legible letters at least 1cm high “Complaints should be referred to the proprietor in the first instance, and then if necessary, to the Environmental Health Manager, Cambridge City Council, Cambridge CB1 0JH quoting all the facts including the number of the Hackney Carriage Vehicle”.

## **Convictions**

The proprietor shall, within 48 hours, disclose to the Council in writing, details of any conviction imposed on him, or if the proprietor is a company, on any of its directors during the period of the licence.

## **Byelaws**

The vehicle must comply with the relevant provisions of the Hackney Carriage byelaws or be taken out of service as a Hackney Carriage until such time as the vehicle complies with the byelaws.

## **Change of Address**

The proprietor shall notify the Council in writing of any change of address during the period of the licence within 7 days of such change taking place.

## **Signs and Notices**

Signs or advertisements may be displayed on or affixed to the exterior of any licensed vehicle subject to the City Council’s discretion to disallow any sign or advertisement.

## **Meters**

Meters must comply with Directive 2004/22/EC of the European Parliament and of the Council of 31 March 2004 on measuring instruments as implemented into UK law by The Measuring Instruments (Taximeters) Regulations 2006, be programmed

to calendar control and be sealed by lead or plastic means to meet the required minimum standard.

### **Transfer of Plate Ownership**

It is an offence under the Local Government (Misc Provisions) Act 1976 not to inform the Council of any change of ownership within 14 days.

**Please Note:** It is an offence for any person other than a hackney carriage driver licensed by Cambridge City Council to drive a hackney carriage vehicle licensed by Cambridge City Council.

## Private Hire Vehicle Licence Conditions

### Maintenance of Vehicle

The vehicle and all its fittings and equipment shall at all times when the vehicle is in use or available for hire be kept in an efficient, safe, tidy and clean condition and to relevant statutory requirements including in particular those contained in the Motor Vehicles (Constructions and Use) Regulations shall be fully complied with.

### Alteration of Vehicle

No material alteration or change in the specification, design, condition or appearance of the vehicle shall be made without the approval of the Council at any time while the licence is in force.

### Identification Plate

The plate identifying the vehicle as a Private Hire Vehicle is required to be exhibited on the vehicle pursuant to Section 48(6) of the Local Government (Misc. Provisions) Act 1976 shall be securely fixed to the external front and rear of the vehicle in a conspicuous position and in such manner as to be easily visible by an authorised officer of the Council, or a Police Officer. Fixing kits will be provided for this purpose.

### Interior Signs

The proprietor shall cause to be clearly marked and maintained inside the vehicle in such a position as to be clearly visible at all times to persons conveyed therein:

- The number of the licence
- The number of passengers prescribed in the licence
- The name and company address of the operator
- The statement in legible letters at least 1cm high "Complaints should be referred to the proprietor in the first instance, and then if necessary, to the Environmental Health Manager, Cambridge City Council, Cambridge CB1 0JH quoting all the fact including the number of the Private Hire Vehicle"
- The current fare table applicable to the licensed vehicle in legible lettering not less than 0.6cm high

## **Safety Equipment**

There shall be provided and maintained in good working order in the vehicle at all times when it is in use or available for hire a suitable and efficient fire extinguisher and a suitable first aid kit containing appropriate first aid dressings and appliances.

## **Signs and Notices**

All Private Hire Vehicles must display on a sign, in 1 inch lettering, the words: 'Private Hire Vehicle – Pre Booked Only' (or similar which instructs that the vehicle must only be pre booked for the carriage of passengers) on both the driver and front passenger doors.

Also on both the driver and front passenger doors in a prominent position, the name and contact details of the Operator fulfilling the booking must be displayed.

## **Meters**

Meters must comply with Directive 2004/22/EC of the European Parliament and of the Council of 31 March 2004 on measuring instruments as implemented into UK law by The Measuring Instruments (Taximeters) Regulations 2006, be programmed to calendar control and be sealed by lead or plastic means to meet the required minimum standard.

Meters need to meet the Public Carriage Office specification, be programmed to calendar control and be sealed by lead or plastic means to meet the required minimum standard.

## **Transfer of Ownership**

The Council must be informed of any transfer of plate ownership within 14 days.

## **Change of Address**

The proprietor of the licensed Private Hire Vehicle shall notify the Council in writing of any change of address during the period of the licence within 7 days of such change.

## **Convictions**

The proprietor shall, within 48 hours, disclose to the Council in writing details of any conviction imposed on him or if the proprietor is a company on any of its directors during the period of the licence.

## Surrender of Licence

If the proprietor decides to cease the use of a licensed vehicle for Private Hire purposes, he shall surrender the licence by returning it together with the licence plate (which belongs to Cambridge City Council) to the Environmental Health Manager.

**Please note:** It is an offence for any person other than a private hire driver licensed by Cambridge city council to drive a private hire vehicle licensed by Cambridge City Council.

## Private Hire Driver Licence Conditions

### Conduct

The driver must give reasonable help with luggage, be clean, respectable, polite and orderly. He must also take reasonable steps to ensure the safety of passengers and must not drink, eat or play a radio or similar device to the annoyance of any person during the hiring.

### Passengers

The maximum number to be carried is as prescribed in the vehicle licence. No child under 10 may be carried in the front seat beside the driver.

### Lost Property

The driver of a licensed vehicle shall immediately after the termination of any hiring or as soon as practicable thereafter, carefully search the vehicle for any property which may have been left within it.

If the driver finds any items left within vehicle, or if an item is handed in to them, the driver must do their best to identify customer and return item to original owner.

If the taxi is registered with an operator, driver should contact operator with information of found item within 24 hours. Operator will then follow their lost and found procedure.

If taxi is not registered with an operator, driver should contact Cambridge City Licensing Team at [Taxi@cambridge.gov.uk](mailto:Taxi@cambridge.gov.uk) within 24 hours with information of found item. For such drivers, if item is not claimed after 28 days, driver can dispose of item.

### Written Receipts

Must be provided for charges, if requested.

### Animals

All drivers are obliged to carry assistance dogs unless they have been granted a medical exemption from the Taxi Licensing Office. A driver may not carry an animal owned by him, or in his custody, or that of the proprietor of the vehicle or its operator.

## **Deposit of Driver's Licence**

If the proprietor permits or employs any other person to drive the licensed vehicle he shall, before that person commences to drive the vehicle, ensure he is in possession of his "Taxi" Driver's licence for retention.

Alternatively, if the vehicle is a "fleet" Private Hire Vehicle, the driver is required to deposit their Private Hire Driver's licence with the Private Hire Operator.

## **Change of Address and Convictions**

The holder of a "Taxi" Driver's licence shall notify the Council in writing of any change of address within seven days, and conviction imposed on him, within 48 hours, during the period of the licence.

## **Badges**

Badges must be displayed prominently, in such a position that is easily seen by passengers at all times.

## **Private Hire Operator Conditions**

### **Records**

The records required to be kept by the operator under Section 56(2) of the Local Government (Miscellaneous Provisions) Act 1976 shall be kept in a suitable book, the pages of which are numbered consecutively.

The records to be kept by the operator shall contain details of all Private Hire Vehicles operated by him, including the names and addresses of the owners and drivers, registration numbers and drivers of the vehicles, together with any radio call sign used.

### **Complaints**

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

### **Change of Address**

The operator shall notify the Council in writing of any change of his address during the period of the licence within 7 days of such change taking place.

### **Convictions**

The operator shall within 48 hours disclose to the Council in writing details of any conviction imposed on him (or if the operator is a company, on any of its directors) during the period of the licence.

## Appendix C

# Information on Hackney Carriage & Private Hire Vehicle Proprietor and Driver, and Private Hire Operator Offences

Licence holders are subject to certain statutory obligations. The Licensing section will investigate the offences detailed below and will consider enforcement action if it is established that any offence has been committed.

### Offences Under The Town Police Clauses Act 1847

#### Section 40

An application for a Hackney Carriage vehicle Licence shall detail the name, surname and place of abode of the person applying for the Licence and of every proprietor, part proprietor or person involved solely or in partnership with any other person in the keeping, employing or letting to hire of such carriage. It is an offence for any person applying for the Licence to omit the details of such a person from the application form and also an offence for them to include a person who is not a proprietor, part proprietor or involved in the keeping, employing or letting to hire of the vehicle.

#### Section 44

It is an offence for any person named on a Hackney Carriage Vehicle Licence to neglect or wilfully omit to give notice of any new address to the Council in writing within 7 days of any change in his place of abode.

#### Section 45

It is an offence for any person to ply for hire otherwise than with a licensed Hackney Carriage or without having the Licence number corresponding to the carriage openly displayed on the vehicle. It is also an offence for any proprietor or part proprietor of any vehicle other than a licensed Hackney Carriage to permit the vehicle to be used as a Hackney Carriage plying for hire.

#### Section 47

It is an offence for any person to act the driver of any licensed Hackney Carriage without first obtaining a Hackney Carriage Driver Licence.

#### Section 48

Where the proprietor of a Hackney Carriage permits or employs any licensed driver, the proprietor shall require and retain in his possession the paper part of the Hackney Carriage Driver's Licence. If the proprietor is summoned to produce the

driver, then he shall also produce the driver's Licence. It is an offence for any proprietor to fail to require and retain such a Hackney Carriage Driver's Licence or to refuse or neglect to produce the Licence as so required.

#### **Section 49**

The proprietor shall return the Driver Licence upon the driver leaving the service of the proprietor by whom he is employed, unless the driver is guilty of any misconduct in which case it will be for the proprietor to give notice of the complaint to the driver and summon the driver to appear before any justice for the matter to be resolved.

#### **Section 52**

It is an offence for the proprietor of any Hackney Carriage to permit the vehicle to be used, employed or let to hire without having exhibited on the vehicle a plate upon which is stated (in legible words that are clearly distinguishable from the colour of the plate) the maximum number of persons authorised by the Licence to be carried in the vehicle. It is also an offence for the driver of any Hackney Carriage to refuse to carry this number or any lesser number of passengers.

#### **Section 53**

It is an offence for any driver of a Hackney Carriage whilst standing at any taxi rank or in any street to refuse or neglect (without reasonable excuse) to drive the Hackney Carriage to any destination within the Council's administrative district as directed by the person wishing to hire the vehicle.

#### **Section 54**

If a fare is agreed in advance of the hiring of a vehicle that is less than the fare set out in the Hackney Carriage Table of Fares, it is an offence for any proprietor or driver of a Hackney Carriage to demand more than that fare.

#### **Section 56**

It is an offence if the proprietor or driver of a Hackney Carriage agrees to carry any person for a distance for which a sum is agreed upon and then carry the person for a lesser distance than that to which they were entitled to be carried for the sum so agreed upon.

#### **Section 57**

At the request of a hirer of a Hackney Carriage for the driver to wait for a specific period with the vehicle, the driver may demand and receive from the hirer the fare that is equal to the sum of the fare for driving to the destination and also the fare for waiting for such time period as determined by the Hackney Carriage Table of Fares. It is an offence, however, for a driver to take such a deposit and then refuse to wait or leave before the expiration of the agreed time period or to fail to account for the deposit on the final discharge of the Hackney Carriage.

### **Section 59**

It is an offence for any proprietor or driver of a Hackney Carriage that has been hired to permit any person to be carried in the vehicle during such hire without the express consent of the person hiring the vehicle.

### **Section 60**

It is an offence for a driver authorised by the proprietor of a Hackney Carriage to act as such, to suffer any other person to act as the driver of the vehicle without the consent of the proprietor. It is also an offence for any person to act as the driver of a Hackney Carriage without the consent of the proprietor.

### **Section 62**

It is an offence for the driver of any Hackney Carriage to leave it in any street or at any place of public resort or entertainment (whether hired or not) without some one proper to take care of it. Any constable may drive away such a Hackney Carriage and deposit it at some place of safe custody.

### **Section 64**

It is an offence for any driver of a Hackney Carriage to cause the vehicle to stand for hire across any street or alongside any other Hackney Carriage. It is also an offence for the driver of a Hackney Carriage to refuse to give way to any other carriage or to obstruct the driver of any other carriage in taking up or setting down any person or to wrongfully prevent or attempt to prevent the driver of any other Hackney Carriage from being hired.

## **Offences Under The Local Government (Miscellaneous Provisions) Act 1976**

### **Section 46**

It is an offence for the proprietor of any vehicle (other than a licensed Hackney Carriage or London cab) to use or allow the vehicle to be used as a Private Hire Vehicle without having a Private Hire Vehicle Licence for that vehicle.

It is an offence for any person to drive a Private Hire Vehicle unless they are licensed as a Private Hire Driver by the Local Authority that licensed the vehicle.

It is an offence for the proprietor of a Private Hire Vehicle to employ a person as the driver of the vehicle unless they are licensed as a Private Hire Driver by the same Local Authority that licensed the vehicle.

It is an offence for a person to operate a Private Hire Vehicle unless they are licensed as a Private Hire Operator by the same Local Authority that licensed the vehicle.

It is an offence for a Private Hire Operator to operate any vehicle as a Private Hire Vehicle:

- i) unless the vehicle is licensed as a Private Hire Vehicle by the same Local Authority that granted the Operator Licence and
- ii) unless the driver is licensed as a Private Hire Driver by the same Local Authority that granted the Operator Licence.

### **Section 48**

It is an offence for a person to use a licensed Private Hire Vehicle unless the Private Hire Licence plates are exhibited on the vehicle.

### **Section 49**

It is an offence for the proprietor of a Hackney Carriage or a Private Hire Vehicle to fail to notify the Council in writing of any transfer of his interest in the vehicle to another person within 14 days of transferring his interest. Such a notice must specify the name and address of the person to whom the Hackney Carriage or Private Hire Vehicle has been transferred.

### **Section 50**

It is an offence for the proprietor of any Hackney Carriage or Private Hire Vehicle not to present the vehicle for inspection and testing by or on behalf of the council within such period and at such place within the area of the Council as required by notice.

It is an offence for the proprietor of a Hackney Carriage or Private Hire Vehicle that is licensed by the Council or in respect of which an application has been made for a Licence to be granted to fail to respond to a notice requiring them to state in writing the address of every place where the vehicle is kept when not in use. It is also an offence to fail to provide facilities as may be reasonably necessary to enable the vehicle to be inspected and tested at those addresses.

It is an offence for the proprietor of a licensed Hackney Carriage or a Private Hire Vehicle to fail to report to the Council as soon as reasonably practicable (but no later than 72 hours) any accident causing damage materially affecting the safety, performance or appearance of the vehicle or the convenience of persons carried in the vehicle.

It is an offence for the proprietor of a licensed Hackney Carriage or a Private Hire Vehicle to fail to produce the vehicle licence or certificate of the policy of insurance to an authorised Officer of the Council.

### **Section 53**

It is an offence for any driver of a Hackney Carriage or Private Hire Vehicle to fail on request of any authorised Officer or the Council or any constable to produce for inspection their driver Licence either forthwith or within 5 days beginning on the following day.

### **Section 54**

It is an offence for the driver of a Private Hire Vehicle to fail to wear their Private Hire Driver Licence badge in such position and manner as to be plainly and distinctly visible.

### **Section 56**

It is an offence for a licensed Private Hire Operator to fail to keep a record in such form as the Council may prescribe by way of condition attached to the Licence, to fail to enter before the commencement of each journey particulars of every booking accepted by him, and to fail to produce the record on request to any authorised officer or any constable for inspection

It is an offence for any Private Hire Operator to fail to produce their Operator Licence on request by an authorised officer or constable for inspection

### **Section 57**

It is an offence for a person to knowingly or recklessly make a false statement or omit any material in giving information as part of an application for a Driver or Vehicle Licence.

### **Section 58**

It is an offence for the proprietor of a vehicle to fail without reasonable excuse to comply with a notice issued by the Council to require the return of the Vehicle Licence plate.

### **Section 64**

It is an offence for any person to cause or permit any vehicle other than a Hackney Carriage to wait on any stand for hackney carriages without reasonable excuse during any period for which that stand has been appointed.

### **Section 66**

It is an offence for a Hackney Carriage driver to undertake a journey for any hirer ending outside the district in respect of which no fare or rate of fare was agreed before the hiring was effected and for the driver to charge more than the fare indicated on the taxi as set by the Council's Hackney Carriage Table of Fares

### **Section 67**

It is an offence for any person to use a Hackney Carriage under a contract for private hire except at a rate of fares or charges not greater than that fixed by the Hackney Carriage Table of Fares.

### **Section 69**

It is an offence for any licensed Hackney Carriage or Private Hire Driver to unnecessarily prolong (in distance or time) without reasonable excuse, a journey for which the vehicle has been hired.

### **Section 71**

It is an offence for any person to tamper with any seal on a taximeter, to alter any taximeter, or to use a private hire vehicle with a meter installed in the vehicle unless the meter has been tested and approved by or on behalf of the Council.

### **Section 73**

It is an offence for any person to wilfully obstruct an authorised officer or constable, to fail to comply with any requirement properly made by such an officer or constable or to fail to give such officer or constable any other assistance or information which he may reasonably require of such person for the performance of his functions.

## **Offences Under The Transport Act 1980**

### **Section 64**

It is an offence for any person to knowingly drive a vehicle (other than a Hackney Carriage) or permit a vehicle (other than a Hackney Carriage) to be driven if there is displayed on or above the roof of the vehicle which is used for carrying passengers for hire or reward any sign which consists or of includes the word "taxi" or "cab" whether in the singular or plural, or "hire" or any word of similar meaning or appearance to any of those words whether alone or as part of another word. It is also an offence to display any sign, notice, mark, illumination or other feature on such a vehicle, which may suggest that the vehicle is a Hackney Carriage.

## **Offences under the Health Act 2006**

### **Section 6**

It is an offence for any person who occupies or is concerned in the management of smoke-free premises to fail to ensure that statutory no-smoking signs are displayed in those premises. Hackney Carriages and Private Hire Vehicles are deemed smoke-free places at all times during which the Licence has effect and a no-smoking sign must be prominently displayed in each compartment of the vehicle at all times.

## **Section 7**

It is an offence to smoke in a smoke-free place. Hackney Carriages and Private Hire Vehicles are deemed smoke-free places at all times during which the Licence has effect.

## **Section 8**

It is an offence for any person who controls or is concerned in the management of smoke-free premises to fail to cause any person smoking there to stop smoking. Hackney Carriages and Private Hire Vehicles are deemed smoke-free places at all times during which the Licence has effect.

## **Offences under Chapter 1 of Part 12 of the Equality Act 2010**

### **Section 168**

It is an offence for the driver of a Hackney Carriage that has been hired by or for a disabled person who is accompanied by an assistance dog, or by another person who wishes to be accompanied by a disabled person with an assistance dog to fail to carry the disabled person's dog and allow it to remain with that person or to make any additional charge for doing so, unless an exemption certificate from the requirement to carry assistance dogs has been issued by the Council and that Certificate is displayed within the vehicle.

### **Section 170**

It is an offence for the operator of a private hire vehicle to fail or refuse to accept a booking for the vehicle if the booking is requested by or on behalf of a disabled person or a person who wishes to be accompanied by a disabled person, and the reason for the failure or refusal is that the disabled person will be accompanied by an assistance dog. The operator also commits an offence if they make an additional charge for carrying an assistance dog which is accompanying a disabled person.

It is an offence for the driver of a private hire vehicle to fail or refuse to carry out a booking accepted by the operator of the vehicle if the booking is made by or on behalf of a disabled person or a person who wishes to be accompanied by a disabled person, and the reason for the failure or refusal is that the disabled person is accompanied by an assistance dog, unless an exemption certificate from the requirement to carry assistance dogs has been issued by the Council and that Certificate is displayed within the vehicle.

## Appendix D

### Hackney Carriage and Private Hire Enforcement Management System

It is the policy of Cambridge City Council to ensure that proprietors, drivers and operators are licensed and carry out their trade in accordance with both the relevant law and the conditions attached to the licences. This will ensure a safe and secure Hackney Carriage and Private Hire Service.

In relation to private hire operators' licences and both hackney carriage and private hire drivers' licences the Council cannot grant or renew a licence unless they are satisfied that the applicant is a fit and proper person to hold the licence.

The enforcement management system is intended to fairly and firmly enforce the law in a consistent and transparent way.

The City Council has a duty to enforce a wide range of statutes relating to:

- public health and safety,
- quality of life,
- preservation of public and residential amenity
- maintenance of the environment and
- protection of public funds.

All of these activities will be carried out having regard to the general principles of good enforcement practice outlined in our Corporate Enforcement Policy.

The Council's graduated approach to enforcement is based on the principles of:

- Courtesy and Helpfulness
- Clear Standards and Practices
- Consistency
- Openness
- Proportionality; and
- Training of drivers, proprietors and operators

Achieving and maintaining a consistent approach to making decisions about taxi licensing and enforcement action, including prosecution, is of paramount importance. To achieve and maintain consistency, the guidelines must be considered and followed. Enforcement action will be related to the seriousness of the breach and the

possible consequences arising out of it. Enforcement action will not, therefore, constitute a punitive response to minor technical contraventions of legislation.

