

ENVIRONMENTAL DEVELOPMENT

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**APPLICATION PACK FOR:
PRIVATE HIRE
OPERATOR
LICENCE**



OXFORD CITY COUNCIL

PRIVATE HIRE OPERATOR LICENCE APPLICATION PACK

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INTRODUCTION

It is important that you read this application pack in full before applying for a Private Hire Operator Licence. This application pack should be kept for future reference so that you are fully aware of the procedures in obtaining or renewing your licence, and the guidelines, criteria, conditions and regulations of the licence.

The Council licences Hackney Carriage and Private Hire drivers, vehicles and Private Hire Operators. The authority for doing so was adoption of the Local Government (Miscellaneous Provisions) Act 1976, Part 2, together with the Town Police Clauses Act 1847, and the Public Health Act 1875.

Appointments

Due to the high volume of drivers, vehicles, and new applicants, all applications to obtain a licence must be made by a **pre-booked appointment only** with the Licensing Officer. The renewal of a Private Hire Operators licence may be done by post.

Licence

Licences are currently issued annually, subject to the Licensing Authority being satisfied that the applicant is "fit and proper" to be issued with the licence.

Fit and Proper Person: A person who poses no threat to the general public, has a good knowledge of the City, is healthy, and is of a good character (including driving record) will be deemed fit and able to hold a licence.

Renewal of Licence

It is the responsibility of the licence holder to apply for the renewal of the licence at the appropriate time. Licence renewals will not be granted until all of the relevant checks have been completed. To avoid delay, applicants are advised to submit an application 1 - 2 months before the expiry of their current licence.

Suitability

The Council reserves the right to require any applicant or existing licence holder to provide additional DVLA Disclosures, Enhanced Criminal Record Bureau Disclosures or full Medical Reports if the Licensing Officer has reason to believe that circumstances have changed since the application was made.

The Licensing Authority may get information about you from third parties, or give information to them to check the accuracy of information. This is to prevent or detect crime, or to protect public funds in other ways, permitted by legislation. These third parties include other local authorities and government departments.

The legislation states that the Council may grant a licence **ONLY** if it is satisfied that the person is fit and proper – **the onus is on the applicant to prove this, NOT the Council to demonstrate that they are not.**

Issuing / Suspending / Revoking / Withdrawing or Refusing to Renew a Licence

It must be clearly understood that the Private Hire Operators Licence is issued in good faith, and should any information supplied by the applicant prove to be false or misleading, the licence may be suspended. The licence may also be suspended if the drivers Department of Transport drivers licence is suspended or revoked by a Court of Summary Jurisdiction. That any caution, conviction or pending prosecution of any nature must be reported to the Licensing Officer regardless of nature, penalty or outcome immediately. The Council reserves the right to consider other matters which do not amount to a conviction but which they feel are likely to be relevant to whether or not the applicant is a fit and proper person. These considerations also apply when considering whether to renew a licence.

Having previous convictions for either criminal or motoring offences will not necessarily bar you from obtaining a licence, it will depend upon what the offences are, and how long ago they occurred. You should note that it is an offence to not declare such matters on your application to the Council.

Ability to Work in the UK

The Council has a duty to ensure that only those persons who are entitled to work in the UK are issued a licence to drive a licensed vehicle. For this reason all applicants (new and those applying to renew their existing licence) must provide evidence to show that they are entitled to work in the UK (without restriction; those persons who have restricted ability to work in the UK will NOT be granted a licence). If you are granted full entitlement to work for 12 months at a time, you will be required to resubmit your documents every 12 months to show that your entitlement has been renewed/extended. If, at any time, your entitlement is removed, your licence will be revoked. Further information regarding what documents you can submit with your application to show your entitlement are given later in this document, 'Prevention of Illegal Working', and can be obtained from the website: www.bia.homeoffice.gov.uk.

Nothing in this document shall be interpreted as over riding the provisions of the Part II of the Local Government (Miscellaneous Provisions) Act 1976 or the Town Police Clauses Act 1847, The Transport Act 1985 and the byelaws made thereunder.

CONTACT DETAILS:

OXFORD CITY COUNCIL LICENSING TEAM

Licensing Team, Oxford City Council, St. Aldate's Chambers, St. Aldate's, Oxford. OX1 1DS.

Tel / Fax: 01865 252115

Email: licensing@oxford.gov.uk

Website: www.oxford.gov.uk/taxilicensing

OXFORD CITY COUNCIL'S MOTOR TRANSPORT SECTION

Cowley Marsh Depot, Marsh Road, Cowley, Oxford, OX4 2HH.

Tel / Fax: 01865 252946

FEES AND CHARGES

Fees once paid will on no account be refunded, and fees may also be amended from time to time to meet the reasonable cost of issue and administration.

FEES & CHARGES PAID TO OXFORD CITY COUNCIL: LICENSING TEAM	
PRIVATE HIRE OPERATOR LICENCE FEES	
PRIVATE HIRE OPERATOR LICENCE (3 vehicles or fewer)	£490.00
PRIVATE HIRE OPERATOR LICENCE (4 vehicles or more)	£980.00
ADDITIONAL PRIVATE HIRE OPERATOR CHARGES	
KNOWLEDGE TEST / RETEST (NEW APPLICANTS ONLY)	£75.00
DISABILITY AWARENESS COURSE (NEW APPLICANTS ONLY)	£45.00
ENHANCED CRB DISCLOSURE	£50.00
AMENDMENT TO EXISTING LICENCE	£25.00
DUPLICATE PAPER LICENCE	£2.00
RETURNED CHEQUE FEE	£30.00

CRITERIA APPLICABLE FOR THE GRANT OF A PRIVATE HIRE OPERATOR LICENCE

The following are the Council's criteria when considering applications for a Private Hire Operators Licence.

1. The applicant shall provide evidence that he / she / the partnership / the company is, of good character.
2. The applicant shall provide evidence that he / she / the partnership / the company is capable of running the business to the required standard.
3. The applicant shall provide evidence that he / she / the partnership / the company is, capable of keeping records to the required standard.
4. The applicant shall provide evidence that he / she / the partnership / the company is, capable of supervising drivers and proprietors, and has a full understanding of the criteria, conditions and regulations relating to such licences.
5. The applicant shall provide evidence that he / she / the partnership / the company has a good local knowledge.
6. The applicant shall provide evidence that he / she / the partnership / the company has an awareness of the needs of disabled passengers.

In order to meet the criteria 1 - 4, the applicant would need to provide full details of previous convictions (subject to the Rehabilitation of Offenders Act 1974), full details of previous employment and / or business activities, character references and be interviewed by a Licensing Officer. In order to meet criteria 3 – 6 the applicant would need to pass a Knowledge Test and attend a Disability Awareness Course – both provided by the Licensing Authority.

The following are considered relevant for carrying out an assessment of whether or not the facilities to be provided by a Private Hire Operator are adequate to meet the Council's standards:

- a) Planning permission for the premises to be used as a Private Hire Operator business
- b) Adequate parking facilities for the number of vehicles to be maintained at the premises
- c) Radio operator's licence
- d) Adequate telephone facilities
- e) Suitable customer waiting area

In order to meet considerations (a) and (c) above, the operator would need to provide the necessary documents as evidence. In order to meet considerations (b), (d) and (e) above, the premises will require an inspection by the Licensing Officer.

DISABILITY AWARENESS COURSE

New applicants are requested to attend a "Disability Awareness" training course held by the Council, or demonstrate that they have attended a similar course. The cost of this course is £45.00. This course must be attended prior to any licence being granted.

KNOWLEDGE TEST

New applicants must also undertake a Knowledge test. The test is devised so that an applicant can prove that they have sufficient knowledge of the City of Oxford, the conditions attached to the licenses of Operators, Drivers, Proprietors and local traffic regulations.

The test contains three sections:-

A. Identifications of building locations	5 questions
B. Rules and regulations	20 questions
C. Correct routes	5 questions
TOTAL	60 questions

A minimum of 24 correctly answered questions is required to pass the test. The test last for 30 minutes and is of a multiple choice answer format. This means that you are given a number of possible answers to each question and you must decide the correct answer.

If you fail the test you will be invited to take the test again after a further test fee has been paid, and then allocated a retest date. To assist you a list of all rules and regulations and a summary of other law applicable to Hackney Carriage and Private Hire can be found within this Application Pack. Details as to the roads and landmarks that may be included in the Private Hire Operator Knowledge Test can be found on the Councils website at: www.oxford.gov.uk/taxilicensing.

PROCEDURE FOR NEW PRIVATE HIRE OPERATOR LICENCE

This procedure relates to a person or persons who have never before held a Private Hire Operators Licence, or who have held such a licence longer than 24 months ago.

1. You will need to book an appointment with the Licensing Team at our St. Aldate's Chambers office (Tel. 01865 252115).
2. You must then attend this appointment, and bring with you (if you fail to bring any of the following, you will need to rebook your appointment. If you arrive late for your appointment you will not be seen and you will need to make another appointment.):
 - **The necessary documents to complete the CRB check (if you are not a licensed driver with this Authority)**
 - **Passport**
 - **DVLA licence**
 - **National Insurance number card or other document**
 - **2 x proofs of address**
 - **The completed application form**
 - **The completed CRB mandate**
 - **Evidence that you are entitled to work in the UK (unrestricted) usually passport or visa**
 - **Proof of the planning permission for the use of your premises as a Private Hire Operator**
 - **Radio Operators Licence (if required)**
 - **Payment for the full application fees**
3. If all of the above documents are valid, and you make your payment in full, you will be booked on the next available Knowledge Test and Disability Awareness Course. You will be given confirmation of the time and date for the Test and Course at your appointment. Should you not pass the Knowledge Test, you are able to apply to retake the test (please be aware that questions set for the Tests are changed monthly).
4. The Licensing Team will send your completed CRB Mandate to the relevant authority to carry out the necessary checks.
5. Upon receipt of your satisfactory CRB checks, and upon the passing of the Knowledge Test and sitting of the Disability Awareness Course, and any other requirements that the Licensing Officer may have relating to you fulfilling the Criteria for Private Hire Operators your licence will be granted for a maximum period of one year.

Should the Licensing Officer have any concerns over you being deemed "fit and proper" to hold a licence, the matter will be referred to the Hackney Carriage and Private Hire Licensing Sub-Committee to be determined.

6. If you are granted a licence, your Operators Licence will be posted by First Class post to your home address.

PROCEDURE FOR RENEWING A PRIVATE HIRE OPERATOR LICENCE

This procedure applies where the application is for the renewal of an existing Operators Licence, or from a person who within the last 24 months previously held an Operators Licence.

1. You will be sent a "**Reminder Letter**" approximately 2 months before the expiry of your current Operators licence, by the Licensing Team. The letter will include an application pack.
2. You will need to post your completed application form and payment to Licensing Team.
3. If you are granted a licence, your licence will be posted by First Class post to your business address.

PROCEDURE TO AMEND AN EXISTING PRIVATE HIRE OPERATOR LICENCE

This procedure applies should you need to amend any details or records relevant to an existing Private Hire Operator Licence.

1. You will need to put your request in writing and enclose the relevant fee, and send it to the Licensing Team, who will be able to amend the existing records accordingly, or who will be able to inform you as to what further requirements you must undertake.
2. Upon consideration and approval of your request, your amended licence will be sent to you by first class post to your business address

EUROPEAN EMISSION STANDARDS INFORMATION FOR HACKNEY CARRIAGE AND PRIVATE HIRE VEHICLES

On 15th June 2009 the General Purposes Licensing Committee approved the adoption of the European Emissions Standards in the City, this regulation determines the maximum age for vehicles permitted to be licensed by this Authority. European emission standards define the acceptable limits for exhaust emissions of new vehicles sold in EU member states. The emission standards are defined in a series of European Union directives staging the progressive introduction of increasingly stringent standards.

New Vehicle Licences: Following the adoption of the European Standards on vehicle emissions, at present any vehicle not already licensed by this Authority, in order to meet the current regulations, must not be older than 5 years of age at the date of the grant of the vehicle licence. Further changes to the Euro Emissions standards are expected to come in to force on 1st October 2012, which will mean that any person applying for a new vehicle licence after that date, will need to purchase a vehicle registered no earlier than 1st October 2009.

Renewal of existing Vehicle Licences: Following the adoption of the European Emissions Standard, all vehicles that are currently licensed must meet Euro 3 Emissions regulations. From 1st January 2013, all vehicles submitted for a licence renewal will need to be Euro 4 Emissions compliant, which in effect means that any vehicle first registered prior to 1st January 2005 will not meet current regulations.

CONDITIONS ATTACHED TO A PRIVATE HIRE OPERATORS LICENCE

In these conditions "the Council" means the Oxford City Council. "Operator means the holder of a Private Hire Operator's Licence issued by the Council. Any requirements of legislation, which affect the operations carried out under the terms of a licence, shall be regarded as if they were conditions of that licence.