When making enforcement decisions, Authorised officers will take this enforcement management system into account. Any departure from this must be fully considered, exceptional, capable of justification, and must be endorsed by the Commercial & Licensing Manager or more senior officer before the decision is implemented.

## 1. Enforcement Options

Licence application and enforcement decisions must always be consistent, balanced, proportionate and relate to common standards which ensure that the public is adequately protected. In reaching any decision many criteria must be considered including the:

- seriousness of any offences;
- driver, proprietor or operator's past history;
- consequence of non-compliance;
- likely effectiveness of the various enforcement options;
- public safety;

Having considered all relevant information and evidence, the choices for action are applicable to:

a) Licence Applications:

- Grant licences subject to the Council's Hackney Carriage and Private Hire Licensing Policy requirements and such conditions as the Council deems necessary and proportionate; or
- Refuse to grant or renew a licence.

b) During the life of a Licence:

### **Enforcement action:**

#### **No action**

In instances where a complaint has been received from an anonymous source or insufficient information is given.

#### **Informal action**

Includes offering advice, verbal or informal written warnings, interviews, and the use of letters to secure compliance with legislation/policy.

Such informal enforcement action may be appropriate in any of the following circumstances: -

- The act or omission is not serious enough to warrant more formal action;
- It can be reasonably expected that informal action will achieve compliance, perhaps by taking into account the individual driver, proprietor or operator's past history;
- Confidence in the operator's management is high;
- The consequences of non-compliance will not pose a significant risk to the safety of the public

### **Suspension or revocation of a driver's licence**

In instances where the Council is satisfied that a driver poses an significant immediate risk to public safety then the Environmental Health Manager has the delegated authority to issue an immediate suspension or revocation to the driver in question by the powers provided by Section 61(2B) of the Local Government (Miscellaneous Provisions) Act 1976.

### **Suspension or revocation of a vehicle licence**

The Council may issue a suspension or revocation of a vehicle licence under Section 60 of the Local Government (Miscellaneous Provisions) Act 1976 for any of the following grounds:

- That the hackney carriage or private hire vehicle is unfit for use;
- Any offence under, or non-compliance with, the provisions of the 1847 or 1976 Acts;
- Any other reasonable cause.

Any decision to suspend or revoke a vehicle licence will be accompanied by notification in the form of a letter to the licence holder.

The licence holder can appeal a decision to suspend or revoke a vehicle licence by applying to the Magistrates' Court within 21 days of the decision be made.

### **Immediate vehicle suspension notice**

Under Section 68 of the Local Government (Miscellaneous Provisions) Act 1976 an authorised officer can issue a suspension notice to any hackney carriage or private hire vehicle deemed to be 'unfit'.

If the authorised officer is not satisfied as to the fitness of the vehicle or the accuracy of the taximeter, the officer may give notice in writing to require the proprietor of the vehicle to make the vehicle available for further inspection and testing at such reasonable time and place as specified in the notice, and suspend the licence until such time as the officer is satisfied that the vehicle or meter is again fit for purpose. This may involve the affixing of a non-removable 'Licence Suspended' sticker to the licence plate of the vehicle.

The suspension notice will remain in place until such time as the Officer issuing the notice is satisfied that the grounds for suspension have been satisfactorily resolved. Written confirmation of the lifting of the suspension notice will be given. The responsibility for a replacement licence plate will fall to the licence holder.

If the Authorised Officer or constable who issued the suspension notice is not satisfied as to the fitness of the vehicle or its taximeter before the expiration of a period of two months, the licence will, by virtue of the provisions of section 68, be deemed to have been revoked.

Where a licence is deemed to be revoked, the Council will write to the proprietor of the vehicle giving notice of the grounds on which the licence has been revoked within 14 days of the deemed revocation.

The proprietor may appeal to the Magistrates' Court.

### **Simple cautions**

A simple caution may be used as an alternative to a prosecution in certain circumstances.

The purposes of the simple caution are to:

- Deal quickly and simply with less serious offences;
- Divert less serious offences away from the Courts;
- Reduce the chances of repeat offences

To safeguard the suspected offender's interests, the following conditions must be fulfilled before a caution is administered:

- There must be evidence of the suspected offender's guilt sufficient to give a realistic prospect of conviction;
- The suspected offender must admit the offence;
- The suspected offender must understand the significance of a simple caution and give informed consent to being cautioned.

If there is insufficient evidence to consider taking a prosecution, then by implication, the criteria are not satisfied to enable the offer of a simple caution. A simple caution should also not be used where the suspected offender does not make a clear and reliable admission of the offence. (It should be noted that there is no legal obligation for any person to accept the offer of a simple caution and no pressure should be applied to the person to accept a caution).

Where a person declines the offer of a simple caution, it will be necessary to consider taking a prosecution.

### **Prosecution**

The decision to prosecute is a significant one as a conviction may impact on the licence holder's future employability. Prosecution will, in general, be appropriate for circumstances where the law is blatantly disregarded, legitimate requirements of the Council are not followed and / or the public is put at serious risk. Such circumstances are in a minority. The criteria on which a decision to prosecute is made should ensure a consistent approach.

When circumstances have been identified which may warrant a prosecution, all relevant evidence and information must be considered, to enable a consistent, fair and objective decision to be made.

### **Referral to the Licensing Sub-Committee**

A licence holder may be asked to appear before the licensing sub-committee to answer allegations of breaches of relevant legislation, byelaws or conditions attached to licences or a contravention of the Council's Hackney Carriage and Private Hire Licensing Policy. Prior to this, the licence holder may be provided with warnings, depending on the seriousness of the complaint or contravention. Section 2 provides a guide to the action that the Commercial & Licensing team is likely to take in response to these matters.

The Licensing Sub-Committee will consider whether, in all the circumstances of the case, including the underlying facts of the incidents, including the incidents on previous occasions, the licence holder is a fit and proper person to hold a licence. The Licensing sub-committee will consider whether there is reasonable cause to suspend or revoke a licence.

When considering an application or the standing of a licence holder the Committee may decide to take one or more of the following actions:-

- no action;
- a formal written warning;
- require the production of driving licences or other specified documentation at the Council's Office;
- suspend a licence;
- revoke a licence;
- recommend consideration of prosecution action;
- other appropriate action as deemed necessary

The Taxi Regulatory Committee Hearings Procedure can be found in [Section 3](#).

Following the completion of an investigation into a complaint or any enforcement activity, the licence holder will be informed of the action intended to be taken.

Any written documentation issued or sent will: -

- contain all the information necessary to understand the offence and what needs to be done to rectify it. Where works are required, the period allowed for them to be completed will be indicated;
- indicate the legislation or conditions contravened and measures which will enable compliance with the legal requirements and point out, where appropriate, that other means of achieving the same effect may be chosen;
- clearly indicate any recommendations of good practice under an appropriate heading, to show that they are not a legal requirement.

## Referral to the Environmental Health Manager

The Environmental Health Manager has the delegated authority to hear cases as an alternative to the Licensing Sub-Committee and can make the same decisions afforded to the Licensing Sub-Committee. If a licence holder is referred to the Environmental Health Manager, the same considerations and procedures will be in place as if the hearing was held by the Licensing Sub-Committee.

## 2. Enforcement Action

To achieve a stepped approach to enforcement, the Council will generally take the appropriate action when:

- a licence applicant falls under any of the points in the stated enforcement management table
- a licence holder breaches a licence condition
- a licence holder commits an offence
- a complaint is received about the conduct of a licence holder or condition of a vehicle; and
- there is a combination of the above

At any stage in the process, Officers may, if they consider it appropriate to do so, refer a licence applicant or holder to the Licensing Sub-Committee or Environmental Health Manager for a decision as to whether the licence holder continues to be a fit and proper person to be granted or to hold a licence.

The information below gives an indication of the likely action that the Council will take. However, each case will be considered individually and, in exceptional circumstances, the Council may deviate from this in order to take the necessary and appropriate enforcement action.

Furthermore, specific consideration will be given to the points relating to license applicants by the Environmental Health Manager, and subsequently the Licensing Sub-Committee, so that they may exercise their discretion to grant or renew a licence or to suspend or revoke an existing licence.

### Level 1 Enforcement

1. A breach of a Licence Condition by a licence holder.
2. A road traffic offence by a licence holder witnessed by an Enforcement Officer of Cambridge City Council, Cambridgeshire County Council or Police (e.g. driving whilst using a mobile phone).

3. Two complaints of a similar nature in a 12 month period (when a complaint concerning a licence holder is received the complaint will be investigated and the licence holder will be invited to provide comments in writing. The officer will decide whether they consider, on the balance of probabilities, that the complaint is justified) and/ or breaches of the Code of Conduct within a 12 month period.
4. Any road traffic offence or combination of offences that resulted in the accrual of penalty points except whether the number of points accrued means that the licence holder falls within Level 3 Enforcement.
5. The licence holder fails to return a Temporary Medical Exemption Notice to the Licensing and Enforcement Team within 7 days of the expiry date.
6. Where the licence holder fails to update the licensing authority on relevant information as set down in the Hackney Carriage & Private Hire Licensing Handbook or where the licence holder fails to comply with any of the requirements set down in the Handbook.
7. Any other relevant minor contravention on non-compliance identified that does not fall into one of the above categories.
8. A combination of the above in addition to one complaint received.

### **Action**

The individual will be invited to provide a formal response in writing and appropriate action will be taken, which may include the issue of a Level 1 informal written warning to the driver reminding them of expected standards.

### **Level 2 Enforcement**

1. The licence holder has received a simple caution for an offence under
  - Town Police Clauses Act 1847
  - Part II of the Local Government (Miscellaneous Provisions) Act 1976
  - Part IV of the Transport Act 1980
  - Part I of the Health Act 2006
  - Chapter 1 of Part 12 of the Equality Act 2010
2. A substantiated complaint has been received regarding the conduct of the licence holder (other than an offence) or the condition of a vehicle.
3. The licence holder has committed an offence under
  - Town Police Clauses Act 1847
  - Part II of the Local Government (Miscellaneous Provisions) Act 1976

- Part IV of the Transport Act 1980
- Part I of the Health Act 2006
- Chapter 1 of Part 12 of the Equality Act 2010

Where legal proceedings are not instigated.

4. The licence holder breaches two licence conditions or two road traffic offences by the licence holder are witnessed by an Enforcement Officer of Cambridge City Council, Cambridgeshire County Council or the Police (e.g. driving whilst using a mobile telephone), or one of each occurs within a 12 month period.
5. The licence holder has committed an action covered in Level 1 where they have been written to by an officer of the Commercial & Licensing Team in the previous 12 month period and reminded of the expected standards.
6. The licence holder has committed any offence relating to the Policing and Crime Act 2014.

### **Action**

The individual will be interviewed by an officer of the Licensing and Enforcement team and the appropriate action will be taken, which may include the issue of a Level 2 informal written warning.

### **Level 3 Enforcement**

1. The licence holder has committed an action covered in Levels 1 and 2 where they have been interviewed by an officer of the Commercial & Licensing Team in the previous 12 month period and a final written warning has been given.
2. The licence holder or licence applicant has been convicted of any offence of a sexual nature which is not spent under the Rehabilitation of Offenders Act 1974.
3. The licence holder or licence applicant has been convicted of any offence involving possession, supply of drugs or a related offence which is not spent under the Rehabilitation of Offenders Act 1974.
4. The licence holder or licence applicant has been convicted of any offence involving dishonesty which is not spent under the Rehabilitation of Offenders Act 1974.
5. The licence holder or licence applicant has been convicted of any offence involving violence which is not spent under the Rehabilitation of Offenders Act 1974.
6. The licence holder or licence applicant has been convicted within the last 5 years of more than one offence of drunkenness or related.

7. The licence applicant has held their DVLA driver's licence for less than 2 years after its return as a result of suspension for any reason.
8. The licence holder or licence applicant has been convicted of any offence relating to alcohol and motor vehicles which is not spent under the Rehabilitation of Offenders Act 1974.
9. The licence holder or licence applicant has been convicted within the past 3 years of any offence which has resulted in 6 or more points being attached to their DVLA driver's licence.
10. The licence holder or licence applicant has been convicted within 1 year of any combination of offences which has resulted in more than 6 points being attached to their DVLA driver's licence.
11. If at the time of application (for grant, renewal or during the life of an existing licence) the licence holder or licence applicant has more than 9 points attached to their DVLA driver's licence.
12. If the licence holder or licence applicant has one or more convictions relating to;
  - Town Police Clauses Act 1847
  - Part II of the Local Government (Miscellaneous Provisions) Act 1976
  - Part IV of the Transport Act 1980
  - Part I of the Health Act 2006
  - Chapter 1 of Part 12 of the Equality Act 2010

Which is not spent under the Rehabilitation of Offenders Act 1974.

13. If the licence holder or licence applicant is found to be living or working in the UK without the required authorisation, or if they have committed any offences arising from Asylum & Immigration matters.
14. If the licence holder or licence applicant fails the initial or refresher safeguarding training test paper on three occasions or fails to complete the training as required by the Council.
15. If the licence holder or licence applicant presents a medical assessment (or makes a declaration) for consideration but does not declare them unfit to drive.
16. Upon the application for or the duration of a licence, if there is intelligence, supplementary information or any other reasonable cause where officers have concerns about the grant or the continuation of a licence.
17. Historical convictions on DBS certificates will be part of a retrospective review following the adoption of the Department for Transport's 'Statutory Taxi and Private Hire Standards'.

### **Action**

The individual will be referred to the Licensing Sub Committee or the Environmental Health Manager to consider whether the licence holder or licence applicant is a fit

and proper person to hold a licence; action that may be taken includes refusal to grant a licence or the revocation, suspension or refusal to renew an existing licence.

### **3. Taxi Regulatory Committee Hearings Procedure**

The purpose of this section is to provide a standardised procedure for hearings of taxi regulatory matters that are considered by the sub-committee. The procedure allows for all parties to exercise their right to a fair hearing.

The City Council, as licensing authority for Hackney Carriage and Private Hire matters within the City of Cambridge, has a responsibility to determine those matters within its jurisdiction. In many cases these will involve one or more of the elements in the Enforcement Management System.

All decisions regarding breaches of the Enforcement Management System will be determined by the Licensing Sub-Committee or the Environmental Health Manager with a right of appeal to the Magistrates Court.

In certain circumstances the authority will hold a hearing. It is considered good practice that a recognised procedure is followed and that parties involved in hearings should be advised of that procedure, in advance.

An overview of the procedure is given below:

- 1. Information received that raises referral to the Licensing Sub-Committee or the Environmental Health Manager:**  
Initial investigations by Case Officer (CO) including collating of supporting evidence and contact with any complainants for statements.
- 2. Interview of applicant/licence holder:**  
Individual invited to give statement, recorded by CO and submit any supporting evidence.
- 3. Preparation of report**  
Submitted to Licensing and Enforcement Manager for approval and subsequent review by Legal Services.
- 4. Date of hearing confirmed by Committee Services or Case Officer**  
Applicant/ licence holder informed of date of hearing and sent a copy of the report

## **5. Taxi Licensing Sub Committee Hearing** or the Environmental Health Manager Hearing

The case is heard by the Licensing Sub Committee or the Environmental Health Manager who decide what action, if any, to take.

### **3.1 Referral to the Licensing Sub Committee or the Environmental Health Manager**

Following investigation and where the LEO considers it appropriate to do so, the LEO will prepare a report for the Sub-Committee or the Environmental Health Manager setting out the relevant law, Council policy and the powers of the Sub-committee or the Environmental Health Manager. The LEO will also submit any information obtained as a result of the investigation, the source of that information and any matters in dispute.

The CO will write to the applicant or licence holder, and the witnesses to tell them when and where the meeting will be held.

Evidence can be given in writing or orally, by the LEO, the applicant or licence holder, or by their witness(es). There are no legal restrictions in terms of the kind of evidence that can be heard or the form in which it must be presented.

The applicant or licence holder can give evidence about her/his character in any way she/he thinks fit, e.g. by letters of reference or by calling witnesses

The CO will send the applicant or licence holder a copy of the report at least 5 working days before the hearing to give her/him the opportunity to comment on it or, if she/he chooses, to submit further written representations or additional evidence.

When presenting the report to the Sub-Committee or the Environmental Health Manager the LEO will inform the Sub-Committee or the Environmental Health Manager of any comments, representations or additional evidence submitted by or on behalf of the applicant or licence holder.

At any stage the applicant or licence holder may instruct someone (such as a solicitor, a friend or relative, an employer or a member of a trade organisation) to act as her/his representative. The applicant or licence holder can be represented at the hearing regardless of whether the individual attends the hearing.

If the applicant or licence holder fails to attend the hearing the Sub-Committee or the Environmental Health Manager may decide to continue in her/his absence.

Any references in this note to an applicant or licence holder should be taken to include her/his representative.

### **3.2 The Hearing**

Present at the hearing will be members of:

- The Taxi Regulatory Sub-Committee or the Environmental Health Manager;
- The Case Officer;
- A Legal Officer (who will be the Sub-Committee's or the Environmental Health Manager's legal adviser); and
- A Committee Manager

At the start of the hearing the Chair of the Sub-Committee or the Environmental Health Manager will open the meeting introduce the members of the committee and officers present and explain the procedure to be followed.

The committee members or the Environmental Health Manager will decide whether members of the press and public should be excluded from the remainder of the hearing.

If a member of the Taxi Regulatory Sub-Committee or the Environmental Health Manager becomes aware of a possible conflict of interest before or during the hearing she/he should raise this with the Head of Legal Services.

Members or the Environmental Health Manager should not take part in hearing a case if they have a personal interest or involvement with it or the issues raised by it might be seen as affecting their impartiality, e.g. if they know the applicant / licence holder or a complainant, or they have been previously involved with the case or a closely related case in another capacity.

The LEO will outline the report and present any witnesses in support of the CO's case.

Members or the Environmental Health Manager may ask any relevant questions of the officer or witnesses.

The Chair or the Environmental Health Manager will invite the applicant / licence holder or her/his representative to ask questions of the Officer or witnesses. The Chair or the Environmental Health Manager will then invite the applicant / licence holder or a representative to put their case to the committee or the Environmental Health Manager. This will include calling any witnesses. Witnesses will be allowed into the hearing only when giving their evidence.

Members or the Environmental Health Manager may ask any relevant questions of the applicant / licence holder and/or her/his witnesses.

When all the evidence has been offered, the Chair or the Environmental Health Manager will invite all parties to summarise their points if they wish before confirming whether any parties have anything else they wish to say

The Chair or the Environmental Health Manager will invite the Legal Adviser to the Sub-Committee to give any legal advice that the advisor considers to be appropriate.

The Sub-Committee or the Environmental Health Manager will withdraw to another room to consider their decision in private. The Sub-committee or the Environmental Health Manager may invite the Legal Advisor to join them. Any legal advice given to the Sub-Committee or the Environmental Health Manager when they are withdrawn will be reported back to the hearing before the Chair resumes it.

The Sub-Committee or the Environmental Health Manager may reconvene the meeting in order to seek clarification of the facts.

When the decision has been made the Chair or the Environmental Health Manager will announce this to the applicant or licence holder.

### **3.3 The applicant or licence holder**

Following the hearing the Council will write to the driver with formal notification of the decision of the sub-committee or the Environmental Health Manager and inform the applicant or licence holder of the right of appeal to the Magistrates Court and the time within which appeals must be submitted.

A suspension or revocation of a licence will take effect at the end of the period of 21 days beginning with the day on which written notice of the Sub-Committee or the Environmental Health Manager decision was given to the licence holder. The only exception to this is in the case of the suspension or revocation of a Driver Licence where the Sub-Committee or the Environmental Health Manager have decided that the interest of public safety require the suspension or revocation to have immediate effect. The letter notifying the driver of the Sub-Committee's or the Environmental Health Manager's decision will include a statement that this is so and an explanation why. The suspension will then take effect when the letter notifying the decision is given to the driver.

**Please note:** In urgent cases, the Environmental Health Manager has delegated power to suspend or revoke a driver or vehicle licence.

## Appendix E

### Rehabilitation of Offenders

The Rehabilitation of Offenders Act 1974 (the 1974 Act) primarily exists to support the rehabilitation into employment of reformed offenders who have stayed on the right side of the law.

Under the 1974 Act, following a specified period of time which varies according to the disposal administered or sentence passed, cautions and convictions may become spent.

As a result the offender is regarded as rehabilitated.

Once a caution or conviction has become spent under the 1974 Act, an individual does not have to reveal it or admit its existence in most circumstances. However, where an exception applies (in the case of Taxi Licensing under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975), spent cautions and convictions need to be disclosed.

The rehabilitation period is determined by the type of disposal administered or the length of the sentence imposed.

<b>Sentence/ Disposal</b>	<b>Buffer Period of Adults (18 and over) at the time of conviction or the time the disposal is administered<sup>1</sup></b>	<b>Buffer Period of Young People (18 and under) at the time of the conviction or the time the disposal is administered</b>
Custodial sentence <sup>2</sup> of over 4 years, or a public protection sentence	Never Spent	Never Spent
Custodial sentence of over 30 months and up to and including 48 months	7 Years	3 ½ Years
Custodial sentence of over 6 months and up to and including 30 months	4 Years	2 Years
Custodial sentence of 6 months or less	2 Years	18 Months
Community order or youth rehabilitation order <sup>3</sup>	1 Year	6 Months

<b>Sentence/ Disposal</b>	<b>Rehabilitation Period for Adults (18 and over) at the time of conviction or the time the disposal is administered</b>	<b>Rehabilitation for Young People (18 and under) at the time of the conviction or the time the disposal is administered</b>
1 Year	6 Months	
Period of the Order	Period of the Order	
None	None	
3 Months or when the caution ceases to have effect if earlier	3 Months	
On the discharge of the order	On the discharge of	

<sup>1</sup> This applies from the end date of the sentence.

<sup>2</sup> Custodial sentence includes a sentence of imprisonment (both immediate and suspended), a sentence of detention in a young offender institution, a sentence of detention, a detention and training order, a sentence of youth custody, a sentence of corrective training and a sentence of Borstal training.

<sup>3</sup> In relation to any community or youth rehabilitation order which has no specified end date, the rehabilitation period is 2 years from the date of conviction.

Sentence/ Disposal	Rehabilitation Period for Adults (18 and over) at the time of conviction or the time the disposal is administered	Rehabilitation for Young People (18 and under) at the time of the conviction or the time the disposal is administered
	the order	
Period of the order	Period of the order	
Period of the order	Period of the order	
Period of the order	Period of the order	
N/A	Period of the Order	
N/A	None	

Sentences not covered by the 1974 Act:

1. Sentence of imprisonment for life
2. Sentence of imprisonment, youth custody, detention in a young offender institution or corrective training of over 4 years
3. Sentence of preventative detention
4. Sentence of detention during Her Majesty's pleasure or for life
5. Sentence of custody for life
6. Public protection sentences (imprisonment for public protection, detention for public protection, extended sentences of imprisonment or detention for public protection and extended determinate sentences for dangerous offenders)
7. Following the release of the Department of Transport, Statutory Guidance in July 2020, their advised previous conviction eligibility criteria used as a starting point when considering whether to grant or renew a licence, was consulted on. Committee Members approved proposed changes to the assessment of convictions, in relation to all licences (below table). This was agreed on 25<sup>th</sup> January 2021. Authorities must consider each case on its own merits, and applicants/licensees are entitled to a fair and impartial consideration of their application. See Table below.

Offence	
<b>A. Crimes resulting in the death of another person or intention to cause the death or serious injury of another person.</b>	Never
<b>B. Crimes involving, related to or connected with abuse, exploitation use or treatment of another individual irrespective of whether the victim or victims were adults or children.</b>	Never
<b>C. Offences involving violence against the person or connected with any violence against a person.</b>	10 years
<b>D. Possession of a weapon or any weapon-related offence.</b>	7 years
<b>E. Sexual offences and individuals listed on the Sex Offenders Register or barred lists.</b>	Never
<b>F. Offences involving an element of dishonesty.</b>	7 years
<b>G. Drugs:</b>	
<b>i) Supply or possession with intent to supply.</b>	10 years
<b>ii) Possession only.</b>	5 years <sup>1</sup>
<b>H. Discrimination offences.</b>	7 years
<b>I. Drink driving/driving under the influence of drugs.</b>	7 years
<b>J. Using a handheld device whilst driving.</b>	5 years <sup>1</sup>
	<sup>1</sup> in addition, any applicant/licence holder may also be required to undergo drugs testing for a period at their own expense to demonstrate that they are not using controlled drugs.

Current licence holders' previous convictions will be checked against new criteria at next DBS check. If convictions are identified, case will be passed to enforcement, if convictions breach new criteria, case may be referred to Sub -Committee for consideration. Driving Offences

## Endorsements

Endorsements stay on a driving record for 4 or 11 years depending on the offence. This can start from either the date of conviction or the date of offence.

### 4 years from date of conviction

An endorsement will stay on a driving record for 4 years from the date of conviction if the offence:

- is for reckless/dangerous driving - shown on the driving record as DD40, DD60 and DD80, or;
- results in disqualification

#### **4 years from the date of offence**

In all other cases endorsements stay on a driving record for 4 years from the date of offence.

#### **11 years from date of conviction**

If the offence is:

- drink driving or drug driving - shown on the driving record as DR10, DR20, DR30, DR31, DR61 and DR80,
- causing death by careless driving while under the influence of drink or drugs – shown on the driving record as CD40, CD50 and CD60, or;
- causing death by careless driving, then failing to provide a specimen for analysis – shown on the driving record as CD70

The conviction will stay on a driving record for 11 years from the date of conviction.

# Appendix F

## Fees and Charges

Fees are subject to change at any time. The most recent [fees](#), as from 1<sup>st</sup> April 2021, are set out as below and also available on our website.

### Driver Fees

Detail	Fee
Knowledge Test	£68
1 Year New Licence	£250
1 Year Renewal Licence	£84
3 Year Renewal Licence	£230
Replacement Badge	£21
Replacement Licence	£10
Change of Details	£15
1 Year DVLA Data Check	£5.52
3 Year DVLA Data Check	£16.56
Enhanced DBS Check	£40
Customer Awareness: Safeguarding, Equality and Protection training course	£53

## Hackney Carriage Vehicle Fees

Detail	Fee
New Hackney Carriage Vehicle Licence	£280.50
Renewal Hackney Carriage Vehicle Licence	£245
New Zero Emission Hackney Carriage Vehicle Licence*	Exempt
Renewal Zero Emission Hackney Carriage Vehicle Licence*	Exempt
New Ultra-Low Emission Hackney Carriage Vehicle Licence**	£140
Renewal Ultra-Low Emission Hackney Carriage Vehicle Licence**	£122.50
Hackney Carriage Mechanical Fitness Test (Twice Yearly)	Contact Garage
Re-Test if work carried out at garage or brought back to garage before the end of the next working day	Contact Garage
Re-test if work carried out at another garage but retested within 10 days	Contact Garage
Re-test if work carried out at another garage but not retested within 10 days	Contact Garage
Hackney Carriage Vehicle Replacement Plate	£25
Hackney Carriage Vehicle Change of Ownership	£74
Hackney Carriage Vehicle Replacement Licence	£10
Hackney Carriage Vehicle Change of Details	£15

\* The fee exemption could potentially be for up to 5 years. This is dependent on funding availability

\*\* The discount could potentially be for up to 5 years. This is dependent on funding availability

## Private Hire Vehicle Fees

Detail	Fee
New Private Hire Vehicle Licence	£280.50
Renewal Private Hire Vehicle Licence	£230
Private Hire Vehicle Plate Deposit	£51
New Zero Emission Private Hire Vehicle Licence*	Exempt
Renewal Zero Emission Private Hire Vehicle Licence*	Exempt
New Ultra-Low Emission Private Hire Vehicle Licence**	£140
Renewal Ultra-Low Emission Private Hire Vehicle Licence**	£115
Private Hire Mechanical Fitness Test (Twice Yearly)	Contact Garage
Re-Test if work carried out at garage or brought back to garage before the end of the next working day	Contact Garage
Re-test if work carried out at another garage but retested within 10 days	Contact Garage
Re-test if work carried out at another garage but not retested within 10 days	Contact Garage
Private Hire Vehicle Replacement Plate	£25
Private Hire Vehicle Change of Ownership	£74
Private Hire Vehicle Replacement Licence	£10
Private Hire Vehicle Change of Details	£15

\* The fee exemption could potentially be for up to 5 years. This is dependent on funding availability

\*\* The discount could potentially be for up to 5 years. This is dependent on funding availability

## Customer Awareness: Safeguarding, Equality and Protection

Detail	Fee
Training Course	£53.00

## Operator Fees

Detail	Fee
Private Hire Operator New Application (1 Year)	£292
Private Hire Operator Renewal Application (1 Year)	£218
Private Hire Operator Renewal (5 Year)	£894.50
Private Hire Operator Replacement Licence	£10
Private Hire Operator Change of Details	£15

## Sale of Goods

Detail	Fee
Crests (Sticky)	£6.00 each
Crests (Magnetic)	£8.00 each

## Methods of Payment

The fees for hackney carriage and private hire licenses are non-refundable and must be made in full at the time of application/ renewal for the application/ renewal to be accepted and processed. Payment can be made either by cash or by debit/credit card. You will be issued with an official till receipt for all monies paid.

Please note that fees for any taxi driver assessment test will need to be paid directly to the test provider.

Fees for the Medical will need to be paid directly to the respective surgery/ practitioner.

# Appendix G

## Vehicle Standards

### Hackney Carriage, Private Hire, Dual Driver, and Proprietor & Operator – Vehicle Standards

Cambridge City Council is required to adopt or implement its own policy in relation to National Inspection Standards of Taxi vehicles, both Hackney Carriages and Private Hire vehicles, having regard to the Best Practice Guide (prepared by the Technical Officer Group) in the light of operational needs and geographic circumstances, for the inspection of Taxi vehicles. These standards are designed and intended to provide a framework for authorities in setting and assessing standards for vehicle safety to ultimately determine when vehicles are presented for inspection or test whether or not they receive a pass certificate to enable their use to carry members of the public.

The Best Practice Guide was first introduced in October 2006 following consultation with various interested parties such as The Driver and Vehicle Standards Agency (DVSA) (formerly known as the Department of Transport, Vehicle & Operator Services Agency (VOSA)), Disabled Persons Transport Advisory Committee (DPTAC) and the Institute of Licensing. Hackney carriage and private hire vehicles are subject to much higher annual mileages and more arduous driving than normal private vehicles. Therefore in the interest of passenger and other road user's safety, a more stringent maintenance and testing regime is required.

The national guide sets out specific vehicle safety issues based on expert technical knowledge and experience of the Technical Officer Group. Its aim is to assist all licensing authorities and vehicle inspectors, by endorsing a minimum national vehicle inspection standard for Hackney Carriages and Private Hire Vehicles. This is subject to revision taking into account ongoing changes in public travel (e.g. the stretched limousine guidance note) and safety issues (e.g. trailing the introduction of the Safeguarding Vulnerable Groups legislation).

The Council has reviewed the Best Practice Guide as published by the DVSA which is to be used in conjunction with the DVSA MOT Inspection Manual as an advocate to public safety. DVSA is supportive of the Public Authority Transport Network (PATN) initiative to develop and share best practice and recognises the benefit to having a common standard to be applied nationwide.

The legislation governing Hackney Carriages and Private Hire Vehicles is the responsibility of The Department of Transport and this includes accessibility for disabled people including those who need to travel in a wheel chair.

All licensing authorities must ensure that each of their various licensing requirements is properly justified by the risk it aims to address. It needs to measure whether the cost of a requirement in terms of its effect on the availability of transport to the public is at least matched by the benefit to the public.

The guidance seeks to embrace safety aspects of vehicle inspections using, as a basic inspection standard, those laid down in the MOT inspection Manual for Car & Light Commercial Vehicle Testing issued by DVSA but provides additional testing requirements to those in the MOT Inspection Manual.

The scope of the guidance is that it does not seek to cover the whole range of possible licensing requirements. Instead it seeks to concentrate only on those that have caused difficulty or seem to be of particular significance. Environmental considerations include designated Air Quality Management Areas whereby local authorities can set vehicle emission standards for taxis and PHVs.

Private Hire and Hackney Carriages, whether designed to accommodate wheel chair passengers or not would generally be required to be fitted with at least four doors and four wheels and be right-hand drive. They would also be required to have adequate space for luggage and be capable of carrying at least four and no more than eight passengers in addition to the driver. As of 8<sup>th</sup> July 2019 newly licensed vehicles will not be accepted if rear passenger windows let through less than 30% light. Changes have been agreed by Members, to help support the licensing of Zero-Emission vehicles manufactured with darker tinted windows. Further, vehicles with film tinted windows will not be accepted. To allow a thorough examination of a vehicle or any part thereof, it must be presented for test in a clean condition. The vehicle presented, will fail the test if, in the opinion of the examiner, it is so dirty that it would be unreasonable for the test to be carried out.

A wheelchair accessible vehicle shall have a minimum door height and width and internal headroom equal to or larger than a London Taxi International FX4 Fairway Taxi. (These measurements are door width 680mm; door height 1270mm and inside height floor to roof 1320mm).

Section 36 of the Disability Discrimination Act 1995 (DDA) was partially commenced by enactment of the Local Transport Act 2008 and applies only to those vehicles deemed accessible by the local authority as being used for 'taxibus' services. This legislation imposes certain duties on drivers to provide assistance to people in wheelchairs, to carry them in safety and not to charge extra for doing so. Failure to

abide by these duties could lead to prosecution through a Magistrates' court and a maximum fine of £1000. It is recognised that local authorities can implement training requirements or, ultimately, powers to suspend or revoke licences.

Legislation gives local authorities a wide range of discretion over the types of vehicle that they can licence as hackney carriages and private hire vehicles. Cambridge City Council will only license a vehicle as a Hackney Carriage or Private Hire Vehicle if it complies with European Whole Vehicle (M1) type approval, M1 Low Volume Type Approval or UK National Small Series Type Approval and Individual Vehicle Approval (IVA).

Cambridge City Council currently licences MPV type vehicles able to carry 6 passengers. These incorporate boot seats which fold up and down but they do not allow access to and egress from the vehicle. We are proposing to allow currently licensed vehicles to continue until the end of their licensing life. Any new MPV which have boot seats which fold up and down but do not allow access to and egress from the vehicle these seats will not be licensed, and the vehicle will only be licensed for up to 4 passengers.. This decision has been taken on the grounds of safety.

## General Vehicle Standards

### Vehicles Must:

1. Be suitable in type, size and design for the appropriate licence applied for. Sports saloons, drop head coupes, convertibles and touring cars will not be licensed.
2. Be covered by a satisfactory insurance policy.
3. Be safe and comfortable
4. Not be less than 4 feet 3 inches wide in the rear part of the body, where such measurements shall be taken 6 inches below the top and 6 inches in front of the rear backrest of the vehicle with both of the rear doors closed.
5. Have a minimum legroom for passengers using the rear seats of 8.5 inches, such measurement shall be taken from the rear door pillar to the nearest point of the rear seat squab.
6. Have provided for all passengers being carried in it, immediate and direct access to doors (minimum of 2 doors in the rear) that is available without assistance from any other person that will provide satisfactory means of escape in the event of an accident or emergency. A separate means of ingress and egress must be provided for the driver.
7. Be fitted with safety glass (i.e. if glass fractures it does not fly into fragments capable of causing severe cuts), which shall be replaced as soon as broken, discoloured or cracked.
8. Rear Passenger windows must not have more than the maximum tint of 70%, and must let through a minimum of 30% light. The front windscreen must let at least 75% of light through and the front side windows (passenger and driver) must let at least 70% of light through (legal requirement). No film tinted windows will be accepted.
9. Be constructed so as to provide sufficient means by which any person in the vehicle may communicate with the driver.
10. Be fitted with the appropriate number of seatbelts according to the number of persons for which the vehicle is licensed to carry.
11. Be kept watertight.
12. Be provided with a means of opening and closing not less than one window on each side.
13. Have properly cushioned or covered seats.
14. Have floors covered with a proper carpet, mat or other suitable covering.
15. Be well maintained in a clean condition and in every way fit for public service.
16. Be provided with a means of securing luggage.
17. Be fitted with at least one no-smoking sign (showing the statutory no-smoking symbol) that is displayed in a prominent position in each compartment of the vehicle constructed or adapted to accommodate persons.
18. Not be fitted with celluloid or other highly flammable material.

19. Be provided with an efficient fire extinguisher, which shall be carried in such a position as to be readily available for use.
20. Be provided with a first aid kit, which shall be carried in such a position as to be readily available for use.

## **The National standards set out include:**

### **1. Lighting & Signalling Equipment**

- Stop Lamps- High Level Stop Lamps
- Electrical Wiring and Equipment
- Additional Lamps

### **2. Steering**

- Steering Control – Steering Wheel
- Steering Control – Steering Column
- Suspension Sprint Units and Linkage

### **4. Brakes**

- No additional inspection requirements

### **5. Tyres & Road Wheels**

- Tyres

### **6. Seat Belts**

- No additional inspection requirements

### **7. Body and Structure**

- Vehicle Body and Condition (Exterior)
- Vehicle Body, Security and Condition (Interior)
- Door and Seats
- Bumper Bars

### **8. Fuel and Emissions**

- Exhaust System
- Fuel System - Pipes and Tanks

### **9. Drivers view of the Road**

- Mirrors
- Windscreen
- Window glass or other transparent material

### **10. Additional Requirements**

- Speedometer

- Transmission
- Engine and Transmission Mountings
- Oil and Water Leaks
- Luggage/ Load Space

### 11. Ancillary Equipment

- Wheelchair restraint and Access equipment
- Fire Extinguisher
- First Aid Kit

## Section 1 – Lighting and Signalling Equipment

### a) Stop Lamps – High Level Stop Lamps

Method of Inspection	Reason for Rejection
Any additional stop lamps fitted and connected must be tested.	
Where high level stop lamps are fitted and there is doubt as to whether they are connected, the benefit of this doubt should be given to the presenter	
Check the high level stop lamp where fitted: <ul style="list-style-type: none"> <li>a) Is not obscured and is not obviously incorrectly positioned</li> <li>b) At least 50% of the lamp must be visible from the rear</li> </ul>	<ul style="list-style-type: none"> <li>a) It is obscured or obviously incorrectly positioned</li> <li>b) Less than 50% of the lamp is not working or is obscured</li> </ul>

### b) Electrical Wiring and Equipment

Method of Inspection	Reason for Rejection
This examination is limited to that part of the electrical system that can be readily seen without dismantling any part of the vehicle: <ul style="list-style-type: none"> <li>a) Check all wiring for:</li> </ul>	<ul style="list-style-type: none"> <li>a) Wiring               <ul style="list-style-type: none"> <li><input type="checkbox"/> Not adequately insulated</li> <li><input type="checkbox"/> Not adequately secured</li> <li><input type="checkbox"/> Positioned so it is chafing or clipped to a fuel line or likely to be damaged by heat so</li> </ul> </li> </ul>

Method of Inspection	Reason for Rejection
<ul style="list-style-type: none"> <li><input type="checkbox"/> Condition</li> <li><input type="checkbox"/> Security</li> <li><input type="checkbox"/> Position</li> <li><input type="checkbox"/> Signs of overheating</li> <li><input type="checkbox"/> Heavy oil contamination</li> </ul> <p>b) Check the battery and carrier for:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Security</li> <li><input type="checkbox"/> Battery for leaks</li> </ul> <p>c) Check all switches controlling all obligatory lights</p>	<p>insulation becomes ineffective</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Clear evidence of overheating</li> <li><input type="checkbox"/> Heavily contaminated with oil</li> <li><input type="checkbox"/> A battery and carrier are not secure and likely to become displaced</li> <li><input type="checkbox"/> Battery leaking</li> <li><input type="checkbox"/> Insecurity or malfunction of a switch controlling an obligatory light</li> </ul>

### C) Additional Lamps

Method of Inspection	Reason for Rejection
<p>With the ignition switched on check:</p> <p>Reversing Lamps</p> <ul style="list-style-type: none"> <li>a) The reversing lamps emit a diffused white light when reverse gear is selected</li> <li>b) The lamps extinguish when neutral gear is selected</li> <li>c) The lamps are in good working order and are secure</li> <li>d) The lamps do not flicker when lightly tapped by hand.</li> </ul> <p>Front Fog/ Driving Lamps</p> <ul style="list-style-type: none"> <li>e) A single front fog lamp emitting a white or yellow diffused light illuminates only when dipped beam is selected</li> <li>f) A pair of matched fog lamps both emitting a white or yellow diffused light should illuminate together</li> <li>g) A pair of matched, long-range driving lamps, both emitting a</li> </ul>	<ul style="list-style-type: none"> <li>a) Fails to operate or does not emit a white diffused light</li> <li>b) Fails to extinguish when neutral or forward gear is selected</li> <li>c) Are not in good working order or insecure</li> <li>d) Lamps flicker when tapped lightly by hand.</li> <li>e) Lamp inoperative or operates other than in dipped beam mode</li> <li>f) Lamps operate incorrectly</li> <li>g) Lamps operate incorrectly</li> </ul>

Method of Inspection	Reason for Rejection
white diffused light should illuminate together.	
<p>'For Hire' and Roof signs, check that:</p> <ul style="list-style-type: none"> <li>a) Correct style and type of sign fitted.</li> <li>b) Ensure the sign is securely fastened to the vehicle</li> <li>c) Check condition and security of wiring</li> <li>d) Functional test of signs for illumination</li> </ul>	<ul style="list-style-type: none"> <li>a) Incorrect colour or details shown on sign i.e. registration number, vehicle number etc.</li> <li>b) Insecure sign</li> <li>c) Wiring is not in good condition and is loose or chaffed</li> <li>d) Illumination not consistent across the sign, i.e. all light bulb(s) LED(s) illuminated when switched on.</li> </ul>