1. The Operator shall record in a suitable book, or by use of a suitable computer programme, the particulars of all vehicles operated by the Operator, including details of the owners, registration and drivers of the vehicles.
2. The Operator shall, before a hiring starts, record in a suitable book, the pages of which are numbered consecutively, or by use of a suitable computer programme the following particulars:
 - a. the date and time of the booking;
 - b. the name and address of the hirer;
 - c. the manner in which the booking was made (i.e. whether by telephone or in person or by internet);
 - d. the time and place at which it is intended that the passenger shall be collected;
 - e. the destination;
 - f. the time at which the driver was allocated the booking;
 - g. the registration number of the vehicle allocated to the booking;
 - h. the details of any sub-contract.
3. The Operator shall keep the records referred to in the above conditions and make available for inspection on request by an authorised Officer of the Council or a Police Officer for a period of not less than 12 months. If the records are maintained by the use of a computer, the operator shall ensure that a print-out of any record kept can be provided at any time the business is in operation, on request by an authorised officer of the Council or a police officer for a period of not less than 12 months.
4. The Operator shall not accept a booking for a vehicle to carry more passengers than the vehicle is licensed to carry.
5. The Operator shall notify the Council:
 - a) immediately of any change in the Operator's business address, in the vehicles operated by the Operator or in the drivers employed to drive them;
 - b) as soon as is practicable, but in any case within 48 hours of its occurrence, of any accident involving a vehicle operated by the Operator which has caused damage materially affecting the safety, performance, or appearance of the vehicle, or the comfort or convenience of the persons conveyed.
6. **The Operator shall not provide any of the following to be displayed within the Council's district:**
 - a) **any sign, notice or advertisement on the roof of any vehicle licensed by Oxford City Council;**
 - b) **any sign, notice or advertisement which is illuminated in or on any vehicle licensed by Oxford City Council;**
 - c) **any sign, notice, advertisement, press release, web content, business card or other manner of public display whatsoever that includes the words, "tax", "taxi", "Cab", "taxi-cab" or "for hire" whether or not as part of another word.**
7. **The Operator shall hold a copy of the driver's Private Hire Driver's Licence (to be provided by the driver) during the period that he utilises such driver.**
8. **The Operator shall ensure that every driver employed to drive the vehicles operated by the Operator holds a licence and is acquainted with, understands and observes the conditions attached to that licence.**
9. **The Operators shall not take any bookings requested directly by the driver of the Private Hire vehicle.**
10. **The Operator shall hold a copy of the proprietor's Private Hire Vehicle Licence (to be provided by the proprietor) during the period that he utilises such driver.**
11. **The Operator shall ensure that every proprietor of a Private Hire vehicle operating under his / her Operator's licence is acquainted with, understands and observes the conditions attached to a Private Hire vehicle licence.**
12. **The Operator shall provide, and ensure that any vehicle in his employ that is fitted with a taxi-meter, carries and displays upon request a list of the tariffs charged by the Operator.**
13. **The Operator shall, when accepting a booking for a vehicle to attend at an appointed time and place, ensure that unless delayed or prevented by some sufficient cause, a suitable vehicle attends at that time and place.**
14. **The Operator shall maintain an adequate supply of door livery stickers, and that all vehicles provided with bookings by the Operator (save for those vehicles that have been granted an "Exemption Notice") display such livery before undertaking any booking.**
15. **The Operator shall take all necessary measures, including those requested by the Licensing Officer, Police Officer or other Authorised Officer to prevent vehicles in its employment, from parking or congregating in such a manner as to cause a nuisance to any reasonable person.**
16. **The Operator shall take all necessary measures, including those requested by the Licensing Officer, Police Officer or other Authorised Officer, so as to prevent vehicles in its employment from parking in a "prominent position" (i.e. where people are likely to congregate, locations with a high level of footfall, near taxi ranks) without a prior booking for that location, that gives rise to any person believing that the vehicle is available for hire.**
17. **The Operator shall within 7 days of any request made by any Authorised Officer, make available any records or other information that would reasonably assist with an investigation. Any failure to comply with the reasonable request of the Licensing Officer will be considered relevant when assessing the suitability of the applicant to continue to hold a Private Hire Operator licence.**
18. **The Operator shall within 7 days of receipt, notify the Council in writing of any complaints concerning the cleanliness or condition of a vehicle, or of a complaint against a driver, in the employ of the Operator.**
19. **The Operator shall understand that Private Hire Operator licence is not transferable.**

20. The Operator shall keep a copy of the Private Hire Operator Application Pack at his or her place of business.

AUDIO AND VISUAL RECORDING EQUIPMENT IN LICENSED VEHICLES

From the 1st April 2012 it is a mandatory requirement for Audio and Visual Recording Equipment to be fitted in all Hackney Carriage and Private Hire vehicles (save for those Private Hire vehicles that are granted an "Exemption Notice" in accordance with Section 75(3) of the Local Government (Miscellaneous Provisions) Act 1976) licensed by this Authority.

Listed below is a summary of the timescale for the scheme, and the eligibility criteria for financial assistance with the reimbursement of fitting costs.

- i) Audio and Visual Recording Equipment will be a mandatory requirement for all Hackney Carriages and Private Hire vehicles (save for those Private Hire vehicles that are granted an "Exemption Notice" in accordance with Section 75(3) of the Local Government (Miscellaneous Provisions) Act 1976) licensed for the first time by this Authority from 1st April 2012.
- ii) Audio and Visual Recording Equipment will be a mandatory requirement for all Hackney Carriage and Private Hire vehicles (save for those Private Hire vehicles that are granted an "Exemption Notice" in accordance with Section 75(3) of the Local Government (Miscellaneous Provisions) Act 1976) licensed by this Authority prior to 1st April 2012, allowing until 31st March 2015 for the equipment to be fitted to the vehicle.
- iii) Any vehicle proprietor who holds a licence prior to 1st April 2012 and will have a licence in force after this date, will be eligible to apply for reimbursement of a maximum of £100 towards the fitting costs of Audio and Visual Recording Equipment to the vehicle (upon proof of receipt of payment for the fitting of the Audio and Visual Recording Equipment), restricted to no more than one payment per licensed vehicle.
- iv) Any Audio and Visual Recording Equipment system fitted to any licensed vehicle must comply with the criteria laid out in the Minimum Standard Specification for Audio and Visual Recording Equipment installed in licensed vehicles.
- v) Upon the fitting of Audio and Visual Recording Equipment to any Private Hire vehicle licensed from 1st April 2011 which is permitted to carry 5 or more passengers, there shall be no requirement for the need to replace the standard manufactured rear window of the vehicle.
- vi) Upon the fitting of Audio and Visual Recording Equipment to any Hackney Carriage, advertisements shall be permitted to be displayed on a screen placed behind the driver, on the partition of the Hackney Carriage. Guidelines relating to internal advertisements in Hackney Carriages can be found within the Conditions of Fitness.

MINIMUM STANDARD SPECIFICATION FOR AUDIO AND VISUAL RECORDING EQUIPMENT SYSTEMS

1. Meet the current Information Commissioner Data protection requirements, at the time of installation
2. Capable of date, time and vehicle identification test information
3. Capable of capturing images during daylight and darkness of sufficient quality to enable identification of any person travelling in the vehicle and be of such a quality that can be used for prosecution purposes where necessary
4. Capable of providing voice recording
5. The recording must be event activated (e.g. door or ignition) and continue to record 30 minutes after the ignition is switched off.
6. Capable of recording and storing images for a minimum of 28 days
7. A panic button which will then save all recording for a minimum of 10 minutes before activation in a separate part of the hard drive
8. Have the integrity to prevent images being reviewed, removed and/or downloaded except by a system administrator and/or an authorised council or police officer
9. The system must be digitally encrypted
10. Ensure that the hard disk or data card is not accessible to the driver or any other person travelling in the vehicle
11. The data unit must be securely fixed and stored separately from the camera(s) and out of view of any person travelling in the vehicle
12. All equipment must not present any risk to any person travelling in the vehicle and as far as possible cannot be tampered or damaged by any person travelling in the vehicle
13. All equipment installed in the vehicle must be capable of withstanding and functioning if the vehicle stops suddenly or there is any impact
14. The equipment must be marked as complying with European Industry Standards.
15. The camera(s) must be capable of recording all passengers travelling in the vehicle, including the driver. For vehicles other than a saloon car this may require more than 1 camera
16. All images and sound recorded must be in a format that is easily useable by police and the Court system (DVD format recommended)
17. The system must be fitted by an approved installer, specified by the manufacturer, and serviced and maintained as specified by the manufacturer

EXEMPTION FROM DISPLAYING PLATES & STICKERS: PRIVATE HIRE VEHICLE

Some customers prefer to be driven in executive vehicles that are low profile and represent their organisation - especially when meeting a client. Many chauffeur companies and some Private Hire Operators employ section 75(3) of the Act. Using this section of the law, allows for specific vehicles to be granted dispensation from displaying their Private Hire plates. Vehicles issued with this "Exemption Notice" are not required to meet with the Authority's requirement for an Audio and Visual Recording Equipment system to be fitted.

Criteria: The work undertaken must not be conventional Private Hire work but regarded as specific 'chauffeur-driven' work, and that the vehicle to be used for such work is an "executive and prestigious" type vehicle of a higher standard than that of a 'normal' vehicle used for private hire work. This must be proved through the procedures detailed below.

Renewal of Exemption: Such an exemption must be reapplied for at the time of each vehicle licence renewal application. This exemption does not include school contracts or similar work for which a fully signed vehicle must be used.