## Section 2 – Steering

### a) Steering Control – Steering Column

Method of Inspection	Reason for Rejection
<ul style="list-style-type: none"> <li>a) Try to lift the steering in line with the steering column and note the movement at centre of steering wheel.</li> <li>b) Push steering wheel away and then pull it towards you. Note any side play.</li> <li>c) While steering wheel is rotated, check for deterioration in any flexible coupling or universal joint of steering column.</li> <li>d) Where practical, check any clamp bolts for presence and security of locking devices. (These may be located in the engine compartment or under chassis).</li> </ul>	<ul style="list-style-type: none"> <li>a) Excessive movement of centre of steering wheel in line with steering column (end float).</li> </ul> <p><b>Note:</b> Certain types of steering column might show some movement not due to excessive wear, e.g. those fitted with universal joints or flexible couplings</p> <ul style="list-style-type: none"> <li>b) Excessive side play indicating worn top bearings or insecure top mounting bracket</li> <li>c) A flexible coupling or universal joint deteriorated, worn or insecure,</li> <li>d) A coupling clamp bolt or locking device loose or missing.</li> </ul>

b) Suspension Spring Units and Linkages

Method of Inspection	Reason for Rejection
Coil Sprints a) Welding repairs	a) Repaired by welding

**Section 3 – Brakes**

No additional inspection requirements

**Section 4 – Tyres and Road wheels**

a) Tyres - Condition

Method of Inspection	Reason for Rejection
<p>On all the tyres, including spare wheel - where fitted, examine each tyre meets all the requirements laid down in the MOT Inspection Manual for Car &amp; Light Commercial Vehicles (ISBN 0- 9549239-0-1)</p> <p><b>Note 1</b> Where a doughnut tank is fitted in the boot for LPG, the spare wheel if still carried in the boot must be properly secured. Alternatively, a spare wheel cage installed to manufacturers and British Standards may be fitted to the underside of the vehicle.</p>	<p>In accordance with the MOT Inspection Manual for Car &amp; Light Commercial Vehicles (ISBN 0-9549239-0-1)</p> <p><b>Note 2</b> Space saver tyres should only be approved with the support of a method statement highlighting driver responsibilities with regard to the maximum permitted speed and that space savers are a temporary 'get-you-home tyre'.</p>

**Section 5 – Seatbelts**

No additional inspection requirements

## Section 6 – Body and Structure

### a) Vehicle Body and Condition

Method of Inspection	Reason for Rejection
<p>Examine the body thoroughly for security, corrosion, damage, poor repair/paint match or sharp edges that are likely to cause injury.</p>	<ul style="list-style-type: none"> <li>a) An insecure or missing body panel, trim, step or accessory.</li> <li>b) Any sharp edge whatsoever which may cause injury.</li> <li>c) Heavy scuffing, abrasions or deformation to front and rear bumper.</li> <li>d) A single obvious dent or more than 3 obvious dents in any one panel</li> <li>e) A significant amount of condensed stone chips in any of the areas on the vehicle</li> <li>f) Dull, faded paintwork which has lost its gloss finish or paint miss match to a panel(s) to such an extent that it detracts from the overall appearance of the vehicle.</li> <li>g) Evidence of poor repairs and or paint finish to a repaired panel(s) including runs and overspray to adjoining panels/trim that detracts from the overall appearance of the vehicle.</li> <li>h) Obvious signs of rust/corrosion of any size particularly those that are covered by advertising signs.</li> <li>i) Lack of clearly displayed or omission of 'No Smoking' signs</li> </ul>

b) Vehicle Body, Security and Condition (Interior)

Any vehicle presented in a dirty, untidy condition will not be tested

Method of Inspection	Reason for Rejection
a) Examine thoroughly the interior for damaged, insecure or loose fixtures, fittings or accessories.	a) Insecure and loose fixtures, fittings or accessories.
b) Dirty, missing and worn trim, carpets, seat belts, mats, headlining, boot area and inclusion of prescribed items.	b) Missing, dirty, soiled, stained worn or insecure trim, carpets, headlining, and mats.
c) Remove mats to inspect carpets underneath for cleanliness and wear.	c) An inoperative interior light (all lights must illuminate if they are part of the manufacturer's standard equipment)
d) Examine interior lights, motion door locks and warning lights.	d) Missing or defective motion switch/lock or warning lamp not illuminated
e) Examine heating, demisting and air condition systems for correct operation, including passenger compartment controls where fitted (includes electric front and rear screen demisters)	e) A system(s), which does not function correctly, or any part is missing including vents, controls and switches.
f) Examine all windows ensuring they allow lowering and rising easily.	f) An opening window that is inoperative or difficult to open and or close mechanism broken/missing.
g) Examine interior door locks, grab handles/rails safety covers	g) Missing, defective or loose door locks, child locks, protective covers grab handles and rails. Grab handles/rails, which are rigid to aid the blind and partially sighted, and are worn to excess.
h) Examine grills/partitions for security and condition	h) A grill/partition which is insecure or has sharp edge which may cause injury to passengers or driver.
i) Examine electrical wiring for condition, security, including intercom systems.	i) Frayed, chaffing wiring, non-shielded terminals and cables so routed that they cause a trip hazard, cables that can be easily disconnected. Intercom system defective, warning light inoperative and signs illegible/missing.

Method of Inspection	Reason for Rejection
<p>j) Examine the boot for access, contents, cleanliness, and water ingress.</p> <p>In the case of novelty vehicles:</p> <p>k) All fixtures and fittings i.e. mirror balls, drinks cabinets, televisions etc. must be stored securely and not hinder the ingress or egress from the passenger compartment.</p> <p>l) A notice identifying the maximum seating capacity to be displayed in the passenger compartment and clearly visible to all passengers. It may be necessary to display more than one sign indicating the maximum seating capacity.</p>	<p>j) Unable to open, close and or lock boot lid, failure of boot lid support mechanism, defective seals/evidence of water ingress, dirty boot and or carpets, loose items stored in boot (i.e. spare wheel tools and equipment etc).</p> <p>k) Any fixture or fitting, that is loose or insecure or where walkways are blocked that prevents ease of ingress or egress from the passenger compartment.</p> <p>l) No maximum seating capacity sign or signs displayed.</p> <p>A sign or signs not clearly visible to all passengers</p>

c) Doors and Seats

Method of Inspection	Reason for Rejection
<p>Door Configurations for wheelchair accessible vehicles:</p> <p>a) Single rear door – must open to a minimum of 90 degrees and be capable of locking in place.</p> <p>b) Twin rear doors – both must open to a minimum of 180 degrees and be capable of being locked in place. This is to enable an attendant (driver or guide) to assist the wheelchair passenger if required.</p>	<p>a) Door does not open to a full 90 degrees and cannot be secured in the open position</p> <p>b) Twin doors do not open to a full 180 degrees and cannot be secured in the open position</p>

c) Access and Egress

Method of Inspection	Reason for Rejection
Passenger seating must allow for access and egress by means of a door	Seat does not have a dedicated door and does not allow access and egress

d) Bumper Bars

Method of Inspection	Reason for Rejection
<p>Examine the bumper and check:</p> <ul style="list-style-type: none"> <li>a) They are secure to their mountings</li> <li>b) The mountings are secure to the vehicle</li> <li>c) There is no evidence of damage</li> </ul>	<ul style="list-style-type: none"> <li>a) A loose bumper bar or mounting. A weakened bumper bar and/or mounting is insecure because of poor repairs.</li> <li>b) A fractured mounting bracket. Mounting bolts so worn or elongated that the bumper bar is likely to detach partially or completely from the vehicle when in use. A bumper bar secured by wire or other temporary means is regarded as insecure and must be rejected.</li> <li>c) Bumper bars which have jagged edges, cracks, splits or projections, which may cause injury to persons near the vehicle. Paint miss match or fading which is significantly different to that of the rest of the paintwork</li> </ul>

## Section 7 – Fuel and Emissions

### a) Exhaust System

Method of Inspection	Reason for Rejection
Where applicable, check for presence, security and adequacy of grease shields to hot exhausts.	A heat shield missing, insecure or inadequate

### b) Fuel System – Pipes and Tanks

Method of Inspection	Reason for Rejection
<p>a) Examine fuel tank(s) for security and leaks</p> <p>b) Check that fuel tank filler caps are:  Present  Of the correct type  Secure and seated properly</p> <p>c) Examine pipes to see they are securely clipped to prevent damage by chafing and cracking, and are not in a position where they will be fouled by moving parts</p> <p>d) Check that no fuel pipe runs immediately adjacent to or in direct contact with electrical wiring or the exhaust system</p>	<p>a) Fuel tank insecure or leaking</p> <p>b) A filler cap missing or unsuitable or in such condition that it would not prevent fuel leaking or spilling</p> <p><b>Note:</b> Temporary/emergency fuel caps are not permitted.</p> <p>c) Damaged, chafed, insecure pipes, or pipes so positioned that there is a danger of them fouling moving parts</p> <p>d) A fuel pipe immediately to or in direct contact with electrical wiring or exhaust system</p>

## Section 8 – Drivers View of the Road

### a) Mirrors

Method of Inspection	Reason for Rejection
<p>The number and position of all obligatory mirrors must be checked:</p> <p>a) Check the condition of each mirror reflecting surface and whether a person sitting in the driver's seat can see clearly to</p>	<p>a) Mirror condition:</p> <p>A mirror reflecting surface deteriorated or broken.</p> <p>In such a position that a person sitting in the driver's seat cannot</p>

Method of Inspection	Reason for Rejection
the rear	see clearly to the rear.

b) Windscreen – View to the Front

Method of Inspection	Reason for Rejection
<p>Sit in the driver's seat and check that there is reasonable view of the road ahead, bearing in mind the original design of the vehicle.</p> <p>a) For all air operated wipers examine:</p> <ul style="list-style-type: none"> <li>The condition of any visible piping</li> <li>The function of the operating mechanism, and</li> <li>The function of necessary valves to protect the braking system</li> </ul> <p><b>Note:</b> Equipment or objects not originally fitted to the vehicle as part of the original design must not obstruct the designed forward view of the driver. In particular, objects such as (but not limited to) pennants, cab decorations and external stone guards/visors should not interrupt the view through the swept area by the windscreen wipers.</p>	<p>The position or size of any object restricts the driver's view of the road ahead, bearing in mind the original design of the vehicle.</p> <p>a) Air operated wipers</p> <ul style="list-style-type: none"> <li>Pipes inadequately clipped or supported</li> <li>Incorrect function of the wipers or leaking components</li> <li>Incorrect operation of protection valves</li> </ul>

c) Window Glass or Other Transparent Material

Method of Inspection	Reason for Rejection
<p>a) Visually check the condition of all windscreens, internal screens, partitions, side, rear, roof and door windows for cracks, surface damage and discolouration.</p> <p>b) Check presence and security of all windscreens, side, roof, or rear windows, or internal screens or partitions.</p> <p>c) Check for evidence of obvious leaks from all windscreens and side, rear, roof or door windows.</p> <p>d) Check for presence, security and condition of guard rails or barriers at windows, internal screens or partitions</p> <p>e) For all vehicles first used before 1 January 1959. As far as is practicable, check that glass fitted to windscreens and outside windows facing to the front is safety glass, except glass fitted to the upper deck of a double deck bus.</p> <p>f) For all vehicles used on or after 1 January 1959, as far as is practicable, check that glass used for windscreens and all outside windows is safety glass, or safety glazing.</p> <p>g) Vehicles first used on or after 1 June 1978, check that windscreens and other windows, wholly or partly, on either side of the drivers' seat are made from safety glass displaying an acceptable safety mark.</p> <p><b>Note:</b> Marking is not required for safety glass used on vehicles first used before 1 June 1978.</p>	<p>a) A crack, surface damage or discoloration in glass or other transparent material that impairs the driver's front, side, or rear view of the road, or presents a danger to any person in the vehicle.</p> <p>b) windscreen or any other outside window missing, or any windscreen, window, internal screen or partition insecure.</p> <p>c) Any external window or windscreen is obviously leaking.</p> <p>d) A guard-rail or barrier at a window, internal screen or partition missing, insecure or damaged.</p> <p>e) The windscreen and/or any outside window facing to the front of a vehicle obviously not safety glass fitted to a vehicle first used before 1 January 1959.</p> <p>f) Glass used for a windscreen or an outside window is obviously not safety glass.</p> <p>g) For vehicles first used on or after 1 June 1978, that windscreens and/or other windows wholly or partly on either side of the driver's seat that are not made from safety glass display an acceptable safety mark</p>

## Section 9 – Additional Requirements

### a) Speedometer

Method of Inspection	Reason for Rejection
<ul style="list-style-type: none"> <li>a) Check that a speedometer is fitted</li> <li>b) Check the condition of the speedometer</li> <li>c) Check that the speedometer can be illuminated.</li> </ul>	<ul style="list-style-type: none"> <li>a) Speedometer not fitted.</li> <li>b) Speedometer not complete or clearly inoperative, or dial glass broken or missing.</li> <li>c) The speedometer cannot be illuminated</li> </ul>

### b) Transmission

Method of Inspection	Reason for Rejection
<p>Examine transmission, check for:</p> <ul style="list-style-type: none"> <li>a) Missing or loose flange bolts</li> <li>b) Cracked or insecure flanges</li> <li>c) Wear in shaft and/or wheel bearings</li> <li>d) Security of bearing housings</li> <li>e) Cracks or fractures in bearing housings</li> <li>f) Wear in universal joints</li> <li>g) Deterioration of flexible couplings</li> <li>h) Distorted, damaged shafts</li> <li>i) Deterioration of bearing housing flexible mountings</li> <li>j) Clearance between transmission shafts and adjacent components</li> </ul> <p>Front Wheel Drive</p> <p>Check the drive shaft inner and outer</p>	<ul style="list-style-type: none"> <li>a) A loose or missing flange bolt(s)</li> <li>b) A flange cracked, or loose on the transmission shaft</li> <li>c) Excessive wear in shaft bearing</li> <li>d) A bearing housing insecure to its fixing</li> <li>e) A cracked or fractured bearing housing</li> <li>f) Excessive wear in a universal joint</li> <li>g) Deterioration of a transmission shaft flexible coupling</li> <li>h) A damaged, cracked or bent shaft</li> <li>i) Deterioration of a flexible mounting of a bearing housing</li> <li>j) Evidence of fouling between any transmission shaft and an adjacent component</li> </ul>

Method of Inspection	Reason for Rejection
universal joint couplings and constant velocity joints for:  Wear and Security  Damage to flexible rubber or fabric universal joints  Security and oil contamination of flexible rubber or fabric universal joints  Condition, presence and security of constant velocity joint gaiters	Drive shaft constant velocity or universal joint coupling worn or insecure  A flexible rubber or fabric universal coupling unit damaged by severe cracking or breaking up  A flexible rubber or fabric universal coupling unit excessively softened by oil contamination or insecure  A drive shaft constant velocity joint gaiter split, missing or insecurely mounted

c) Engine and Transmission Mountings

Method of Inspection	Reason for Rejection
Examine condition of:  a) Mountings b) Sub-frames c) Security to chassis and check for Fractures Looseness Deterioration	Any mounting or sub-frame - loose - fractured - deteriorated - inappropriate repair

d) Oil and Water Leaks

Method of Inspection	Reason for Rejection
a) Check vehicle for oil and water leaks from any assembly or component to the ground.  b) And/ or which could be deposited on surrounding bodywork or onto the exhaust system.  <b>Note:</b> If necessary, the engine can be run at idle speed to confirm the existence of an oil leak.	a) An oil or water leak, from any assembly, which deposits fluids underneath the vehicle whilst stationary.  b) Leaks which, when the vehicle is moving, could be deposited upon the surrounding bodywork, exhaust and brake system so that it would:  Contaminate areas Could potentially cause a health, safety or fire risk.

e) Luggage/ Load Space

Method of Inspection	Reason for Rejection
<p>Physical separation is not so much an issue as is the safety of passengers in the event of an accident.</p> <p>The luggage should therefore be secure and prevented from becoming dislodged in an accident in such a manner as may cause injury. Such security can be by means of a sheet or net, which could be anchored to the floor of the luggage area.</p> <p>Clearly if the luggage compartment is not physically separated from the passenger compartment then care will need to be taken so as not to carry any hazardous items such as fuel cans, detergents or other loose items that could leak if they become damaged.</p>	<p>Load restraint system, if required, not present at time of test.</p> <p>Load restraint system faulty or unserviceable</p>

## Section 10 – Ancillary Equipment

### a) Wheelchair Restraint and Access Equipment

Method of Inspection	Reason for Rejection
<p data-bbox="236 421 587 454">□ Wheelchair Restraint</p> <p data-bbox="236 495 662 595">a) Where applicable check condition and operation of wheelchair restraint.</p> <p data-bbox="236 636 767 819">b) A system for the effective anchoring of wheelchairs shall be provided within the vehicle in all spaces designated as wheelchair spaces.</p> <p data-bbox="236 860 756 893">□ Wheelchair Access &amp; Equipment</p> <p data-bbox="188 934 767 1034">A vehicle shall be fitted with either of the following forms of wheelchair access equipment:</p> <p data-bbox="188 1075 293 1108"><b>Ramps</b></p> <p data-bbox="236 1115 767 1328">c) Check that appropriate ramps fitted are securely installed in the designated storage area. Examine for damage, deformity, sharp edges etc. and provision of anti-slip covering.</p> <p data-bbox="188 1368 395 1402"><b>Wheelchair lift</b></p> <p data-bbox="236 1408 767 1845">d) A purpose designed wheelchair lift shall conform to the LOLER 98 Regulations. A report, confirming that the lifting equipment is safe to use, shall be presented at the time of the vehicle inspection. Vehicles presented for inspection with a wheel chair lift will require a LOLER certificate that is valid for a period of six months from the date of issue.</p> <p data-bbox="188 1886 277 1919"><b>Note:</b></p> <p data-bbox="188 1924 767 2024">Passenger lifting equipment will need to be thoroughly examined by a competent person, in use, at least once every six</p>	<p data-bbox="871 495 1300 562">a) A wheelchair restraint is defective, worn or missing.</p> <p data-bbox="871 636 1385 781">b) Wheelchair anchorage systems and devices does not conform to European Directive 76/115 EEC (as amended by 90/629 EEC).</p> <p data-bbox="842 1126 1382 1272">c) Ramps missing, insecurely stored, damaged/deformed, anti-slip covering in poor condition or missing.</p> <p data-bbox="842 1485 1401 1592">d) Vehicle not presented with a valid or current LOLER certificate access equipment:</p>

Method of Inspection	Reason for Rejection
<p>months.</p> <ul style="list-style-type: none"> <li>e) Any purpose designed wheelchair access ramp that is carried must be lightweight and easy to deploy. The installed ramp shall have visible reference to safe working load of 250 kgs and certified to BS 6109.</li> <li>f) Wheelchair access equipment shall be fitted either into the rear or side access door of the vehicle. Where it is fitted to a side door this shall be the door situated on the near side of the vehicle, i.e. kerbside when stopped in a normal road.</li> <li>g) The aperture of the door into which the access equipment is fitted shall have minimum clear headroom in its central third of 48 inches (1,220mm). The measurement shall be taken from the upper centre of the aperture to a point directly below on either, the upper face of the fully raised lift platform, or the upper face of the ramp fully deployed on level ground.</li> <li>h) A locking mechanism shall be fitted that holds the access door in the open position whilst in use.</li> <li>i) All wheelchair tracking must be fit for purpose and structurally sound</li> </ul>	<ul style="list-style-type: none"> <li>e) The installed ramp does not have any visible reference to a maximum safe working load or certification to BS 6109.</li> <li>f) Wheelchair access equipment is fitted to the off- side access door of the vehicle.</li> <li>g) There is not clear headroom in the aperture within the central third of 48 inches (1,220mm).</li> <li>h) No evidence of a suitable locking mechanism to hold the door open.</li> <li>i) Damaged or insecure tracking or detritus deposits within the tracking rails</li> </ul>

b) Fire Extinguisher

Method of Inspection	Reason for Rejection
<p>a) Check the fire extinguisher for presence:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> the expiry date</li> <li><input type="checkbox"/> Seal.</li> <li><input type="checkbox"/> Type – water, CO2 or foam or dry powder</li> <li><input type="checkbox"/> Approved mark - BS5423 or EN3</li> </ul> <p>b) The fire extinguisher must be kept in an accessible position inside the vehicle. The extinguisher may be carried out of view, i.e. in a fastened glove compartment provided there is a clear sign on the dashboard, stating the location.</p>	<p>a) A fire extinguisher is missing or;</p> <ul style="list-style-type: none"> <li>• out of date</li> <li>• broken or missing seal.</li> <li>• No approved marking visible or other non-approved marking shown</li> </ul> <p>b) Not fitted in an accessible position or its position is not clearly marked</p>

c) First Aid Kit

Method of Inspection	Reason for Rejection
<p>a) Check the first aid kit for presence, the expiry date and the seal is intact.</p> <p>b) The first aid kit must be kept in an accessible position inside the vehicle. The first aid kit may be carried out of view, i.e. in a fastened glove compartment provided there is a clear sign on the dashboard, stating the location.</p>	<p>a) A first aid kit is missing, out of date, broken or the seal has been broken.</p> <p>b) The first aid kit is not fitted in an accessible position or its position is not clearly marked</p>

## Definition of Motor Vehicles

### Category

**M** - A motor vehicle with at least four wheels designed and constructed for the carriage of passengers

**M1** - Vehicles designed and constructed for the carriage of passengers and comprising no more than eight seats in addition to the driver's seat

**M2** - Vehicles designed and constructed for the carriage of passengers and comprising more than eight seats in addition to the driver's seat, and having a maximum mass not exceeding five tonnes

**M3** - Vehicles designed and constructed for the carriage of passengers and comprising more than eight seats in addition to the driver's seat, and having a maximum mass exceeding five tonnes.