Internal Plates: Exempt vehicles will be required to display two Oxford City Council vehicle internal plates showing that the vehicle is a licensed Private Hire Vehicle. Each internal plate must be displayed within its holder, one to be displayed at the top of the windscreen on the nearside and the second at the top of the rear window on the offside.

Revocation of Exemption: Exempt vehicles that undertake standard private hire work without an invoiced contract in place may have their Exempt status withdrawn.

PROCEDURE TO OBTAIN EXEMPTION FROM DISPLAYING PLATES & STICKERS

The procedure below relates to the application for Private Hire Vehicle licence holders seeking to be granted exemption from displaying door stickers and licence plates, or the renewal of the exemption:

1. You will need to submit to the Licensing Team the following:
 - **A LETTER FROM THE VEHICLE PROPRIETOR DETAILING THE FOLLOWING INFORMATION:**
 - **THE PRIVATE HIRE VEHICLE LICENCE NUMBER ISSUED BY THE COUNCIL**
 - **MAKE, MODEL, COLOUR, REGISTRATION NUMBER, PASSENGER SEATING CAPACITY OF THE VEHICLE**
 - **THAT THE NATURE OF THE WORK TO BE CARRIED OUT WILL BE SOLELY BY WAY OF INVOICED CONTRACT WITH THE BUSINESS USER**
 - **THE NAME OF THE PRIVATE HIRE OPERATOR THROUGH WHOM BOOKINGS ARE PROVIDED**
 - **PAYMENT OF THE FEE**
2. The Private Hire Operator who holds the written contracts for the work that the vehicle seeking the exemption notice, needs to also submit to the Licensing Team the following:
 - **A LETTER ON COMPANY HEADED PAPER CONFIRMING THE FOLLOWING INFORMATION:**
 - **THE NAME OF THE VEHICLE LICENCE HOLDER**
 - **THE PRIVATE HIRE VEHICLE LICENCE NUMBER ISSUED BY THE COUNCIL**
 - **MAKE, MODEL, COLOUR, REGISTRATION NUMBER, PASSENGER SEATING CAPACITY OF THE VEHICLE**
 - **THAT THE NATURE OF THE WORK TO BE CARRIED OUT WILL BE SOLELY BY WAY OF INVOICED CONTRACT WITH THE BUSINESS USER**
3. The decision to grant or refuse an exemption for the display of an identification plate and door stickers will be delegated to the Licensing Team Leader.
4. If granted, 2 internal plates and an Exemption Notice will be sent to the proprietor granting the exemption request, detailing the proprietor and vehicle to which the exemption is granted, and the conditions attached to the exemption. This letter must be kept in the vehicle at all times, and produced at the request of an Authorised Officer.

CONDITIONS APPLICABLE TO THE GRANT OF AN EXEMPTION NOTICE

1. The vehicle shall not undertake standard private hire bookings.
2. All bookings undertaken by the vehicle shall be by means of a written contract between the Private Hire Operator and the business user.
3. The vehicle shall be of an "executive and prestigious" type of a higher standard than that of a 'normal' vehicle used for private hire work.

CONDITIONS ATTACHED TO AN EXEMPTION NOTICE

1. A copy of the Exemption Notice is kept in the vehicle at all times
2. The standard licence plates once issued are to be kept inside the vehicle and must be produced on demand to an Authorised Officer.
3. The vehicle is not used on conventional private hire work but is operated only on 'chauffeur-driven' work
4. There is no change as to who the proprietor of the vehicle is.
5. The vehicle is only operated through the Private Hire Operator named at the time of application.
6. The vehicle must display internal plates issued by the Licensing Authority that indicates to an Authorised Officer that the vehicle is indeed a licensed vehicle.
7. Exempt vehicles shall not display any Operators details in the vehicle.
8. The display of 'No Smoking' stickers inside the vehicle is still a condition of any exemption granted.

CONDITIONS APPLICABLE TO THE LICENSING OF PRIVATE HIRE VEHICLES

Any requirements of legislation, which affect the operations carried out under the terms of a licence, shall be regarded as if they were conditions of that licence.

A. General

1. It must be understood that although the conditions of fitness set out may have been complied with, approval will be withheld if the Council is of the opinion that the vehicle is unsuitable for use as a Private Hire vehicle.
2. Vehicles offered for licensing as Private Hire vehicles in Oxford must not be the subject of a Private Hire vehicle licence issued by another Licensing Authority or be the subject of a Hackney Carriage licence issued by this or another Licensing Authority.
3. It must be understood that although the conditions set out may have been complied with and a certificate of compliance and Private Hire vehicle licence issued, full payment of the current fee for the issue of a Private Hire vehicle licence must be made or the licence will cease to be valid.
4. It is the responsibility of the proprietor(s) of the Private Hire vehicle to ensure that all conditions of fitness are complied with at all times and that there is in existence for the vehicle a valid and current insurance policy, a current certificate of compliance and a current licence.
5. The Council does not accept responsibility for informing licence holders of the need to re-licence before a particular date nor for inspecting vehicles before a particular date, although every effort will be made to inspect vehicles prior to the expiry of the licence or certificate if an application is made in good time.
6. At all times, the vehicle should be maintained in exceptional condition. The bodywork should be kept in a clean condition and the interior, including the floor, seats and any covers must be in good condition, clean and tidy. Any damage caused to the vehicle materially affecting its safety performance or appearance must be notified to the Licensing Office within 72 hours.

B Type of Vehicle and Conditions of Fitness

No vehicle will be licensed as Private Hire vehicle unless it complies with the Council's Conditions of Fitness

1. Age of Vehicle

- a. No vehicle will be first licensed as a Private Hire vehicle unless it is less than five years of age from the date of first registration.
- b. "Date of first registration" will mean the date of first registration in the UK, or the date of manufacture in the case of vehicles first registered outside the UK.
- c. For vehicles older than the maximum age for first licensing, the application formalities and payment of fees must be fully completed within eight weeks of any expired licence.

2. General Construction

- a. Every Private Hire vehicle must comply in all respects with the requirements of any Acts and Regulations relating to motor vehicles in force at the time of licensing and must, in all respects, be "exceptionally well maintained" to a level so as to meet with the requirements of the Certificate of Compliance Test at all times when it is being used to carry out licensable duties. As a guide (but not an exhaustive list) "**Exceptionally well maintained**" means:
 - The vehicle to be in excellent mechanical condition;
 - The vehicle to be in all respects, safe and roadworthy, with no signs of corrosion to the mechanical parts, chassis, underside or body work;
 - The exterior of the vehicle to be clean and in excellent condition with no dents or damage of significance. The paintwork to be in excellent condition, of professional standard and consistent with the colour scheme of the vehicle;
 - The interior of the vehicle to be in good condition. The upholstery, linings, seats and floor coverings to be clean with no holes, tears or signs of wearing;
 - The boot or luggage compartment to be in good condition, clean and uncluttered.
- b. Vehicles offered for licensing as Private Hire vehicles must be:
 - Fitted with an engine of a cubic capacity of not less than 1375cc.
 - Fitted with a minimum of four passenger doors
 - Allow unrestricted access and egress for every passenger, including access to the rear row of seats without tilting or moving a seat is required. (In most people carriers this is normally achieved by the removal of the nearside seat of the middle row).
 - Be safe and comfortable
 - Be suitable in type, size and design for use as a Private Hire vehicle.
 - Not of such design or appearance as to lead any person to believe that the vehicle is a Hackney Carriage.