# Appendix H

## Process for Plate Exemption (Private Hire Vehicles Only)

1. Proprietors of prestige type vehicles licensed as Private Hire vehicles, or Private Hire vehicles used in special circumstances, may seek the permission of the Authority to waive the conditions of their licence relating to the display of licence plates.
2. Prestige vehicles remain licensed as Private Hire vehicles and all journeys and contracts must be pre-booked through a licensed Operator, although such vehicles should be used solely to undertake prestige work and should not be despatched to customers in the ordinary way.
3. Proprietors wishing to obtain an Initial plate exemption will be asked to book an Assessment of their Vehicle with a Commercial & Licensing Officer (LEO). This will allow the LEO to inspect the vehicle and to give further advice on the plate exemption procedure. If the vehicle is already licensed with Cambridge City Council, Proprietors MUST schedule the Assessment AT LEAST three weeks prior to their vehicle licence renewal date.
4. At the Assessment, the LEO will complete the Assessment Form and decide whether or not the Vehicle is deemed to be a prestige type vehicle. If so, the Proprietor will be given a Plate Exemption Application Form to complete.
5. The Proprietor will complete the Plate Exemption Application Form and submit to the LEO for final consideration (and pay the appropriate fee).
6. Newly licensed vehicles which are accepted as Executive/ Prestige type vehicles for the purposes of vehicle plate exemption will not be entitled to have access within the restricted access area. Existing vehicles transferring to plate exemption will be required to surrender their granted permission within the restricted access area.
7. In exceptional circumstances, applications may be considered part way through the life of an existing vehicle licence. This is at the discretion of the Commercial & Licensing Manager. If an exemption is granted, the remaining term of the exemption will run until the vehicle licence end date.
8. The Commercial & Licensing Officer will review the exemption application based on the information provided on the application form and the detail given as to why the request is being made.

9. If approved, the proprietor will be notified of the successful application and will be issued with the following:
  - a) An agreement letter detailing that the vehicle is exempt from displaying a Private Hire Plate. The agreement is required to be carried on the vehicle at all times and to be available for inspection by an authorised officer of the Council, a police officer or by the hirer of the vehicle, on request.
  - b) A windscreen sticker for display in the front windscreen of the vehicle denoting that the same information as a Private Hire Vehicle Plate.
  - c) A Private Hire Vehicle Plate to be secured/ fixed into the boot of the vehicle.
10. If the exemption request is not approved, the Licensing & Enforcement Officer will write to the applicant giving reasons as to why the application has been refused.
11. Proprietors will make an application in the first instance and will not be expected to renew the exemption on an annual basis. However, if the licence is for a different vehicle to that which has been granted the initials exemption, then the Proprietor will need to make another application.
12. The following conditions will be attached to the licences of private hire vehicles where a plate exemption waiver has been made. These are detailed below:
  - a) Vehicles granted a plate exemption waiver shall be used only for Prestige type hirings and shall not be used for standard private hirings.
  - b) The Operator receiving a booking for a plate exempted vehicle shall provide the hirer with details of the vehicle registration number and the name of the driver, prior to the hiring commencing.
  - c) The private hire identification disc issued by the Council shall be displayed within the front nearside of the windscreen at all times and legible from outside the vehicle.
  - d) The rear vehicle licence plate shall be securely fixed within the boot of the vehicle in a manner which enables it to be easily inspected.

- e) The driver's badge shall be available for inspection by an authorised officer of the Council, a police officer or by the hirer of the vehicle, on request.
- f) The Council's agreement to a plate exemption is required to be carried on the vehicle at all times and to be available for inspection by an authorised officer of the Council, a police officer or by the hirer of the vehicle, on request.
- g) The driver of a plate exempted vehicle shall wear professional business attire.
- h) The hirer shall not have the facility to settle accounts and / or tender direct payment to the driver by any means. Payment may only be made, either before or after the journey, direct to the Operator or their accounting system.
- i) No alcoholic drink shall be sold or purchased in or from the vehicle.

# Appendix I

## Information for Hackney Carriage and Private Hire Vehicle Licensing

### Vehicle Process

There are several things that you need to do/ to have in order to make a new or renewal application for a hackney carriage or private hire vehicle.

**Please note:** If you are intending to licence a new vehicle (even on an existing plate) you will need to contact the customer service centre in the first instance, before commencing any part of the process, on 01223 457888 in order to discuss with a member of the licensing team. There is the facility to request a call back during busier periods by pressing '1' at any point during the call.

#### Step 1 – Book a Vehicle Testing 'Test 1' Appointment

Please telephone the Garage directly on 01223 458266 to book your appointment.

Appointments are available from 06:30 to 17:30 Monday to Friday.

You will need to provide all details of the vehicle which needs to be tested (vehicle registration, make, model and plate number) and have read and understood these guidance notes.

Following a phone call to the garage, you can schedule your appointment with the Customer Service Centre (CSC) to ensure your application can be processed within good time Tel: 01223 457888

#### Step 2 – Attend the garage 'test 1' appointment to have the vehicle tested

All Taxi Vehicle Mechanical Testing will take place at the following Garage location:

Cambridge City Council  
Fleet Maintenance and Management  
Dickerson Industrial Estate  
Ely Road  
Waterbeach, CB25 9PG

The Council requires that all licensed vehicles are tested at least twice a year. The first test must be carried out prior to the grant of the Licence (when a Certificate of Compliance will be issued for 6 months) and the second test must be carried out prior to the expiry of the Certificate or Compliance issued on passing the first test.

The expiry date of the Certificate of Compliance will be:

- six months minus one day from the date of the test (for the first test);
- the expiry date of the Licence period (for the second test).

For a vehicle to pass a test, it must comply with both:

- Vehicle mechanical standard and;
- Vehicle visual standard

Before the test you must ensure that your vehicle is clean inside and out. You must be aware that dirty vehicles will not be examined and the test fee will still be due.

If you fail to attend the appointment or cancel at short notice (less than 24 hours) the test fee will still be payable in addition to the test(s) you actually attend.

### Step 3a – When the vehicle passes the ‘test 1’

When the vehicle passes the ‘Test 1’ test, a Certificate of Compliance (COC) will be issued. At this stage while at the garage you must:

- Pay the vehicle test fee
- Book ‘Test 2’ date and time

### Step 3b – If a vehicle fails the ‘test 1’

In the event that a vehicle should fail ‘Test 1’, a failure sheet will be issued detailing the non-compliant areas which need to be addressed. The vehicle will need to have the repairs carried out either at the Garage, or at a garage of your choosing.

Once the repairs have been undertaken a ‘Re-Test’ appointment must be booked (within 10 days of the initial ‘Test 1’ date).

Please note that a vehicle cannot be used for hire and reward or pre-booked journeys without a current and valid Certificate of Compliance being in force. If a vehicle licence is in force when the vehicle is tested and it fails the test, the licence will be suspended.

The vehicle cannot be used again for Hackney Carriage or Private Hire purposes until either a test has been passed and the suspension has been lifted or where the Licence expires following the suspension, until a new Licence is issued.

Where a vehicle licence has been suspended, the Council may attach a 'Licence Suspended' sticker to the licence plate or may remove the plate from the vehicle. A charge will be made to replace a suspended plate.

## New Vehicle Applications

### Step 4 – Obtaining the Vehicle Licence

Only once a Certificate of Compliance has been obtained, can the rest of the application process take place.

Please telephone the Customer Service Centre directly on 01223 457888 to book your appointment to obtain your vehicle licence and plates. Specify that this is a new vehicle which needs to be licensed.

If you are unable to make the scheduled appointment, you must advise the Customer Service Centre within a timeframe no later than two working days.

**Please note:** There is the facility to request a call back during busier periods by pressing '1' at any point during the call.

Customer Service Centre Opening Hours are:

Monday - Friday 9:00am - 5:15pm

The appointment will take no less than one hour so you will need to allow adequate time for this.

At your appointment you will need to bring the full application bundle:

**a) Completed Vehicle Application Form** (incomplete application forms will not be processed)

Please ensure that you detail:

1. The Vehicle Registration Number
2. Date of registration
3. Make, model and colour of the vehicle
4. Number of passengers
5. Insurance details
6. Any Operator and/ or driver details
7. Full name, address, post code, date of birth, place of birth, contact information, criminal conviction information and declaration for ALL proprietors
8. All Proprietors have read the declaration on back and signed and dated the form

**b) Certificate of Compliance**

The COC issued by the Garage.

**c) Insurance Certificate**

A valid, up to date insurance certificate (original copy) must be provided at the appointment to cover the start of the new licence.

**d) Proof of ownership** (The applicant must be the owner, or one of the owners, of the vehicle as shown on the bill of sale and on any HP or lease agreement).

**e) Vehicle Type Approval Certificate**

This can be either:

1. European Community Whole Vehicle (M1) Type Approval,
2. M1 Low Volume Type Approval
3. National Small Series Type Approval
4. Individual Vehicle Approval

**f)** You must surrender (hand in) your existing plates (where applicable) before the new plates will be issued (Hackney Carriage Vehicles have one plate; Private Hire Vehicles have two plates).

**g) A Disclosure & Barring Service (DBS) Certificate**

Please note that if you are **NOT** currently a licensed driver with Cambridge City Council, you will be required to present a Basic Disclosure Certificate for your role as Proprietor. This must be dated no more than twelve weeks prior to your application appointment. You can obtain a [Basic Disclosure](#) with the DBS direct [online](#). The DBS check will last for three years.

If you are an existing proprietor wishing to licence a new vehicle, and are not currently a licensed driver with Cambridge City Council, your existing DBS timescales will apply.

**Please Note:** All the documents presented to us must be the original and, where necessary, fully completed and the information must be accurate.

**h) The correct fee.**

As detailed in [Appendix F](#) (fees correct as at 1 April 2020), dependent on the Vehicle.

## Renewal of Licences for the Hackney Carriage and Private Hire Vehicles

Vehicle Licences will generally be issued for 1 year.

The application procedure is as outlined above (steps 1-3). A vehicle test may be booked at any time within the 30-day period immediately prior to the existing Licence expiring. Please ensure that the test is booked as far in advance as possible within this timescale to ensure that a Licence can be granted prior to the expiry of the existing Licence.

**Remember:** The responsibility for applying to renew a Licence rests solely with the Licence holder.

At your appointment you will need to bring the full application bundle:

**a) Completed Vehicle Application Form** (incomplete application forms will not be processed)

Please ensure that you detail:

1. The Vehicle Registration Number
2. Date of registration
3. Make, model and colour of the vehicle
4. Number of passengers
5. Insurance details
6. Any Operator and/ or driver details
7. Full name, address, post code, date of birth, place of birth, contact information, criminal conviction information and declaration for proprietors
8. Proprietors have read the declaration on back and signed and dated the form.

Please note that if only one Proprietor signs the application form (and there is more than one proprietor), the person signing agrees that they are signing with the knowledge and consent of any other named proprietors for the vehicle licence. The vehicle licence will be issued in the name of all joint proprietors. Any changes can only be made by submitting a change of vehicle proprietor application.

**b) Certificate of Compliance**

The COC issued by the Garage.

**c) Insurance Certificate**

A valid, up to date insurance certificate (original copy) must be provided at the appointment to cover the start of the new licence.

**d) Your most recent Disclosure & Barring Service (DBS) Certificate**

Please note that if you are not currently a licensed driver with Cambridge City Council, you will be required to present a Basic Disclosure Certificate for your role as Proprietor.

If you are an existing proprietor wishing to licence a new vehicle, and are not currently a licensed driver with Cambridge City Council, your existing DBS timescales will apply.

- e) You must** surrender (hand in) your existing plates before the new plates will be issued (Hackney Carriage Vehicles have one plate; Private Hire Vehicles have two plates).

**Please Note:** All the documents presented to us must be the original and, where necessary, fully completed and the information must be accurate.

**f) The correct fee.**

As detailed in [Appendix F](#) (fees correct as at 1 April 2021), dependent on the Vehicle:

## Step 5 – Licence and Vehicle Plate

Your vehicle plate and licence will only be issued at the Customer Service Centre once you have passed all parts of the application procedure (for renewals this must be completed prior to the expiry of your current license). There are no exemptions to bypass any area of the application procedures.

## Step 6 – Attend the Garage ‘Test 2’ Appointment to have the Vehicle Tested (Mid-Year Test)

The ‘Test 2’ takes place six months after ‘Test 1’, and is booked at the time of ‘Test 1’ being passed, directly with the Garage.

In order to use the licensed vehicle you must be in possession of a valid Certificate of Compliance for the vehicle. At no time can the vehicle be used if the Certificate of Compliance has expired. It is the responsibility of the Proprietor(s) to ensure the

vehicle testing, and associated documentation, is up to date. There are no exceptions.

### Step 6a – When the vehicle passes the ‘test 2’

When the vehicle passes the ‘Test 2’ test, a Certificate of Compliance (COC) will be issued (once paid for at the garage).

### Step 6b – If a vehicle fails the ‘test 2’

In the event that a vehicle should fail ‘Test 2’, a failure sheet will be issued detailing the non-compliant areas which need to be addressed. The vehicle will need to be have the repairs carried out either at the Garage, or at a garage of your choosing.

Once the repairs have been undertaken a ‘Re-Test’ appointment must be booked (within 10 days of the initial ‘Test 2’ date) directly with the Garage.

Please note that a vehicle cannot be used for hire and reward or pre-booked journeys without a current and valid Certificate of Compliance being in force. If a vehicle licence is in force when the vehicle is tested and it fails the test, the licence will be suspended.

The vehicle cannot be used again for Hackney Carriage or Private Hire purposes until either a test has been passed and the suspension has been lifted or where the Licence expires following the suspension, until a new Licence is issued.

Where a vehicle licence has been suspended, the Council may attach a ‘Licence Suspended’ sticker to the licence plate or may remove the plate from the vehicle. A charge will be made to replace a suspended plate.

## Crests

Please note that crests for vehicles will only be available to purchase at Cashiers, Mandela House.

## Appendix J

# Information for New Hackney Carriage, Private Hire and Dual Drivers

### Guidance

These guidance notes set down the procedure and steps that you need to follow in order to become a licensed driver with Cambridge City Council. There are a number of elements to the process which have different requirements and timescales. Ensure you read the information carefully to help support your application process.

### Application Process

Some elements of the process require services to be accessed and/ or provided by other, external agencies for which there are set fees and charges. Please note that the City Council is not liable for any costs incurred by you as an applicant for these. There are several things that you need to do/ to have in order to make an application for a hackney carriage/ private hire/ dual licence:

#### Step 1 – Safeguarding and Knowledge Test Registration

In order to commence the new driver application process you must first register to take the Cambridge City Council Safeguarding and Knowledge Tests (SAKT). Only once you have passed all elements may you continue with the application process.

In order to register for the Safeguarding and Knowledge Test in the first instance you must complete a [Safeguarding and Knowledge Test Registration Form](#) which can be found online.

Once completed you must submit the form and pay the appropriate fees: a one-off fee for completing the Customer Awareness: Safeguarding, Equality and Protection training course as well as a fee for sitting the Knowledge Test. The current fees and charges are shown in [Appendix F](#) and can also be found on '[Fees for taxi licensing](#)' webpage.

You can pay the fee by card over the telephone by calling 01223 457888. When you have paid you will be given a receipt number and copy of receipt which must be submit with your Registration Form.

## Step 2 – Safeguarding and Knowledge Test Booking

Once payment and registration has been received, this will be logged on our system. We will confirm your registration by email within one week.

The email will contain links to the online [Customer Awareness: Safeguarding, Equality and Protection training course](#). You must complete this course to pass the safeguarding test.

You will then receive an email confirming that you have been registered with TestReach, who invigilate our online tests. You will also receive two further emails confirming your enrolment to the safeguarding and knowledge tests.

Follow the instructions from TestReach to book a slot for your tests.

## Step 3 – Attending The Safeguarding And Knowledge Test

You must attend both tests at date and time booked, ensure you bring photo ID to each test.

Failure to present a valid DVLA driving licence photo ID to the invigilator, will result in your test being cancelled. You will not be refunded, and you will be required to book another test.

You must watch the training course and then pass both tests before you can progress to the next stage of your application.

You have three attempts in total to pass the safeguarding and knowledge tests. You must pay for each occasion you take the knowledge test. You can retake the safeguarding test free of charge.

**Please note:** You are permitted twelve months in total to complete the entire application process (from initial registration to grant of licence). If after a year from your registration you have not passed all elements then your details will be removed from our system.

**Please note:** No refunds are given in the event of missed or failed tests, or, as stated above, if you do not pass all elements within a year.

## Step 4 – DBS Appointment

Please telephone 01223 457888 to book application DBS appointment. Please note that you can only do this once you have successfully passed the Safeguarding and Knowledge Test.

Please note that there is the facility to request a call back during busier periods by pressing '1' at any point during the call.

You will need to make an appointment at the Customer Service Centre to meet with a member of the Licensing Team in order to complete your DBS application which then commences the second stage of the application process.

The Customer Service Centre Opening Hours are:

Monday - Friday 9:00am - 5:15pm

You need to:

- Have been authorised to drive a car in the UK (e.g. held a full driving licence issued by a state in the European Economic Area) for a minimum of one year and hold a current DVLA UK photo card style driver's licence.
- Have read and understood these guidance notes.

## Step 5 – At the DBS Appointment

You will need to bring to the appointment:

### a) Identification for Disclosure & Barring Service (DBS) Check

You must provide one of the following:

- Passport
- Biometric Residence Permit
- Current Driving Licence
- Birth Certificate

Plus two of the following (not already used above):

- Passport
- Biometric Residence Permit
- Current Driving Licence
- Birth Certificate
- Marriage/ Civil Partnership Certificate
- Adoption Certificate
- HM Forces ID Card

- Firearms Licence
- Mortgage Statement (issued in the last 12 months)
- Bank or Building Society Statement (issued in the last 3 months)
- Bank or Building Society Account Opening Confirmation Letter (must still be valid)
- Credit Card Statement (issued in the last 3 months)
- Financial Statement e.g. pension or endowment (issued in the last 12 months)
- P45 or P60 Statement (issued in the last 12 months)
- Council Tax Statement (issued in the last 12 months)
- Work Permit or Visa (valid up to expiry date)
- Letter of sponsorship from future employment provider (must still be valid)
- Utility Bill (issued in the last 3 months)
- Benefit Statement e.g. child benefit, pension (issued in the last 3 months)
- Central or Local Government, Government Agency or Local Council Document giving entitlement e.g. from DWP, HMRC (issued in the last 3 months)
- EU National ID Card (must still be valid)

**Important:** All the documents presented to us must be fully completed and the information must be accurate i.e. in the same surname (last name), first names, address, date of birth, National Insurance number etc

**b) Evidence of eligibility to live and work in the UK**

If appropriate you must provide one of the following:

- Passport
- Residence Permit
- Visa
- Sponsorship details
- Home Office correspondence

Further information on eligibility to live and work in the UK can be found further on within these guidance notes.

**c) Certificate of Good Conduct** (where required, please note that all applicants who have lived out of the UK for anytime within the last 5 years must provide a Certificate of Good Conduct from either their own Embassy or the countries where they have been resident. The certificate must be produced with a translation and bear the official seal of the Embassy.)

- d) **The fee for the DBS Check** (The current fees and charges are shown in [Appendix F](#) and can also be found on '[Fees for taxi licensing](#)' webpage.

## Step 6 – Submitting Your Full Application

Following your DBS appointment, you will be advised of the next steps. Once you have completed everything and compiled the application bundle you will be able to submit your full licence application for consideration.

You must do this within 10 working days of receipt of your DBS Disclosure Certificate.