3. Audio and Visual Recording Equipment

- a. No Audio and Visual Recording Equipment system shall be installed in a vehicle unless it fully meets with the Minimum Specification Standard as detailed by the Licensing Authority. A vehicle licensed for the first time by this Authority from 1st April 2012 must be fitted with an Audio and Visual Recording Equipment system. No vehicle licensed by this Authority prior to 1st April 2012, shall be granted a licence after 31st March 2015 if an Audio and Visual Recording Equipment system has not been fitted to it. A Private Hire vehicle that is granted an "Exemption Notice" in accordance with Section 75(3) of the Local Government (Miscellaneous Provisions) Act 1976, shall be exempt from this requirement.
- b. No additional cameras shall be installed in the vehicle unless fitted by an approved installer. The number and location of cameras shall not be varied without the prior written consent of the Council.
- c. Advisory signage, provided by the Council / approved installer, shall be displayed inside the vehicle on each of the rear side passenger windows. The notices shall be positioned in a prominent position where they can be easily read by persons both inside and outside of the vehicle. The proprietor shall ensure that the notices are maintained in a clean and legible condition. In any event, the driver shall ensure that any passengers are informed that Audio and Visual Recording Equipment is in operation (both video and audio) throughout the duration of the journey.
- d. The vehicle proprietor shall ensure that the system is properly and regularly maintained and serviced in accordance with the manufacturer's instructions by a suitably qualified person. Written records of all maintenance and servicing shall be made and retained by the proprietor for the duration of the ownership of the vehicle. Such written records shall be made available on demand by an authorised officer of the Council or a Police officer.
- e. Upon request for image retrieval by an authorised officer of the Council or a Police officer the proprietor shall ensure that the Audio and Visual Recording Equipment system or hard-drive is made available to the relevant personnel at either the Council or Police, as soon as reasonably practicable, and in any event within 7 days of the request.
- f. The proprietor of the vehicle shall take all reasonable steps to ensure that every driver of the vehicle is made aware of all of the conditions in relation to any installed Audio and Visual Recording Equipment system, and has been given adequate instruction regarding the need for the system to be made available as soon as reasonably practicable, and in any event within 7 days of any authorised request for any image retrieval.

- g. The Audio and Visual Recording Equipment system shall remain in full working order and should the system develop a fault, the vehicle proprietor must make arrangements for the system to be rectified immediately. In the event of an Audio and Visual Recording Equipment system developing a fault during a fare paying journey, a period not exceeding 12 hours is permitted for the vehicle to continue being used in its capacity as a licensed vehicle. Upon the 12 hour limit being reached, the vehicle shall not be made available to carry out its licensed duties until the fault is rectified.
- h. Should any Audio and Visual Recording Equipment system or camera be found not to be fully operational during either a Certificate of Compliance Test, or during an inspection by an authorised officer of the Council or a Police Officer, the vehicle licence shall be suspended with immediate effect unless the proprietor can provide evidence at the time of the inspection that the fault occurred within the permitted 12 hour period that the vehicle may continue to be used in its capacity as a licensed vehicle.

4. Colour of Vehicles

A vehicle submitted for licensing as a Private Hire Vehicle, to carry more than five passengers or of a non-saloon type will not be approved for licensing if it is black in colour.

5. Alterations to vehicles

- a. All motor vehicles are required to have a type approval certificate before they can be licensed and used upon the public roads.
- b. No alterations to a vehicle as approved and granted the original manufacturers type approval certificate will be permitted, with the following exceptions.
- c. A conversion for which a whole vehicle type approval certificate has been granted.
- d. Following the grant of a whole vehicle type approval certificate, with the approval of the Council, the simple removal of a seat to allow the easy access to all seats, required by Council regulations

6. Passengers

- a. Every passenger must have a minimum of 40cm seat space. (If it is intended to licence a vehicle to carry 4 passengers then the rear seat must be at least 120cm).
- b. The minimum leg-room for passengers using the rear seats shall be 17cm. The measurement to be taken from the front edge of the rear seat to the back of the front seat when it is placed in the furthest possible position from the dashboard and the backrest part of the seat is at a 90% angle with the seat.
- c. The minimum clear space in front of every part of each seat squab, in the case of non-saloon car with forward facing seats, shall be 66cm.
- d. The minimum clear space in the case of non-saloon cars where seats are placed facing each other, between every part of the front of a seat and any part of any other seat with faces it shall be 48cm.
- e. Suitable measures must be provided to assist persons to rise from the rear seats with particular attention to the needs of elderly people and people with disabilities.

7. Seat Belts

Every vehicle must be fitted with seat belts of a type that conform to the British Standards Institution standards. A seat belt must be provided for every passenger and the driver.

8. Steering

The steering wheel must be on the offside of the vehicle.

9. Wheels and Tyres

- a. All wheels and the tyres fitted must be of the correct type, size and the correct pressure for the vehicle.
- b. Unless the vehicle is supplied by the manufacturer with approved run-flat tyres or a spare wheel and tyre of a compact design as original equipment, or supplied with the manufacturers approved repair kit (in place of a spare wheel), a spare wheel and tyre of the same type as that fitted to the vehicle and at the correct pressure must be carried.
- c. It is essential that vehicles with run flat tyres be fitted with a working tyre pressure monitoring system.
- d. Where a wheel and tyre of compact design (space saver) is carried, tools sufficient to allow the spare wheel to be fitted during a journey will be carried in the vehicle in a safe and secure position.
- e. The vehicle must only be used with a space saver tyre, or when normal pressure has been lost from a run flat tyre, or when a tyre has been repaired with the use of the manufacturers approved repair kit (in place of a spare wheel) to enable a hiring to be completed and then must only be used in accordance with the parameters prescribed by the manufacturer. The vehicle may not be used for any further hirings until the "temporary" wheel and tyre has been replaced by ones of the correct type.

10. Windows

- a. Windows must be provided at the sides and at the rear of the vehicle. The light transmission of any window in any position must not be less than that currently required of the front windscreen and side windows by The Road Vehicles (Construction & Use) Regulations 1986. For the sake of clarity, all windows must allow 70% of light through as tested by a light meter, with the exception that upon the fitting of Audio and Visual Recording Equipment to any Private Hire vehicle licensed from 1st April 2011 which is permitted to carry 5 or more passengers, there shall be no requirement for the need to replace the standard manufactured rear window of the vehicle. A Private Hire vehicle that is granted an "Exemption Notice" in accordance with Section 75(3) of the Local Government (Miscellaneous Provisions) Act 1976, shall be exempt from the requirement to replace the standard manufactured rear quarter windows and rear window of the vehicle.
- b. The light transmission through the windows of vehicles, including those licensed prior to the introduction of this regulation may not be reduced in any way from that present when the vehicle was approved for licensing.
- c. Passenger door windows must be capable of being opened easily by passengers when seated. The control for opening a door window must be easily identified so as not to be mistaken for any other control.
- d. Where electrically operated windows are fitted they must be approved and comply with the following:
 - i. Switches must be available for passengers to operate the windows as required, but the driver's controls must be capable of overriding and locking out the passenger's controls when unescorted children are being carried.
 - ii. An approved sensing device must be fitted that will stop the window closing when an obstruction is present.

11. Glass

The windscreen must be of laminated construction and not be tinted. All other windows and glass must be an approved safety type.

12. Luggage

Provision must be made for carrying a reasonable amount of luggage and an efficient method of securing it must be provided.

13. Fittings

No fitting other than those approved may be attached to or carried upon the inside or outside of the vehicle.