A full application must comprise of:

### a) **Completed Driver's Application Form**

Please ensure that you detail:

1. All names which you are or have been known by
2. The Town, County and Country in which you were born
3. Full five-year address history
4. Declaration of all live convictions including points on your driving licence
5. Full Driving licence details
6. You have read the declaration on back and signed and dated the form
7. The application form must be filled in by yourself and NOT by someone on your behalf.

- b) **Completed Data Protection Mandate Form** Cambridge City Council employs the services of Intelligent Data Systems (IDS) which is a secure, fully managed, driving licence verification service which verifies an individual driving licence record and status securely.

- c) **2 passport sized photographs** (these will be verified and used as your driver ID).

The photographs that you submit must:

1. Measure 45mm x 35mm (the standard size used in photo booths in the UK).
2. Be clear and in focus
3. Be a close up of your full head and upper shoulders
4. Be in clear contrast to the background
5. Not have red eye

6. Have you facing forwards and looking straight at the camera
- d) **The DBS Disclosure Certificate** (further information is below)
- e) **Proof of payment of the licence fee** (The current fees and charges are shown in [Appendix F](#) and can also be found on '[Fees for taxi licensing](#)' webpage).
- f) [Driving Test Certificate](#) (further information is below)
- g) [Group II Medical Certificate](#) (further information is below)

## Taxi Driver Test

Before you can be issued with a Hackney Carriage, Private Hire or Dual licence you must have passed a taxi driver test/assessment with one of the following providers:

### 1. AA DriveTech – Taxi Test

E-mail: [tellmemore@drivetech.co.uk](mailto:tellmemore@drivetech.co.uk)

Telephone: 0345 373 1360

### 2. Blue Lamp Trust – Taxi Driver Assessment

Online booking: [BlueLampTrust](#)

Telephone: 0300 777 0157

### 3. Diamond Advanced Drivers – Standard Taxi Test

Online booking: [AdvancedDrivers](#)

Telephone: 020 8253 0120

### 4. Green Penny – Taxi Assessment

Online booking: [GreenPenny](#)

Telephone: 0330 111 7230

### 5. Mann Fleet Solutions – Standard Taxi Assessment

E-mail: [mannfleetsolutions@mail.com](mailto:mannfleetsolutions@mail.com)

Telephone: 07921 777667

You will be responsible for arranging a test with the above provider direct. Charges for tests are available from contacting provider. Please note that you will also need to supply your own vehicle for the test.

When you have passed either test you will be issued with a certificate, which you will then need to bring into Customer Services so a copy can be taken. Alternatively you

can ask the course provider to e-mail a copy of the certificate to [taxi@cambridge.gov.uk](mailto:taxi@cambridge.gov.uk).

**Please note:** The test certificate will only be accepted if it is dated within 12 months of the completion.

## GROUP II Medical Certificate

You must arrange to have a Group II Medical Assessment

You can either do this with your own GP or, if your GP is unable to undertake the assessment, with the Council's approved medical practice for a medical examination. Currently these are the medical providers approved by Cambridge City Council:

- [Huntingdon Road Surgery](#) Tel: 01223 364127
- [Mill Road Main Surgery/ Cherry Hinton Branch](#) Tel: 01223 247812/ 01223 414444
- [D4Drivers.uk](#) Tel: 0808 178 0725

The practitioner carrying out the Medical Examination is required to complete and sign a Medical Certificate Form to state whether they declare the individual fit or unfit to drive a Hackney Carriage and/ or Private Hire Vehicle.

You must submit the original form and certificate to the licensing office, within 7 days of it being completed, as part of the new driver application process.

The medical certificate will only be accepted if it is dated within 8 weeks of completion. You will need to contact the individual practice for their current fee.

## Disclosure & Barring Service

In order to determine whether an individual is "fit and proper" to hold a licence, a Disclosure and Barring Service (DBS) check must be undertaken. The DBS will undertake a range of checks on your application information (which is completed at your DBS appointment) and provide any relevant feedback to Cambridge City Council.

You will receive an up to date certificate from the DBS which you must present to the licensing office as part of the full application bundle, and within 10 working days of receipt.

As part of the mandatory requirements for drivers, you will need to subscribe to the DBS Update Service.

Go [online](#) and enter your DBS application form number (within 28 days of completing your application) or DBS certificate number (within 30 days of the certificate being issued), name, date of birth and address and pay the subscription fee.

When your subscription is confirmed, make a note of your unique ID number and keep it secure.

You also need to keep the DBS certificate safe as you will need to provide this to the Licensing Authority when they undertake the online check.

### Step 7 – Assessment of Application

Only once all required documentation (the full application bundle) has been received will your application be assessed and processed by the Licensing Team.

### Step 8 – Licence and Badge

Your badge and licence will only be issued once you have passed all of the application procedures.

There are no exemptions to bypass any area of the application procedures and once all parts have been completed, and the fee paid, we will send you your badge and licence in the post within 10 working days.

## Change to New driver requirements - Coming soon

**In January 2021, Members agreed that new driver applications** will be required to obtain a recognised qualification or undertake an English language proficiency course as part of the application process. The DfT has commented that: “A lack of language proficiency could impact on a driver’s ability to understand written documents, such as policies and guidance, relating to the protection of children and vulnerable adults and applying this to identify and act on signs of exploitation. Oral proficiency will be of relevance in the identification of potential exploitation through communicating with passengers and their interaction with others.”

The above is currently being explored to identify appropriate providers.

## Appendix K

### Information on the Safeguarding and Knowledge Test (SAKT)

This is guidance on the Safeguarding and Knowledge tests that is a mandatory part of the application process to be licensed to drive Hackney Carriages or Private Hire Vehicles. Its purpose is to give you direction on how to prepare for the tests but it is not intended to be a comprehensive guide.

The Safeguarding and Knowledge Test is composed of three components:

- Watching the Customer Awareness training course (this can be done in your own time, and watched as many times as you wish);
- Sitting of the Safeguarding Test (max 20 minutes); and
- Sitting of the Knowledge Test (max 2 hours).

#### Customer Awareness: Safeguarding, Equality and Protection course

This course is delivered online and will cover everything you need to know in order to pass the Safeguarding Test. The session is split into two sections:

- Safeguarding of Children, Young People and Adults at Risk;
- Equality, Protection and Customer Service

We will send you a link to watch the training online when we receive your registration form and fee.

#### Safeguarding Test

The test consists of 15 questions. Each question is multiple choice, there will be one correct answer and three wrong answers. You are required to select the answer which you think is correct. You will be allowed a maximum of 20 minutes to complete the test. You are required to score 80% to pass. Your results will be available on your candidate account.

#### Knowledge Test

It is your responsibility to buy maps and use other resources to learn about Cambridge.

The test consists of 100 questions.

You must attempt all sections of the test and you need to get 80% in each section to pass.

Each question is multiple choice, there will be one correct answer and three wrong answers. You are required to select the answer which you think is correct. You will be allowed a maximum of two hours to complete the test and will be given the result of your test, there and then after you have completed it.

## Content of the Test

The test is divided into 7 sections as detailed below:

1. General
2. Points of Interest
3. Numeracy
4. Conditions & Policy
5. Highway Code
6. Signage
7. Shortest Routes

As part of your revision for the test, you will need to be confident that you can demonstrate your knowledge of the statutory obligations and Council conditions for Hackney Carriage/ Private Hire/ Dual Drivers. For this, you will need to study the information contained in this [Handbook](#). Questions will include (but not be limited to) matters such as:

- the difference between Hackney Carriage and Private Hire
- how do you charge fares, by meter or quote
- what you should do with the paper licence and badge issued by us
- how and when you should let us know about any convictions, change of address or accident damage
- seat belt laws
- how to assist passengers with luggage
- disability awareness

You will also be required to demonstrate your knowledge of Cambridge, i.e.

- all streets within the city boundary
- the locations that a resident or someone visiting Cambridge might wish to go.

In addition to this, places of interest will be listed and you must state the street on which they are located. These places of interest will include (but not be limited to):

- all colleges, porters lodges and anything to do with university, eg the sports grounds, libraries and conference centres

- public houses, nightclubs and members' clubs
- restaurants and take-aways
- theatres
- cinemas
- hospitals
- hotels and bed and breakfasts
- sports centres and swimming pools

In the shortest route section of the test, each question will detail two locations/streets. You must select the route that you would take to complete each journey using the shortest route.

# Appendix M

## Replacement Vehicle Procedure

### Scope and Background

- 1.1 Cambridge City has the responsibility of licensing both the hackney carriage and private hire trades in order to protect the public. The procedures which are set down exist to ensure that an individual is a 'fit and proper' person to hold a licence.
- 1.2 The council must be satisfied that licensed vehicles are safe and suitable to transport passengers; hence the requirement for notification of all accidents to licensed vehicles.
- 1.3 Cambridge City Council recognises that in some instances it may be necessary for a Hackney Carriage or Private Hire Vehicle to undergo urgent repair or maintenance work.
- 1.4 In these circumstances, the vehicle proprietor can make an application and pay the appropriate fee for a Temporary Replacement Vehicle Licence.

### 2. Process

- 2.1 If a licensed vehicle is involved in any collision or incident, the licence holder is required to notify the Council of this within 72 hours. The licence holder must also advise if the vehicle is to be withdrawn from service due to the damage sustained. It may be necessary for an Enforcement Officer to inspect the vehicle, at which time you will be informed as to whether the vehicle will need a full Certificate of Compliance garage re-test once the repairs have been carried out.
- 2.2 If the Vehicle cannot be driven, requires major repair works or is written off then an application for a Temporary Replacement Vehicle Licence or a Replacement Vehicle Licence can be made using the Temporary Vehicle Application Form.
- 2.3 Any Temporary Replacement Vehicle must undergo a mechanical fitness test and the Certificate of Compliance, V5 and relevant insurance must also accompany the application form.

- 2.4 The process for vehicle testing and licence issue is the same as that for ordinarily licensing a vehicle:
- a) Vehicle Test at Garage and CoC obtained (01223 458266)
  - b) Appointment made with Licensing Team, at Customer Service Centre (01223 457888)
  - c) Appointment attended with necessary documentation and existing vehicle plates
  - d) Appropriate fee paid
  - e) Licence and plates issued
- 2.5 Any vehicle which is used as a Temporary Replacement Vehicle will be subject to meeting the requirements of the Hackney Carriage and Private Hire Licensing policy.
- 2.6 Please note that all new wheelchair accessible vehicles will **only** be considered acceptable for licensing as a Hackney Carriage Vehicle or Wheelchair Accessible Private Hire Vehicle if it has been through one of the following type approval schemes and unaltered since that time:
- a) European Community Whole Vehicle (M1) Type Approval,
  - b) M1 Low Volume Type Approval
  - c) National Small Series Type Approval
  - d) Individual Vehicle Approval
- 2.7 In the case of a Temporary Replacement Vehicle, once the administration process is complete, the vehicle will be issued with a temporary “red licence plate”. The plate will look visibly different and the plates for the original, existing vehicle must be surrendered to the Licensing Team until such a time that the vehicle is repaired and the original licence and vehicle plates can be reinstated.
- 2.8 It is the proprietors responsibility to ensure that any changes to timescale or works being completed on the vehicle are updated to the Licensing Team so that this can be held on record. This can be done via email [taxi@cambridge.gov.uk](mailto:taxi@cambridge.gov.uk) or telephone 01223 457888.
- 2.9 After repair works, the original vehicle will be subject to a Compliance Check to ensure it is safe and suitable for transporting passengers.

2.10 Once agreed that the original vehicle can continue in service, the Temporary Replacement Vehicle licence and plate must be surrendered to the Licensing Team. The original vehicle licence and plate will then be reinstated for the duration of the original licence period.

2.11 The fees for the Temporary Replacement Licence can be found on our website and are charged in the same way as any new vehicle licence.

#### Hackney Carriage:

2.12 Please note that if the vehicle is off the road at the time of the existing vehicle licence renewal, then the renewal application must be submitted in good time before the expiry date of the licence.

# Appendix N

## Guidance for Renewal Driver Applicants

### Part 1 – Make Your Renewal Appointment

If you wish to renew your driver licence you must make an appointment do to so. Please contact the Customer Service Centre, Regent Street on 01223 457888 to arrange an appointment for your licence application to be processed.

**Please note:** There is the facility to request a call back during busier periods by pressing '1' at any point during the call.

Customer Service Centre Opening Hours are:

Monday - Friday 9:00am - 5:15pm

The licence may be renewed for either one year or three years but please note that the Disclosure and Barring Service (DBS) check (whether a hard copy application, or via the DBS Update Service) is mandatory when applying for a three year licence, regardless of when the last DBS check was carried out.

If a DBS check is required (and you are not already subscribed to the DBS Update Service then you will need to have made and attended a DBS appointment at least 8 weeks in advance of your licence expiry date. This means that you will need to schedule your appointment at the Customer Service Centre as soon as possible.

**Please note:** If you require a DBS check and fail to book and attend your appointment and subsequently fail to submit your full application within the specified timescale (8 weeks before the expiry date of your licence), your licence will expire. In this instance you will need to commence the new driver application process again. There are no exceptions.

If a DBS check is required (and you are subscribed to the DBS Update Service then you will need to have made and attended a DBS appointment at least 2 weeks in advance of your licence expiry date. This means that you will need to schedule your appointment at the Customer Service Centre as soon as possible.

If a DBS check is not required then a renewal appointment must be made to see an Advisor at the Customer Service Centre prior to the expiry date of the existing licence.

## Part 2 – In preparation for the face to face appointment

Before your appointment you will need to:

### a) Complete the Driver's Renewal Application Form

Please ensure that you detail:

- The type and duration of licence you are applying for
- All names which you are or have been known by
- The Town, County and Country in which you were born
- Full five-year address history
- Whether you have any spent or unspent convictions
- Prosecutions, convictions, cautions, fixed penalty notices and/ or driving licence endorsements
- Full Driving licence details (bring DVLA photo card)
- Any information relating to previous refusal, revocation or suspension of a licence
- Whether you are currently under any criminal investigation or have any pending court cases
- Whether you have the right to live and work in the UK and any restrictions on your right to remain in the UK
- That you have read the declarations and signed and dated the form

**b) Complete, sign and date the Data Protection Mandate Form** Cambridge City Council employs the services of Intelligent Data Systems (IDS) which is a secure, fully managed, driving licence verification service which checks an individual driving licence record and status securely.

**c) Obtain two passport sized photographs which will be verified and used as your driver ID**

**d) Obtain a medical certificate, following a medical, with one of the Council's approved medical examiners (if applicable, see Part 5).**

**Please note:** The medical assessment certificate must be provided to the Licensing Team no later than 14 days after the date the medical is due.

## Part 3 – At the Appointment

Depending on the renewal application type, as detailed below, you will need to bring the documentation as set down:

At your appointment you will need to bring:

a) **Completed Driver's Renewal Application Form**

**b) Evidence of eligibility to live and work in the UK**

If appropriate you must provide one of the following:

- Passport
- Residence Permit
- Visa
- Sponsorship details
- Home Office correspondence

**c) DVLA licence**

**d) Identification for Disclosure & Barring Service (DBS) Check (where required)**

You must provide the following (if applicable and valid):

- Passport (if you have a 'live' passport, you must provide this)
- Biometric Residence Permit
- Current Driving Licence
- Birth Certificate

Plus two of the following:

- Passport
- Biometric Residence Permit
- Current Driving Licence
- Birth Certificate
- Marriage/ Civil Partnership Certificate
- Adoption Certificate
- HM Forces ID Card
- Firearms Licence
- Mortgage Statement (issued in the last 12 months)
- Bank or Building Society Statement (issued in the last 3 months)
- Bank or Building Society Account Opening Confirmation Letter (must still be valid)
- Credit Card Statement (issued in the last 3 months)
- Financial Statement e.g. pension or endowment (issued in the last 12 months)
- P45 or P60 Statement (issued in the last 12 months)
- Council Tax Statement (issued in the last 12 months)
- Work Permit or Visa (valid up to expiry date)
- Letter of sponsorship from future employment provider (must still be valid)
- Utility Bill (issued in the last 3 months)

- Benefit Statement e.g. child benefit, pension (issued in the last 3 months)
  - Central or Local Government, Government Agency or Local Council Document giving entitlement e.g. from DWP, HMRC (issued in the last 3 months)
  - EU National ID Card (must still be valid)
- e) **DBS Update Service Information** if you have subscribed to the DBS Update Service you will need to bring the DBS Certificate which you used to subscribe to the service in order that the necessary check can be undertaken.
- f) **Certificate of Good Conduct** (where required, please note that all applicants who have lived out of the UK for a period of 6 months or more within the last 5 years must provide a Certificate of Good Conduct from either their own Embassy or the countries where they have been resident. The certificate must be produced with a translation and bear the official seal of the Embassy.)

**Please note:** All the documents presented to us must be fully completed and the information must be accurate i.e. in the same surname (last name), first names, address, date of birth, National Insurance number etc

- g) **Completed Data Protection Mandate Form**
- h) **2 passport sized photographs** (for renewals where a DBS check is required)
- i) **The full correct fee** (see part 4 below)
- j) **The original medical certificate issued by the doctor** (where applicable).

**Remember:** You need to bring all the necessary documentation with you at the appointment. Failure to do so could result in your appointment being retracted and rearranged for a later date, and this may delay the issue of your licence.

## Part 4 – Fees

All the correct fees can be found in [Appendix F](#).

## Part 5 – Group II Medical Certificate

If required, you must arrange to have a Group II Medical Assessment. You can either do this with your own GP or, if your GP is unable to undertake the assessment, with the Council's approved medical practice for a medical examination.

The original form and certificate is then submitted to the Licensing Office as part of the new driver or renewal driver application process.

Medicals are required at initial application and then at the following birthdays: 25, 30, 35, 40, 45, 50, 55 & 60.

For holders of current PSV and/ or HGV licences, who can produce evidence of a current medical examination, the Council will accept the PSV/ HGV entitlement in lieu of a medical at age 45, 50, 55 & 60.

A Group II Medical certificate will only be accepted if it is dated within 8 weeks of having been undertaken.

**Please Note:**

- a) If a medical is required and you are requesting a 1 year licence, the medical must be provided at the renewal appointment.
- b) If a medical is required and you are requesting a 3 year licence, the medical must be provided to the Licensing Team no later than 14 days after the date the medical is due.

**Important:** Failure to provide an up to date medical assessment certificate could result in the suspension or revocation of your licence.

**Part 6 – After the Appointment**

Upon receipt of your DBS Certificate, you will need to allow the Licensing Officer to have sight of this so they can assess whether any further action is required. Please submit this to the Licensing Office within 10 working days of receipt.

This applies to ALL individuals who complete a DBS application, regardless of any information previously disclosed or expected to be disclosed.

You can either:

- a) Hand deliver the certificate in a sealed envelope or;
- b) Send the certificate in a sealed envelope via the post to:

**Strictly Private & Confidential – Open Addressee Only**

DBS Counter Signatory  
Licensing Team  
PO Box 700  
CB1 0JH

Only once all of the correct documentation has been confirmed as being received, accurate and processed in accordance with the Council's guidelines; your new licence and badge will be sent to you approximately 10 working days before expiry of the existing badge. If there is insufficient time for this to take place, we will contact you to arrange for you to collect the badge. When you receive your new badge, you must safely and securely destroy the old badge.

**Important:** Your badge and licence will only be issued once you have passed all of the renewal application procedures. It is therefore most important that you allow sufficient time for the processing of all parts of your renewal application, or you may not be able to work for a period until they have.

There are no exemptions to any of the renewal application procedures.

# Appendix O

## Medical Exemptions

The Equality Act 2010 places responsibility on service providers to make ‘reasonable adjustments’ or changes to take account of the needs of disabled employees and customers.

The Act (s. 166) allows licensing authorities to grant exemption to drivers from the duties to assist passengers in wheelchairs if they are satisfied that it is appropriate to do so, on medical grounds or because the driver’s physical condition makes it impossible or unreasonably difficult for them to comply with the duties.

The authority is committed to social inclusion and ensuring that disabled residents and visitors to the city have a wide variety of opportunities to enjoy a high quality of life. It fully supports the view of the Equality and Human Rights Commission that “Making successful journeys is critical to the social inclusion of disabled people. Without the ability to travel, disabled people are denied access to life opportunities. Their access to education, shopping, employment and healthcare, as well as social and family life, is significantly improved when journeys become accessible.” For this reason, the council considers it important that disabled residents and visitors have access to all forms of public transportation.

It is important that individuals who use wheelchairs or guide, hearing or other assistance dogs can have confidence that drivers will accept them, their wheelchair and/ or their assistance dog and carry them to their destination at no extra charge.

## Legislation

The Equality Act 2010 (s. 165) places certain duties on drivers of wheelchair accessible Private Hire and Hackney Carriage Vehicles;

- i) To carry the passenger while in the wheelchair, and;
- ii) Not to make any charge for doing so.
- iii) Should the passenger choose to sit in a passenger seat, to carry their wheelchair,
- iv) To take such necessary steps to ensure that the passenger is carried in safety and reasonable comfort, and;
- v) To give the passenger such mobility assistance as is reasonably required.

In addition to this the Act (s. 168 & 170) also places the following duty on drivers of Hackney Carriage and Private Hire drivers:

- i) To carry the passenger's (guide, hearing or assistance) dog, allowing it to remain with the passenger and not make any additional charge for doing so.

It is an offence (s. 168) for the driver of a Hackney Carriage that has been hired by or for a disabled person who is accompanied by an assistance dog (or by another person who wishes to be accompanied by a disabled person with an assistance dog) to fail to carry the disabled person's dog and allow it to remain with that person or to make any additional charge for doing so, unless an exemption certificate has been issued by Cambridge City Council and that certificate is displayed within the vehicle.

It is an offence (s. 170) for the Operator of a Private Hire vehicle to fail or refuse to accept a booking for the vehicle if the booking is requested by or on behalf of a disabled person or a person who wishes to be accompanied by a disabled person, and the reason for the failure or refusal is that the disabled person will be accompanied by an assistance dog. The operator also commits an offence if they make an additional charge for carrying an assistance dog which is accompanying a disabled person.

It is an offence (s. 170) for the driver of a Private Hire vehicle to fail or refuse to carry out a booking accepted by the operator of the vehicle if the booking is made by or on behalf of a disabled person or a person who wishes to be accompanied by a disabled person, and the reason for the failure or refusal is that the disabled person is accompanied by an assistance dog, unless an exemption certificate from the requirement to carry assistance dogs has been issued by the Council and that certificate is displayed within the vehicle.

### **Medical Exemption**

In some circumstances a driver of a Hackney Carriage or Private Hire vehicle may be unable to fulfil the requirements of the Equality Act 2010 for medical reasons, short or long term.

The Act (s. 166) allows licensing authorities to grant exemption to drivers from the duties to assist passengers in wheelchairs if they are satisfied that it is appropriate to do so, on medical grounds or because the driver's physical condition makes it impossible or unreasonably difficult for them to comply with the duties.

The Act (s. 169 & 171) also allows licensing authorities to grant exemption to drivers from the duties to transport assistance dogs if they are satisfied that it is appropriate to do so, on medical grounds.

### **Other Exemptions**

There are no exemptions, medical or otherwise, for a Hackney Carriage or Private Hire driver in respect of conveying a reasonable quantity of luggage or providing reasonable assistance in the loading and unloading of luggage.

Hackney Carriage Bye laws state that every driver of a Hackney Carriage vehicle, when requested by any person hiring or seeking to hire the carriage shall:

- i) Convey a reasonable quantity of luggage
- ii) Afford reasonable assistance in loading and unloading luggage
- iii) Afford reasonable assistance in removing luggage to or from the entrance of any house, station or place at which they may take or set down a passenger

Private Hire driver licence conditions state that the driver must give reasonable help with luggage.

If a Hackney Carriage driver or a Dual driver (working as a Hackney Carriage driver) offends against the Bye Law they shall be liable, upon conviction, to a fine not exceeding fifty pounds. In the case of a continuing offence to a further fine not exceeding two pounds for each day which the offence continues after conviction.

If a Private Hire driver or a Dual driver (working as a Private Hire driver) is unable to observe their driver licence conditions they shall be subject to the Council's Enforcement Management System.

The Enforcement Management System will give an indication of when a licence holder will be referred to the Licensing Sub Committee as a result of the accumulative effect of any or all of the following: breaches of the legislation governing Hackney Carriage and Private Hire licensing; the Council's conditions of licence; the Council's Grounds for Disbarment; any breaches of this policy.

### **Process**

In the first instance, the driver must obtain a written doctor's note from their own General Practitioner detailing specifically what duties cannot be undertaken, why they cannot be undertaken and for how long they cannot be undertake.

Along with the doctor's note, the driver must complete and submit an 'Application for Medical Exemption' Form to the Commercial & Licensing Team.

If the doctor's note states that the driver is unfit to carry passengers in wheelchairs and/ or assistance dogs for a specified period of time (up to a maximum of three months), a 'Temporary Exemption Notice' will be issued by the Commercial & Licensing Team with an expiry date in line with the information provided on the doctor's note.

If the doctor's note is not clear or is ambiguous in any way, the matter will be referred to the Licensing Sub- Committee for consideration.

Upon the expiry of the Notice, the Commercial & Licensing Team will deem drivers fit to undertake all duties and the Temporary Exemption Notice must be returned to the Commercial & Licensing Team within 7 days.

If the Temporary Exemption Notice is not returned to the Commercial & Licensing Team, the drivers licence could be suspended until such time as the Notice is returned, following referral to the Licensing Sub-Committee.

If the driver expects that the Temporary Exemption Notice to be extended, then prior to the expiry date of the notice the driver will need to contact the Commercial & Licensing team to discuss the next steps and timescales.

In this situation, the driver will receive an information pack containing:

- a letter of notification advising that they will now be subject to a further medical referral.
- a letter to present to their GP which explains the exact requirements and;
- a letter to present to the approved medical practitioner along with a Statement of Fitness.

The driver will be required to contact their own GP to arrange for a more in depth medical report to be compiled (the cost for which must be borne by the driver) and following receipt of this, will then be required to make an appointment with one of the approved medical practitioners to present the report from their own GP and to undergo an examination/ consultation where the practitioner will complete the 'Statement of Fitness' on the applicant's capability to undertake the duties in terms of their medical grounds and/ or physical condition, and for how long.

The driver will need to submit the 'Statement of Fitness' to the Commercial & Licensing Team for determination.

## **Outcome**

If the statement confirms that the driver is able to undertake the duties and is fit for work, the Temporary Exemption Notice must be returned to the Licensing Office and the driver will be expected to resume normal duties. If the Temporary Exemption Notice is not returned to the Commercial & Licensing Team, the drivers licence could be suspended until such time as the Notice is returned, following referral to the Licensing Sub-Committee.

If the statement confirms that the driver is able to undertake duties, with reasonable adjustments, a further Temporary Exemption Notice of up to three months may be issued. It is expected that within those three months the driver will undertake the reasonable adjustments to allow a return to full duties. At the end of three months the Temporary Exemption Notice must be returned to the Licensing and Enforcement Team and the driver will be expected to resume normal duties. If the Temporary Exemption Notice is not returned to the Commercial & Licensing Team, the drivers licence could be suspended until such time as the Notice is returned, following referral to the Licensing Sub-Committee.

If the statement confirms that the driver is temporarily unfit to carry passengers in wheelchairs and/ or assistance dogs, a Temporary Exemption Notice will be granted for the length of time as determined by the approved practitioner. The driver will then be expected to attend a further assessment/ consultation with the approved practitioner prior to the expiry date of the Temporary Exemption Notice.

If the driver is declared permanently unfit to carry passengers in wheelchairs and/ or assistance dogs an Exemption Notice will be issued. The notice will include a photograph of the driver (provided by the driver) who has been granted the exemption and must be displayed prominently in the vehicle for public viewing. The exemption may be reviewed every one to five years, with reference to expert medical evidence/ advice and each case will be determined on an individual basis. This could include a further referral to the approved practitioner.

If the driver disagrees with the medical recommendation and subsequent determination by the Commercial & Licensing Team, the matter will be referred to the Licensing Sub- Committee for consideration.

## **Appeal**

If a driver does not agree with the decision to of the Licensing Sub -Committee they are able to appeal the decision to the Magistrates' court. The driver has 28 days from the date of refusal to appeal. Further documentation relating to [Medical Exemption](#) can be found online.

# Appendix P

## Guidance for Private Hire Operators

### Application

All applicants, existing licence holders, part owners or other persons with an interest in an Operator's Licence are required to show that they are fit and proper persons to hold such a licence.

- 1) A **new** application will last for one year.
- 2) A **first renewal** will be considered should the applicant wish to renew the licence at the expiry of the first year of holding the licence. An operator will need to demonstrate that they have been operating a private hire business for the full duration of the licence (one year). If the inspecting officer is satisfied that the operator continues to be fit and proper to hold an operator's licence, the licence will be granted. If the inspecting officer has any concerns regarding the application and subsequent inspection, the matter will then be referred to Licensing Sub-Committee of Environmental Health Manager who will then review the matter to determine whether the applicant is a fit and proper person(s) to continue to hold an operator's licence. The Licensing Sub-Committee or Environmental Health Manager may either decide to grant or refuse the initial renewal. An application for a renewal of a Private Hire Operator licence will be granted for either 1 or 5 years. The Licensing Sub-Committee or Environmental Health Manager reserve the right to limit the duration of the licence and request a further review of the licence before any future renewal is granted.

Should the applicant be unable to provide evidence that they have operated for the full duration of the licence they will be unable to renew and must submit an application for a new operator licence.

- 3) A **renewal** application can last for either:
  - a) One year; or
  - b) Up to five years.

There are several things that you need to do/ to have in order to make new or renewal application for an Operator's licence:

#### Step 1 - Initial Contact

In order to activate a new or renewal Private Hire Operator inspection visit you must contact the Licensing Team in order to book a mutually convenient date and time.

You can book:

- 1) Via email: [taxi@cambridge.gov.uk](mailto:taxi@cambridge.gov.uk)
- 2) Via telephone: 01223 457888

**Please note:** There is the facility to request a call back during busier periods by pressing '1' at any point during the call.

New and renewal applications are by appointment only and it is only by these means that you can commence the application process.

You need to:

- 1) Have read and understood these guidance notes.
- 2) Completed all necessary elements of the new or renewal application process as detailed below.

In the event of a renewal, ensure that the inspection visit takes place prior to the expiry date of the licence.

**Please be advised:** For First Renewal Inspections you need to have your inspection in sufficient time before the expiry of the previous licence, in case the application is referred to the Licensing Sub-Committee or Environmental Health Manager. Please ensure this inspection appointment is arranged at least 1 month before to licence expiry date. There are no exceptions.

## Step 2 – Before the Inspection Visit

Before the inspection visit you will need to complete the following:

### a) Submit a completed Operator Licence Application Form

Please ensure that you detail:

- a. The Company Details
- b. Email address for correspondence
- c. The Operator Address
- d. Any additional relevant information (e.g. Planning permission, radio licence)
- e. Personal details of the applicant(s)
- f. Declaration of convictions
- g. Any other relevant information (e.g. business history)
- h. For new applicants, details of two referees

- i. That you have read the declarations and signed and dated the form in the correct places

The application form must be filled in by yourself and NOT by someone on your behalf.

- b) Complete the Customer Awareness: Safeguarding, Equality and Protection training course, and pass the Safeguarding Test** (for any new or renewal applicant who is not already a licensed driver or non-driver proprietor with Cambridge City Council). You can pay to complete the 'Safeguarding Course by calling (01223) 457888 – you will only need to watch the training presentation and successfully complete the 'Safeguarding Test'.
- c) Pay the correct application fee**

Current fees are available in [Appendix F](#).

### Step 3 – At the Inspection Visit

At the inspection visit, you will need to provide:

- a) Proof of Planning Permission granted** (in respect of waiting room for members of the public)
- d) Public Liability Insurance Document**
- e) [Equality & Diversity Monitoring Form](#)** – Available online.
- f) Two references, at least one from a Professional person** (e.g. accountant, solicitor, magistrate), who has known you at least two years, completed on the PHO Reference Proforma (new applications only)

It is your responsibility to:

- Detail the name and contact information on your Operator Application Form of two referees
- Request each of your referees to complete a Private Hire Operator Reference Proforma and return it to you as soon as possible
- Pay any necessary costs to the referee/ organisation if applicable
- Bring the original copies of the completed reference proforma to your appointment

A copy of the [Operator Reference Proforma](#) can be downloaded from our website.

Each reference will only be accepted if it is dated no more than 1 month prior to your application appointment.

- g) Evidence of eligibility to live and work in the UK (e.g. Passport, Residence Permit, or provision of share code to complete right to work check if you are an EU, EEA and swiss national).**
- h) Photographic identification which includes a specimen signature (e.g. driving licence or Passport)**
- i) Proof of address**

Acceptable address identification must be one of the following:

- Mortgage Statement (issued in the last 12 months)
  - Bank or Building Society Statement (issued in the last 3 months)
  - Bank or Building Society Account Opening Confirmation Letter (must still be valid)
  - Credit Card Statement (issued in the last 3 months)
  - Financial Statement e.g. pension or endowment (issued in the last 12 months)
  - P45 or P60 Statement (issued in the last 12 months)
  - Council Tax Statement (issued in the last 12 months)
  - Utility Bill (issued in the last 3 months)
  - Benefit Statement e.g. child benefit, pension (issued in the last 3 months)
  - Central or Local Government, Government Agency or Local Council Document giving entitlement e.g. from DWP, HMRC (issued in the last 3 months)
- j) Basic Disclosure** (for any new or renewal applicant who is not already a licenced driver with Cambridge City Council)

For new applicants:

You will need to arrange a Basic Disclosure. You can obtain a [Basic Disclosure](#) with the DBS direct online. The DBS check will last for 12 months. A new DBS certificate is required to be presented to council every 12 months.

It is your responsibility to:

- Complete and pay for an Basic Disclosure certificate
- Ensure that, for new applicants, the disclosure certificate is available for the initial inspection visit

- Ensure that the DBS certificate is dated not less than three months prior to the inspection visit date

**k) Inspection (for new applicants)** an inspection will be undertaken by a member of the Commercial & Licensing Team where you will submit your application and relevant documentation.

If the inspection demonstrates adequate systems are in place, within 24 hours of the inspection concluding, the Inspecting Officer will electronically issue a copy of a temporary operator's licence until their application is processed. The temporary licence will only be valid for 21 days.

Within 14 days following the inspection date, an operator's licence will be fully processed and dispatched within the Licensing and Administration function.

Should systems and procedures found on inspection show significant shortfalls against with requirements, a licence will not be issued.

**l) First Renewal Inspection** an inspection will be undertaken by a member of the Commercial & Licensing Team where you will submit your application and relevant documentation. Within 5 working days of the conclusion of the inspection, you will be notified if you have successfully passed the inspection for subsequent approval of an Operator's licence.

If the inspecting officer has concerns about the grant of the renewal, a hearing of the Licensing Sub-Committee or Environmental Health Manager will be undertaken where your first renewal will be determined. The inspecting officer will advise you of the date and you will be invited to attend. The Sub-Committee or Environmental Health Manager will consider the inspection findings, together with any other relevant information including that provided by other agencies and authorities. The Sub-Committee or Environmental Health Manager will determine whether to grant, refuse, or limit the duration of the licence and request a further review of the licence before any future renewal is granted.

**m) Inspection (for renewal applicants)** an inspection will be undertaken by a member of the Commercial & Licensing Team where you will submit your application and relevant documentation. Within 5 working days of the conclusion of the inspection, you will be notified if you have successfully passed the inspection for subsequent approval of an Operator's licence.

## Convictions and Police Cautions, Warnings and Reprimands

Unlike Hackney Carriage, Private Hire and Dual Drivers, the Rehabilitation of Offenders Act 1974 (Exceptions) (Amendment) Order 2002 does not cover Private Hire Operators however, Cambridge City Council can, and will, take spent convictions into account when determining an individual's suitability for a licence.

It is not possible to obtain an Enhanced DBS Disclosure check for an operator; however, any applicant or business partner (upon grant or renewal) who is not currently licensed as a driver with Cambridge City Council will be asked to obtain a Basic Disclosure.

**Remember:** In the boxes provided on the application form, you must declare all convictions, Police Cautions, Warnings and Reprimands for offences, whether 'spent' or 'unspent'.

If your circumstances change or any information supplied as part of your application changes before you are issued a licence you must inform the Taxi Licensing Office, immediately, in writing of the changes.

This information, along with the other aspects of the application process, will be used to ensure that Cambridge City Council can be satisfied that you are a "fit and proper" person to hold a Private Hire Operator's licence.

## Operators Base

The Operator's Licence must be held with the Council in whose area the Operator has the office, or home address in the case of an owner-driver. Anyone who wishes to operate in more than one area is required to hold an Operator's Licence with the Local Authority in each of those areas.

Where an Operator has more than one operating base, the Council will ensure that the Operator provides a list of all the addresses from which the business is run. This is to enable health and safety checks to be made and appointment books inspected.

The Licensing Authority will not usually grant an Operator's Licence for an Operator with an operating base 10 miles outside the authority's area. This is to ensure that the Authority may take the proper regulation and enforcement measures and is in no way intended to be a restraint of trade.

## Planning Permission

If an Operator is licensed for more than two vehicles, prior to any premises being used (or the change of use) in connection with a private hire business, advice should

be sought regarding planning permission before business can commence. This includes both commercial and domestic premises.

Please note that the granting of an Operator's Licence does not constitute the grant of any permission under the Town & Country Planning Act 1990 or any other legislation for the use of the land for that purpose.

## **Public Liability Insurance**

Any premises that provide access to members of the public must be covered by public liability insurance. The Operator must check on any requirement to have Employers Liability Indemnity, however, if an Operator supplies a vehicle for the driver or office based radio equipment, for example, then they have a liability.

A copy of the Public Liability Insurance will be displayed on the premises.

The Council will keep a copy of the current insurance certificates on file.

## **Waiting Area**

If a waiting area is to be provided for members of the public, the following requirements will need to be complied with:

- The public area should be kept in a clean and tidy condition
- Any seating or furniture should be kept in good condition
- Adequate ventilation and heating must be provided
- The public area should have adequate lighting
- No smoking should take place in either the public or staff areas and no smoking signage should be present

## **Radio Equipment**

The Operator shall be (if applicable) in possession of a licence to transmit issued by the Radio Communications Agency/ Department of Trade and Industry. The licence will be displayed on the company premises and available for inspection by an Authorised Officer.

## **Record Keeping, Bookings and Data Protection**

All Operators must keep records of bookings. It is an offence for a Private Hire Operator to refuse to take a booking for a Private Hire Vehicle. The booking must be in advance and is a contract between the customer and the Operator.

An Operator accepting a booking remains liable for that booking, even if they sub-contract it to another Operator. If the booking is sub-contracted, the Operator must be licenced by the Council also.

When the Operator accepts the hiring he/ she shall, unless prevented by some sufficient cause, ensure that a licensed Private Hire Vehicle attends at the appointed time and place.

The records of hiring/ bookings accepted by the Operator are required to be kept under Section 56 of the Local Government (Miscellaneous Provisions) Act 1976. The records must be kept legibly and can be a manual or computerised record.

The record shall be completed before the commencement of each journey and shall show the following particulars for each booking:

- The date and time the booking was received
- The address at which the hiring is to commence
- The date and time the hiring is to be commenced
- The name of the person making the hiring
- The address at which the hiring is to end
- The licence number / vehicle registration of the vehicle allocated
- The name or licence number of the driver of the vehicle allocated
- The name of any individual that responded to the booking request
- The name of any individual that dispatched the vehicle

These records must be accessible at all reasonable times for inspection by any Authorised Officer or Police Constable. Any computer program used must be able to reproduce a printed record.

It was agreed by Members in January 2021, following Department of Transport Statutory guidance, operator must maintain the above for each booking for a minimum of 6 months.

Also agreed in January 2021, are conditions regarding the use of Passenger carrying vehicles (PCV) and public service vehicles (PSV) such as a minibus. The operator must not use a PCV licensed driver and PSV to fulfil a booking without the consent of the booker. Where used, the booker must be advised the driver is subject to different checks.

## **Vehicle Records**

The Operator shall maintain an up to date legible list of all current Private Hire and Hackney Carriage vehicles used by them or operating under their Operator's licence.

The records must show:

- The Private Hire or Hackney Carriage Vehicle Licence number
- The name, address and telephone number of the person to whom the vehicle licence was issued
- The make and registration of the vehicle
- The date the vehicle was accepted under the Operator's licence
- The date the vehicle ceased to accept work under that Operator's licence

The Operator must ensure that every vehicle working under their Operator's licence is covered by a valid certificate of insurance and a valid certificate of compliance. A legible manual or computerised record of the following must be maintained:

- Current insurance certificate/ cover note for all vehicles accepting work under their Operator's licence, including expiry dates
- Certificates of compliance including expiry date

Should the insurance cover for any vehicle working under the Operator's licence be cancelled, suspended or lapse, or the certificate of compliance expire, without a new one being provided, then the vehicle must be immediately stood down. The Council should be immediately notified of this action.

## **Driver Records**

The Operator will maintain a list of all drivers currently working under their Operator's licence. The list must include:

- The full name, address and telephone number of the driver
- Details of the vehicle that the driver uses including the licence number and registration
- The date the driver commenced working under the Operator's licence
- The date the driver ceased working under that Operator's licence
- The call sign of all drivers

An Operator may only make use of drivers and vehicles licensed by Cambridge City Council. The Operator has the responsibility to ensure that all drivers and vehicles working for them comply with all licence requirements laid down by the Council.