14. Certificate of Insurance and Form of Holder

A current certificate of insurance as required by any Acts or Regulations relating to Private Hire Vehicles, must be carried in a holder securely affixed to the vehicle in an approved position and be positioned in the holder in such a manner that the details of commencement, expiry and details of cover are clearly visible.

15. Licence Plates

A plate, as supplied by the Council, must be securely affixed to the vehicle in approved position, at the rear of the vehicle. The plate will bear the following information:

- a. the number of the licence issued in respect of the vehicle.
- b. the maximum number of passengers allowed to be carried.
- c. the registration number of the vehicle to which the licence has been issued.
- d. the expiry date of the licence.

16. Door stickers

Door stickers in a form supplied by the council, identifying the vehicle and bearing the words 'Office and Telephone Bookings Only' and listing the "licence number of the vehicle" shall be affixed directly to the front doors on both sides of the vehicle. No method of attachment to the vehicle other than that intended or supplied by the council shall be used.

17. Plying for Hire Sticker

A sticker in a form supplied by the council, indicating that the Private Hire vehicle is not available for public hire shall be affixed to the windscreen.

18. Operator's Sign

- a. A sign must be displayed on the rear doors on both sides of the vehicle containing details of the name of the Operator of the vehicle and any telephone number, fax number or email or web address of that firm.
- b. The sign shall be no larger than the door sign supplied by the Council to identify the vehicle and required under condition introduced in April 1993 and amended in September 2000, to be fitted on the front doors of the vehicle.
- c. The sign shall not contain the words "tax", "taxi", "cab", "taxi-cab" or "for hire", whether or not as part of another word.
- d. Exemption for the display of the sign will be granted to those vehicles, which have been granted exemption for the display of a licence plate under s74 (3) Local Government (Miscellaneous Provisions) Act 1976 and with the same conditions contained in legislation for that exemption.

19. Steps (for non-saloon vehicles)

- a. The top of the tread for any entrance must be at the level of the floor of the passenger compartment and must not exceed 38cm above ground level when the vehicle is unladen.
- b. The outer edge of the floor at each entrance must be fitted with non-slip treads and must be colour contrasted to an approved type to aid partially sighted persons.
- c. An additional, if standard step height is more than 19cm, removable step must be provided which must not exceed 19cm above ground level when the vehicle is unladen. The step must be fitted with non-slip treads and must be colour contrasted to an approved type to aid persons with disabilities to enter the vehicle. The step must be of an approved design and be designed in such a way as to make it impossible for the door to be closed when the step is in place.

20. Wheelchair Facilities (where fitted)

- a. Approved anchorages must be provided for the wheelchair. These anchorages must be either chassis or floor linked. If floor linked they must be affixed in such a manner that the forces are distributed evenly throughout the floor area by means of a suitable galvanised plate of minimum dimensions 200 x 200mm which must be used beneath the floor.
- b. Approved restraints must be provided for the wheelchair and the person using the wheelchair. These restraints must be independent of each other.
- c. Approved anchorages must also be provided for the safe storage of a wheelchair when not in use whether folded or otherwise if carried within the passenger compartment.
- d. All anchorages and restraints must be so designed that they do not cause a foreseeable danger to other passengers.
- e. An approved ramp or ramps or other apparatus for the loading and unloading of a wheelchair and occupant must be available at all times for use at an approved position. An adequate locating device must be fitted to ensure that the ramp(s) do not slip or tilt when in use. The ramp(s) must be capable of being stowed safely when not in use.

21. Swivel Seat (where fitted)

The nearside of the front seat must be capable of swivelling on its axis to a position where a person with disabilities or an elderly person may seat themselves prior to entering the vehicle. The seat should be capable of re-siting securely in its travelling position with minimum effort from the passenger or minimum assistance from the driver only.

22. Accessories

- a. **Fire Appliances:** A fire extinguisher which complies with E.E.C. Standard EN3, which has a minimum capacity of 1.0 Kg must be carried securely in such a position as to be readily available for use. The apparatus shall be clearly marked with the vehicle licence number.
- b. **First Aid Equipment:**
 - i) A first aid kit must be carried securely in the vehicle and maintained at all times. The contents must be within the manufacturer's expiry date. It must be carried in such a way as to be readily available for immediate use by a qualified person or volunteer in an emergency.
 - ii) The first aid kit, which complies with the table set out below, must be carried securely in the vehicle and a first aid window sticker must be prominently displayed on the vehicle.

Contents of First Aid Kit	Requirements for Vehicle Licensed to Carry Passengers
	Minimum number of
Individually wrapped sterile plasters, assorted sizes	20
Sterile eye pads	2
Sterile individually wrapped triangular bandages	4
Safety pins	6
Large sterile individually wrapped wound dressing	2
Medium sterile individually wrapped wound dressing	6
A pair of disposable gloves	1

c. Booster Cushion

Every vehicle must carry a booster cushion of a type that conforms to BSI standards, for use when carrying a child.

Taximeter (where fitted)

- a. A taximeter, which conforms to the Council's criteria for taximeters may be fitted and if fitted must be fitted in an approved position.
- b. Taximeters fitted in Private Hire vehicles in Oxford must:
 - i. Conform to the standards set by the British Standards Institution and E.E.C. for taximeters and be certified by the manufactures that it does conform.
 - ii. Be approved by the Public Carriage Office
 - i. only display tariff rates or other charges set out in the table of fares which must be displayed in a clearly visible position in the vehicle.
 - ii. be tested, sealed and approved prior to usage.
 - iii. not be used if, for any reason, the seal has been removed or the meter tampered with until such time as the meter has been retested, resealed and approved for use.

C. DURATION OF CERTIFICATES OF COMPLIANCE

1. Certificates of Compliance will be issued with duration of a minimum of four months and a maximum of six months. In general certificates will be issued with duration of six months.
2. Certificates of Compliance may be renewed up to 14 days in advance of expiry, when, and only upon immediate production of the expiring certificate by the person presenting the vehicle for testing, the new certificate will be dated to expire six months (four months) from the expiry date of the previous certificate.
3. The Council reserves the right to extend or shorten the above periods subject to a minimum and maximum durations given above. Each case will be decided upon its own merits.
4. It must be understood that it is unlawful for a Private Hire vehicle licensed by the Council to be driven on the highway without a current Certificate of Compliance.

CONDITIONS ATTACHED TO THE GRANT OF A PRIVATE HIRE VEHICLE LICENCE

In these conditions 'the Council' means the Oxford City Council, 'Operator' means the holder of a Private Hire operator's licence issued by the Council, 'Vehicle' means a Private Hire vehicle licensed by the Council, 'Proprietor' means the holder of a Private Hire vehicle licence. 'Driver's Licence' means a Private Hire vehicle driver's licence issued by the Council. Any requirements of legislation, which affect the operations carried out under the terms of a licence, shall be regarded as if they were conditions of that licence.