The Operator shall ensure that all Private Hire Vehicles in the Operator's fleet shall be maintained in a sound mechanical and structural condition at all times and be capable of satisfying the Council's mechanical and structural inspection at any time during the continuance of the Council's licence in respect of the vehicle.

## **Staff Records**

In January 2021, Members approved a condition in which operators must maintain a live register of all booking and dispatch staff. Operators are also required to declare that all bookings and dispatch staff have been subject to a Basic Disclosure, which they have had sight to certificate.

## **Data Protection**

Private hire vehicle operators have a duty under data protection legislation to protect the information they record. The Information Commissioner's Office (ICO) provides comprehensive on-line guidance on registering as a data controller and how to meet their obligations. Following Department of Transport Statutory Guidance, and Members agreement in January 2021, the operator must be registered with the Information Commissioner's Office, as a data controller.

## **Operators Signs and Logos**

The Operator shall not cause or permit to be displayed in or on from his/ her premises or to be published in relation to the Operator's business any sign, notice or advertisement which consists of or included whether in the singular or plural the words "For Hire" or any other word or words of similar meaning or appearance whether alone or as part of another word or phrase or any other word or words likely to cause a person to believe that any vehicle or vehicles operated by him/ her is or are hackney carriage or carriages.

Advertising on Private Hire Vehicles is not permitted in accordance with the Council's policy.

Limited advertising on Hackney Carriages is permitted subject to the prior written approval of the Council and in accordance with the Hackney Carriage and Private Hire Licensing Policy.

## **Lost Property**

The driver of a licensed vehicle shall immediately after the termination of any hiring or as soon as practicable thereafter, carefully search the vehicle for any property which may have been left within it.

If the driver finds any items left within vehicle, or if an item is handed in to them, the driver must do their best to identify customer and return item to original owner.

If the taxi is registered with an operator, driver should contact operator with information of found item within 24 hours. Operator will then follow their lost and found procedure.

If taxi is not registered with an operator, driver should contact Cambridge City Licensing Team at [Taxi@cambridge.gov.uk](mailto:Taxi@cambridge.gov.uk) within 24 hours with information of found item. For such drivers, if item is not claimed after 28 days, driver can dispose of item.

## **Touting & Soliciting**

An Operator shall not cause or permit any person to tout or solicit any person to hire or be carried for hire in any Private Hire Vehicle.

## **Changes & Amendments**

The Operator must notify Cambridge City Council, in writing, details of any convictions, cautions or motoring offences imposed on them (or if the Operator is a company or partnership, on any of the directors or partners) during the period of the licence within 48 hours of the date of conviction or caution.

The Operator must notify Cambridge City Council, in writing, of any change to their home address/ correspondence address within 7 days of such a change taking place. Any change of operating base address must be notified to the Licensing Office in writing before moving premises. Failure to update the Operator licence with the correct premises address invalidates the licence and any business activities carried out on the new address will be conducted illegally.

## Appendix Q

### Code of Conduct

The below provisions are applicable to all licensed drivers.

#### Behavioural Standards

1. Drivers must be polite, helpful and fair to passengers, members of the public and other road users.
2. Drivers must respect other licensed drivers and attempt to resolve any issues amicably.
3. Drivers must respect and comply with the instructions of authorised officers from Cambridge City Council and Cambridgeshire Constabulary.
4. Notify the Council as soon as possible of any:
  - Change of name and / or address (within 7 days)
  - Convictions including the accrual of penalty points (within 7 days)
  - Significant changes in their health (immediately, and certainly no more than 7 days)
  - Accidents involving damage to a licensed vehicle (within 72 hours)
5. All drivers must carry an appropriate amount of change.

#### Driving and Vehicle Standards

1. Drivers are expected to understand and follow the Official Highway Code.
2. Drivers must not perform dangerous manoeuvres that endanger the safety of other road users or passengers.
3. Drivers must have respect for, and demonstrate courtesy to, all other road users.
4. Drivers must not obstruct the highway or park in a dangerous position, including over ranking or parking contrary to all traffic regulations such as double yellow lines or no stopping signs.
5. You must give as much room to cyclists and other vulnerable roads users as you would give a car, where possible.
6. Drivers are required to notify the Council of any damage to their vehicle that could give

rise to any concerns about the safety or road worthiness of that vehicle for example as a result of a collision.

7. Drivers are required to notify the Council of any driving offences within seven days in accordance with the Handbook.
8. Drivers are required to notify the Council of any criminal offences under investigation whether they have been charged or not within 14 days.
9. Drivers must make their vehicles available for inspection at any time if asked by an identified officer of the Council at the rank, at the Council or in the reasonable course of their duties.
10. Drivers must maintain their vehicle in a roadworthy condition and also make them available for inspection at the offices of the Council if invited to do so at an appointed time by letter, email or telephone and attend that appointment unless they have reasonable grounds for not doing so.
11. Drivers must make themselves available for interview by a recognised officer of the Council if invited to do so at an appointed time by letter, email or telephone and attend that appointment unless they have reasonable grounds for not doing so.
12. Drivers have a duty to report any other issues that may be of concern to us.

## **Driving Responsibilities – Highway Code**

1. Driving when you are tired greatly increases your risk of collision. To minimise this risk you must take the necessary precautions.
2. You must not leave a parked vehicle unattended with the engine running or leave a vehicle engine running unnecessarily while that vehicle is stationary on a public road. Generally, if the vehicle is stationary and is likely to remain so for more than a couple of minutes, you should apply the parking brake and switch off the engine to reduce emissions and noise pollution.
3. You must not drive dangerously, without due care and attention or without reasonable consideration for other road users.
4. You must not drive on or over a pavement, footpath or bridleway except to gain lawful access to property or in the case of an emergency.
5. Be considerate to all types of road users.
6. Avoid distractions when driving.
7. You must exercise proper control of your vehicle at all times and must not use a hand-held mobile phone, or similar device, when driving.
8. You should drive slowly and carefully on streets where there are likely to be pedestrians, cyclists and parked cars.
9. When passing a cyclist or pedestrian (or another vulnerable road user) drivers should give at least as much space as would be required for a car.
10. Give way to people walking who have already started to cross the road.
11. Assess your vehicle's length and do not obstruct traffic.

12. Do not unnecessarily encroach on the cycle waiting area.
13. Do not cut in on people cycling.
14. On a roundabout, watch out for and give plenty of room to, people walking or cycling.
15. Keep pedestrian and cycle crossings clear.
16. Give way to anyone still crossing after the signal for vehicles has changed to green.
17. The most vulnerable road users are pedestrians, cyclists, motorcyclists and horse riders. It is particularly important to be aware of children, older and disabled people, and learner and inexperienced drivers and riders.
18. Check before opening your door.
19. You must not stop or park on a pedestrian crossing, a cycle lane or a cycle track.
20. You should not park on the pavement.

## Luggage

The driver of a licensed vehicle so constructed as to carry luggage shall, when requested by the person hiring the vehicle:

- a) Convey a reasonable amount of luggage;
- b) Afford reasonable assistance in loading and unloading;
- c) Afford reasonable assistance in removing it to or from the entrance of any building, station or any place at which he may take up or sent down such person

## Accessibility

1. Drivers must carry a passenger with an assistance dog. Refusal to do so without an exemption issued by the Council is a criminal offence.
2. If you drive a wheelchair accessible vehicle you cannot refuse wheelchair jobs unless there are exceptional circumstances of the job terminates outside of the city. The ranks are checked regularly to make sure that this is the case
3. If you leave your ramps or harnesses at home or they are damaged then we will suspend your vehicle from working as it is not fulfilling the condition of being wheelchair accessible.
4. You must ensure the wheelchair is securely strapped in, if you fail to and there is an accident then you will be liable for damages.
5. Passengers travelling in wheelchairs in vehicles must not face sideways.
6. If a passenger does not want to be strapped in you can refuse them on the grounds that you cannot account for their safety.

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

1. not sound the vehicle's horn illegally or excessively
2. keep the volume of all audio equipment and two way radios to a minimum
3. switch off the engine if required to wait
4. take whatever additional action is necessary to avoid disturbance to residents in the neighbourhood
5. at hackney carriage ranks, in addition to the requirements above:
  - a) park in an orderly manner and proceed along the rank promptly and in order
  - b) remain with the vehicle

In general, drivers shall:

1. pay attention to personal hygiene and dress so as to present a professional image to the public
2. be polite, helpful and fair to passengers
3. drive with care and due consideration for other road users and pedestrians and, in particular shall not use a hand held mobile phone whilst driving
4. obey all Traffic Regulation Orders and directions at all times
5. not smoke at any time when inside the vehicle
6. not consume alcohol immediately before or at any time whilst driving or being in charge of a hackney carriage or private hire vehicle
7. not drive while having misused legal or illegal drugs
8. fulfil their responsibility to ensure compliance with legislation regarding length of working hours
9. not eat in the vehicle in the presence of customers

**Important:** Failure to comply with these regulations may incur penalties and may prompt criminal investigation.

## Appendix R

### Zero & Ultra-Low Emission Vehicle Information

In order to support the update of Ultra-Low and Zero Emission vehicles within the Hackney Carriage and Private Hire vehicle fleet, Members agreed to incentivise the uptake of such vehicles.

Polluting emissions from taxis need to be reduced and this can be achieved by ensuring the uptake of Ultra-low and Zero emission technologies within those vehicle fleets.

#### **Vehicles which are considered to be Ultra-Low emission are:**

- Plug in Hybrid Vehicles (PHEV)
- Extended Range Electric Vehicles (E-REV)

Once the above is confirmed, ensure the appropriate documentation i.e V5 or [vehicle enquiry](#), details the following:

1. Taxation Class: ALTERNATIVE FUEL
2. CO2 (g/km): 75g/km (or less)

#### **Zero emission vehicles are those which emit no emissions during their operation. These vehicles are:**

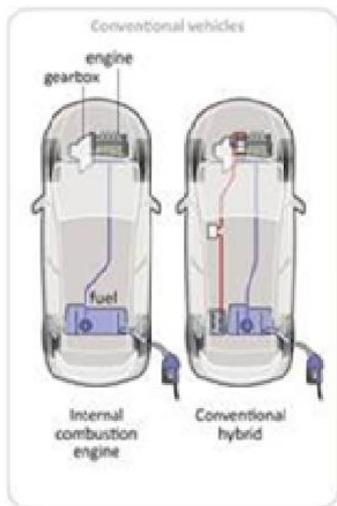
- Battery Electric Vehicles
- Hydrogen Fuel Cell Vehicles
- Electric Vehicles

Once the above is confirmed, ensure the appropriate documentation i.e V5 or [vehicle enquiry](#), details the following:

1. Taxation Class: Alternative Fuel or Electric
2. CO2 (g/km): 0g/km

Further information on these vehicles can be found below:

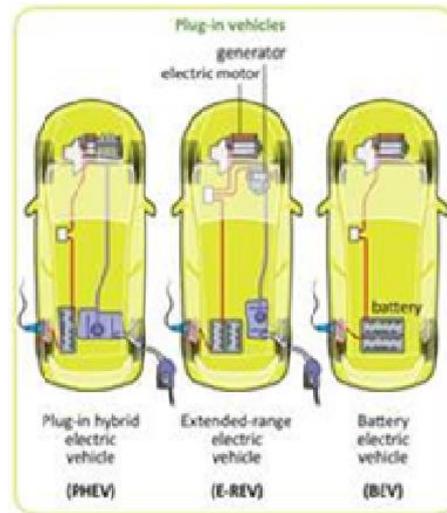
## Conventional Vehicles



Not considered as Ultra Low emission, as required by Cambridge City council.

From 1<sup>st</sup> April 2020, all new Licensed Saloon Vehicles that match one of the two vehicle types specified above will not be licenced.

## Plug-in Vehicles



Considered as Ultra Low emission, as required by Cambridge City Council.

From 1<sup>st</sup> April 2020, all new Licensed Saloon Vehicles must match one of the three vehicle types specified above and emit CO<sub>2</sub> emissions less than 75g/km to be licenced with Cambridge City Council.

**Conventional Hybrids** - Hybrids burn fuel in an internal combustion engine (ICE) which drives the wheels via a gearbox. A battery charged by regenerative braking stores energy which is used to drive an electric motor and therefore the vehicle for a short distance (usually < 1 mile). These vehicles will not be licenced as Ultra Low emission vehicles by Cambridge City Council and will not be licensable from 1<sup>st</sup> April 2020.

**Plug-in Hybrid Electric Vehicle (PHEV)** - Combine a battery, electric motor and ICE like a conventional hybrid, a larger battery provides a longer electric only driving range. The battery can be recharged from a charge point reducing the amount of fuel consumed over a given distance. The vehicle reverts to petrol or diesel power when the battery charge is depleted.

**Extended Range Electric Vehicle (E-REV)** - Also combines a battery, electric motor and an ICE; however unlike a PHEV the electric motor always drives the wheels. The ICE acts as a generator when the battery is depleted. The vehicle can

also be recharged from a charge point. The battery in an E-REV battery is usually larger than in a PHEV, providing longer electrically driven range.

**Battery Electric Vehicle (BEV or Pure EV)** - Powered only by electricity, a pure-EV has a larger battery than an E-REV or a PHEV and does not have an ICE.

The UK government has a long term vision for all new cars and vans to be zero emission by 2040 and for nearly every car and van to be zero emission by 2050.

### **Zero Emission Vehicles:**

- Emit zero emissions in their life-cycle.
- The range of electric only vehicles is typically around 100 miles but this can be higher depending on the vehicle model and manufacturer.
- Electric vehicles require less maintenance than hybrid or conventional vehicles as:
  - a) they require little or no regular maintenance of their battery, motor or associated electronics.
  - b) there are fewer fluids to change and less moving parts.
  - c) the regenerative braking system also means there is less wear and tear on the brakes.

### **Fuel Cell Vehicles:**

- Typically have a range of up to 300 miles depending on the model.
- Can be re-fuelled within a few minutes.
- Emit no emissions during their life-cycle.

### **Ultra-Low Emission Vehicles (Plug- in Hybrid and E-REV):**

- Use a conventional engine to act as an additional fuel source for the vehicle.
- Have lower CO<sub>2</sub> emissions as a result of improved fuel economy and the ability to operate in electric only mode.
- Still have a combustion engine and therefore require a similar maintenance schedule as for conventional vehicles.
- Often use a regenerative braking system which reduces wear and tear on the brakes.

## Incentives from Cambridge City Council

Item	Option	Rationale	Timeframe/ Implementation
1	<b>Licence Fee Exemption for Zero emission, Vehicles</b>	Full Licence Fee Exemption for Zero Emission Vehicles for up to 5 years, dependent on funding availability.	<b>With effect from 1 April 2018</b>
2	<b>Licence Fee Discount for Ultra-Low Emission Vehicles</b>	50% Licence Fee discount be offered for Ultra-Low emission vehicles for up to 5 years, dependent on funding availability.	<b>With effect from 1 April 2018</b>
3	<b>Extended Age Limit for Zero Emission Vehicles</b>	Zero Emission Vehicles have an age limit of up to 15 years, subject to obtaining Certificate of Compliance every 6 months.	<b>With effect from 1 April 2018</b>
4	<b>Extended Age Limit for Ultra-Low Vehicles</b>	Ultra-Low emission vehicles have an age limit of up to 12 years, subject to obtaining Certificate of Compliance every 6 months.	<b>With effect from 1 April 2018</b>
5	<b>A set date for all new Licensed Saloon Vehicles to be Zero or Ultra-Low Emission</b>	In setting a date after which traditional internal combustion engine vehicles could not be newly registered as a licensed vehicle in Cambridge City would focus proprietors/ potential proprietors to plan for moving to Ultra-Low or Zero emission vehicles.	<b>With effect from 1 April 2020</b>
6	<b>A set date for all Licensed Saloon Vehicles to be Zero or Ultra-Low Emission</b>	Currently the age restrictions on licensed vehicles mean that no vehicle will be licensed if it is over 9 years old. In setting a back stop date where all City licensed saloon vehicles must be Zero or Ultra-Low emission vehicles means that Proprietors have reasonable notice of the change to allow adequate business planning.	<b>By December 2028</b>

## Information on Grants/Types of Vehicle

### [Office for Low Emission Vehicles \(OLEV\)](#)

Lists vehicles eligible for grant for installation of [electric charging point at home](#).

OLEV also provides further information on available [grants](#) related to the electric charging vehicles.

### [GoUltraLow](#)

Joint Government and Car Industry campaign supported by Audi, BMW, Hyundai, Kia, Nissan, Renault, Toyota, Volkswagen, the Society of Motor Manufacturers & Traders (SMMT), and the Government's Office for Low Emission Vehicles.

The [website](#) lists available zero emission vehicles and ultra –low emission vehicles from the above manufacturers, as well as providing information about zero and ultra-low emission vehicles in general.

### [Low-emission vehicles eligible for a plug-in grant](#)

Car dealerships and manufacturers can get grants to reduce the price you pay for brand new electric and hybrid vehicles.

You don't need to do anything if you want to buy one of these vehicles - the dealer will include the value of the grant in the vehicle's price.

There are 7 categories of vehicle, based on CO<sub>2</sub> emissions. The grant depends on which category the vehicle is in.

Not all electric or hybrid vehicles are eligible for a grant - only vehicles that have been approved by the government.

## Charging locations and further information

The [Zap- map](#) website lists most of the charging points for electric and hydrogen vehicles in the UK. It is also available as an app. Information about the charging point (in-use, what type, connector type etc.) is also shown.

The website includes a buying guide and FAQ's in relation to tax and insurance and allows a list to be searched for electric, PHEV, E-REV and hydrogen vehicles available to buy relating to their size and type of vehicle.

## **Appendix B - Circumstances under which a Private Hire Operators Licence will be presented to Licensing Sub-Committee**

There are four different scenarios that could be presented to Licensing Sub-Committee in regard to Private Hire Operators. These are:

### **1. New applications**

During the process of applying for a new Private Hire Operator Licence information may be gained by officers which raises doubts regarding the fit and proper status of the applicant. For example, this may be from the DBS checks, application form itself, officer inspection, etc. Where such doubts are raised, the renewal application will be referred to the Licensing Sub-Committee for consideration and determination.

### **2. First Renewal applications**

First renewal is defined in the Hackney Carriage and Private Hire Handbook (Appendix P, Page 153) and is applicable for any Operator wishing to renew their licence at the expiry of the first year of holding such a licence. The Operators will need to demonstrate that they have been operating a private hire business for the full duration of the licence (one year). In all such cases, the first renewal application will be referred to the Licensing Sub-Committee for consideration and determination.

### **3. Subsequent renewal applications**

Any subsequent renewal may reveal information which raises doubts to officers regarding the fit and proper status of the applicant. For example, this may be from the DBS checks, application form itself, officer inspection, etc. Where such doubts are raised, the renewal application will be referred to the Licensing Sub-Committee for consideration and determination.

### **4. An already licenced operator where the fit and proper status has been brought into question.**

At any time during which a Private Hire Operator is licensed by Cambridge City Council information may come to light that raises doubts to officers regarding the fit and proper status of the applicant. For example, this may be after receiving customer complaint or notification of actions taken by another Licensing Authority. Where such doubts are raised, the renewal application will be referred to the Licensing Sub-Committee for consideration and determination.

Under the circumstances outlined in 1, 3 and 4 above, officers will decide whether a case needs to be referred to Licensing Sub-Committee. In the case of first renewal applications (item 2), these will routinely be referred to Sub-Committee.

Once a decision has been made to refer the application or Operator to Sub-Committee, the Officer will produce the Hearing report and include relevant information as necessary.

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First renewal is defined in the Hackney Carriage and Private Hire Handbook (Appendix P, Page 163) and is applicable for any Operator wishing to renew their licence at the expiry of the first year of holding such a licence. The Operators will need to demonstrate that they have been operating a private hire business for the full duration of the licence (one year). The first renewal may reveal information which raises doubts to officers regarding the fit and proper status of the applicant. For example, this may be from the DBS checks, application form itself, officer inspection, etc. Where such doubts are raised, the renewal application will be referred to the Licensing Sub-Committee for consideration and determination.

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Any subsequent renewal may reveal information which raises doubts to officers regarding the fit and proper status of the applicant. For example, this may be from the DBS checks, application form itself, officer inspection, etc. Where such doubts are raised, the renewal application will be referred to the Licensing Sub-Committee for consideration and determination.

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At any time during which a Private Hire Operator is licensed by Cambridge City Council information may come to light that raises doubts to officers regarding the fit and proper status of the applicant. For example, this may be after receiving customer complaint or notification of actions taken by another Licensing Authority. Where such

doubts are raised, the renewal application will be referred to the Licensing SubCommittee for consideration and determination.

Under the circumstances outlined above, officers will decide whether a case needs to be referred to Licensing Sub-Committee. Once a decision has been made to refer the application or Operator to SubCommittee, the Officer will produce the Hearing report and include relevant information as necessary.