1. The proprietor of a Private Hire vehicle shall not within the Council's district the following permit the display on or in any vehicle:
 - a) any sign, notice or advertisement on the roof;
 - b) any sign, notice or advertisement which is illuminated;
 - c) any sign, notice or advertisement, press release, web content, business card or other manner of public display whatsoever that includes the words whatsoever that includes the words, "tax", "taxi", "Cab", "taxi-cab" or "for hire" whether or not as part of another word.
2. The proprietor of a Private Hire vehicle shall not permit to be displayed on or in that vehicle any advertisement or notice whatsoever except:
 - a) not more than one REAR window strip measuring a maximum 4" x 48" indicating only the name of the Private Hire operator and the corresponding telephone number;
 - b) on the outside of the rear off-side and near-side doors signs indicating only the name of the Private Hire operator and corresponding telephone number. The dimensions of such signs must not be greater than the dimensions of the signs described in paragraph 3(c) below;
 - c) notices or signs that are required to be displayed by this Council.
3. The proprietor of a Private Hire vehicle shall securely affix in a conspicuous position:
 - a) outside the Vehicle at the rear a licence plate, which will be issued in respect of the vehicle by the Council;
 - b) inside the Vehicle a notice which will be issued in respect of the vehicle by the Council;
 - c) on the outside of the front off-side and near-side doors, signs, which will be issue din respect of the vehicle by the Council;
 - d) if the vehicle is equipped with a meter, a table of fares charged by the Private Hire Operator.
4. The proprietor of a Private Hire vehicle shall ensure:
 - a) that the Vehicle is provided with sufficient means by which any person in the vehicle may communicate with the driver and that such means of communication is maintained;
 - b) that the vehicle is kept clean, safe, tidy and mechanically sound, and that all relevant statutory requirements including those contained in the Motor Vehicles (Construction and Use) Regulations 1978 or any statutory modifications or replacement of them are complied with;
 - c) that no material alteration or change in the specification, design, condition or appearance of the Vehicle is made without prior written approval of the Council; and
 - d) where a taxi-meter is fitted to the vehicle and is used to record the fare for hiring, the Proprietor shall ensure;
 - i) that a table indicating the fare scale is prominently displayed in the Vehicle;
 - ii) that the taxi-meter is fitted in such a position as to enable the fare recorded to be clearly visible to passengers.
5. The Proprietor of a Private Hire vehicle shall provide a suitable book, the pages of which are numbered consecutively, to enable the driver of that Private Hire vehicle to record the following particulars:
 - a) At the start of each shift - the driver's name and badge number;
 - b) Prior to commencement of each hiring:
 - i) The date and time the hiring was allocated that vehicle;
 - li) The name and address of the hirer;
 - iii) The pick-up point and time;
 - iv) The destination;
 - c) On completion of each hiring - the fare charged; and shall make such book available for inspection on request by an authorised officer of the Council or a Police Officer and shall keep such records for a minimum of 12 months.

6. The proprietor of a Private Hire vehicle shall ensure that a copy of the following documents are kept in the vehicle at all times whilst it carries out licensable duties, and that all Private Hire Drivers are aware of the documents are located, should they be asked to produce it to an Authorised Officer:
 - Certificate of Insurance
 - Certificate of Conformity (M.O.T.)
 - Ownership Document (V5 Log Book)
7. The proprietor of a Private Hire vehicle shall provide the Private Hire Operator to whom he or she supplies the vehicle to undertake journeys with a copy of his or her Private Hire Vehicle Licence during the period that the vehicle is utilised so.
8. The proprietor of a Private Hire Vehicle must report to the Licensing Officer as soon as reasonably practicable, and in any case within 72 hours, the occurrence of any accident involving the vehicle.
9. The proprietor of a Private Hire Vehicle, in the event that following an accident, he or she does not believe that the vehicle requires replacing, and who wishes to continue to use the vehicle as a licensed Private Hire Vehicle shall make the vehicle available to the Licensing Officer, who will inspect the vehicle and decide whether the vehicle is fit to continue in service. If the Authorised Officer considers the damage to be such that the vehicle may continue in service until such time as a permanent repair is undertaken these must be undertaken within 28 days of the damage occurring. If any damage is considered by the Authorised Officer to be extensive enough to affect the safety or general appearance of the vehicle it must be immediately withdrawn from service and the plate removed. The vehicle must be repaired before the plate is re-affixed and the vehicle returned to service. In the case of any dispute as to fitness for service the vehicle will be taken to the Council nominated testing station where a qualified mechanic will give a binding decision, which will be final. The owner will pay the fee for such examination.
10. The proprietor of a Private Hire vehicle shall report the loss of the licence and/or plate to the Council as soon as such loss becomes known, and arrange an appointment with the Licensing Officer for the issue of any replacement.
11. The proprietor of a Private Hire Vehicle shall cease to allow the use of such vehicle which at any time fails in any way to comply with the conditions under which it was licensed.
12. The proprietor of a Private Hire vehicle shall maintain a record that provides information as to which driver has use of the vehicle at all times.
13. The proprietor of a Private Hire vehicle shall only permit drivers licensed by Oxford City Council and who are insured by the proprietor, to drive the vehicle.
14. The proprietor of a Private Hire vehicle shall contact the Licensing Officer in the event that he or she sells or disposes of the vehicle, and in any event within 7 days of such sale or disposal.
15. The proprietor of a Private Hire vehicle shall in the event of transferring the ownership of the vehicle to another person, ensure that he or she contacts the Licensing Officer within 7 days of the transfer occurring, and provide to the new proprietor:
 - A signed letter stating:
 - The make / model / colour / registration number / vehicle licence number
 - The date of sale
 - To whom the vehicle was sold
 - A bill of sale for the vehicle
 - The Certificate of Conformity (M.O.T.)
16. The proprietor of a Private Hire vehicle shall upon obtaining the vehicle by means of having the ownership transferred to him or her, contact the Licensing Officer in order to make an appointment for the licence to be amended within 14 days of the transfer having occurred.
17. The proprietor of a Private Hire vehicle shall notify the Council in advance, in writing, if he or she is to be away from the address shown of the licence, for a period of more than 28 days.
18. The proprietor of a Private Hire vehicle shall not wilfully obstruct an Authorised Officer, or without reasonable excuse fail to comply with any requirement made by such a person, or without reasonable cause, fail to give any such person any other assistance or information such person may reasonably require in the performance of his or her duties.
19. The proprietor of a Private Hire vehicle shall within 7 days of any request made by an Authorised Officer, make available any records or other information that would reasonably assist with an investigation.
20. The proprietor of a Private Hire vehicle shall ensure that a copy of these conditions are retained within the vehicle and made available for inspection by the hirer or any passenger, or Authorised Officer upon request.

PRIVATE HIRE DRIVER LICENCE: CONDITIONS

The Council attaches the following conditions to Private Hire driver's licenses: In these conditions "the Council" means the Oxford City Council, "Driver" means a person holding a Private Hire drivers licence issued by the Council and acting as a Private Hire driver "Vehicle" means a Private Hire vehicle licensed by the Council. Any requirements of legislation, which affect the operations carried out under the terms of a licence, shall be regarded as if they were conditions of that licence.

1. The Driver shall behave in a civil and orderly manner at all times when carrying out his or her duties, and not act in a manner to a passenger, member of the public or other licence holder that may:
 - Cause any person to take offence at their actions
 - Cause any person to believe their actions are inappropriate
 - Cause any person to fear for their physical safety
 - Cause any person to doubt their integrity
 - Bring in to disrepute the integrity of the Council for having issued a licence to such person
2. The Driver shall be clean and presentable in appearance, and if one is supplied wear the uniform provided by the employer.
3. The Driver shall wear on his or her person, the badge issued by the Council for that purpose in a position clearly visible to passengers, and if requested produce it on demand to the passenger or Authorised Officer.
4. The Driver shall not at any lend or give his or her badge or licence to any other person, save for the copy of the licence that is required by these conditions to be given to the Private Hire Operator.
5. The Driver shall report the loss of the licence and/or badge to the Council as soon as such loss becomes known, and arrange an appointment with the Licensing Officer for the issue of any replacement.
6. The Driver shall not at any time drive a vehicle if he or she no longer holds, has had suspended or is disqualified from holding a DVLA driving licence for that type of vehicle.
7. The Driver shall, before commencing to drive the vehicle, deposit a copy of his Hackney Carriage and / or Private Hire Driver's licence with their Private Hire Operator for retention by the Operator until such time as he ceases to be permitted or employed to drive the vehicle or any other vehicle used by the same operator.
8. The Driver shall only drive vehicles licensed by Oxford City Council, unless he or she is appropriately licensed to use a vehicle licensed by another Authority.
9. The Driver shall not drive a vehicle if he or she is not insured to do so.
10. The Driver shall not drive a licensed vehicle without the licence plate securely attached to the rear bumper or rear bodywork of the vehicle (save for those vehicles that have been granted an Exemption Notice).
11. The Driver shall when driving or in charge of a vehicle, wear a seat belt at all times and understand that the Driver is only exempt from wearing a seatbelt when actually carrying passengers for hire or reward.
12. The Driver shall ensure that the passengers wear a seat belt throughout the duration of the journey.
13. The Driver shall when driving the vehicle take all reasonable precautions to ensure the safety of passengers and other road users.
14. The Driver shall drive the vehicle with full regard to the speed restrictions in force on any roads travelled.
15. The Driver shall drive the vehicle with full regard to the conditions of the road and all climate hazards.
16. The Driver shall ensure that before the vehicle is used, that a copies of the Certificate of Insurance, Certificate of Compliance and Ownership Document (V5 Log Book) are available within the vehicle, so as to be available to an Authorised Officer upon request.
17. The Driver shall if it has been agreed, or whose employer has agreed, to attend a certain time and place, (unless delayed or prevented by some reasonable cause) attend with the vehicle as agreed.
18. The Driver shall not carry more people in the vehicle than the number of persons permitted by the vehicle licence (or as stated on the vehicle licence plate).
19. The Driver shall not carry any other person in the vehicle without the permission of the hirer.
20. The Driver shall when asked by a passenger, indicate the route they are going to take.
21. The Driver shall: -
 - Take a reasonable amount of luggage including wheelchairs and children's pushchairs;
 - Give reasonable assistance in loading and unloading luggage;
 - Give reasonable assistance in removing luggage to or from the entrance of any building, station or place at which he or she takes up or sets down passengers.
 - Give reasonable assistance to elderly, vulnerable or disabled persons with entering or alighting from the vehicle, and any other reasonable assistance during the course of the journey.
22. The Driver shall not charge a higher price for any journey, for a person with a disability than would otherwise be charged for a person without such a disability for the same journey.
23. The Driver shall deliver the passenger to their chosen destination as agreed when the booking was made, unless he or she has exceptional cause to do so, or is otherwise directed by the hirer.

24. The Driver of a vehicle which has been hired, by or on behalf of a blind or partially sighted person, or a disabled person who is accompanied by his / her assistance dog, or by a person who wishes such a blind or partially sighted person, or a disabled person to accompany him / her in the vehicle shall, carry the passenger and his dog, allow it to remain with the passenger and **not make** any additional charge for doing so. If the Licensing Authority is satisfied that it is appropriate on medical grounds to exempt the person from the above requirement it shall issue a certificate of exemption. The driver is not compelled to convey any other type of animal.
25. The Driver shall if the hirer of a vehicle is accompanied by any animal(s) make sure that it is securely contained to the satisfaction of the driver, if he deems fit, carry the passenger and his animal(s) and not make any additional charge for doing so. If the Licensing Authority is satisfied that it is appropriate on medical grounds to exempt the person from the above requirement it shall issue a certificate of exemption.
26. The Driver shall ensure that any animal(s) transported in the licensed vehicle are placed in the rear seating compartment of the vehicle.
27. The Driver shall, when carrying children aged 1 to 14 years ensure that they be transported in the rear of the vehicle, using a child seat or booster cushion, together with a seat belt as appropriate.
28. The Driver shall, if asked to transport an unaccompanied child or if a passenger requests that you wait until they are safely inside the house, agree to such requests.
29. The Driver shall not, without reasonable cause, unnecessarily prolong in distance or time, the journey for which the vehicle was hired.
30. The Driver shall provide a written receipt to the hirer if requested to do so.
31. The Driver shall immediately after the termination of any hiring of the vehicle or as soon after as practicable carefully search the vehicle for any property which may have been accidentally left there.
32. The Driver shall deliver any property which is left in the vehicle as soon as possible and in any event within 24 hours to a Police Station in the Council's district, and if required to do so, leave it in the custody of a Police Officer having obtained a receipt for it.
33. The Driver shall not sound the vehicle horn when arriving at an address to pick up passengers.
34. The Driver shall respect the request of a passenger should that passenger choose not to engage in conversation.
35. The Driver shall not play any radio or other sound reproducing equipment in the vehicle, except for the purpose of sending or receiving messages, without the express consent of the hirer.
36. The Driver shall not drink or eat in the vehicle whilst a passenger or passengers are on-board.
37. The Driver shall not use a handheld mobile phone without a suitable hands-free connection, whilst the vehicle is in motion.
38. The Driver shall not at any time when driving the vehicle cause or permit the vehicle to stand at any bus stop or in any bus lay-by.
39. The Driver shall not at any time when driving the vehicle permit the vehicle to be driven in any bus lane, with the exception of bus lanes that specifically permit such use.
40. The Driver shall not at any time when driving the vehicle cause or permit the vehicle to stand in a disabled bay without displaying the appropriate badge or other lawful authority.
41. The Driver shall not at any time when driving the vehicle cause or permit the vehicle to be parked in such a position so as to cause an unnecessary obstruction or be in a dangerous position (e.g. double parked, parked at or close to a road junction).
42. The Driver shall not at any time when driving the vehicle cause or permit the vehicle to be driven on or become stationary on a footway.
43. The Driver shall not at any time when driving the vehicle cause or permit the vehicle to be stationary on double yellow lines, other than to allow passengers to board or alight from the vehicle.
44. The Driver shall not at any time when driving the vehicle cause or permit the vehicle to be stationary on a single yellow line, in contravention of the notices displayed, other than to allow passengers to board or alight from the vehicle.
45. The Driver shall not travel on any restricted road within the Oxford City boundary, unless he or she is either carrying a passenger, or travelling to collect a passenger.
46. The Driver shall not at any time when driving the vehicle cause or permit the vehicle to make any illegal manoeuvre so as to contravene any traffic laws, regulations, orders or guidance outlined in the current highway code
47. The Driver shall not drive a vehicle while having use of illegal drugs or misused legal drugs (including alcohol).
48. The Driver shall notify the Licensing Officer in writing, within 7 days, of any change in his or her details that have occurred since the most recent application made to the Licensing Officer (i.e. home address, telephone number, etc).
49. The Driver shall notify the Council in writing as soon as possible and in any event within 14 days of any illness or injury affecting his fitness to act as a driver, and if requested by an Authorised Officer must agree to a Medical Examination being carried out to ensure such illness / injury would not give rise to concerns for public safety.
50. The Driver shall notify the Council in advance, in writing, if he or she is to be away from the address shown on the licence (and recorded as the home address on the records of the Licensing Authority) for a period of more than 28 days.

51. The Driver shall declare all relevant motoring endorsements, and all offences, cautions and convictions on any application to renew the licence. No caution or conviction should be omitted from any application.
52. The Driver shall if arrested, released on Police Bail, charged or convicted of an offence (including motoring endorsements) or accepts a caution, he or she must (within seven days of the conviction) give full details of it to the Council in writing.
53. The Driver shall not wilfully obstruct any Authorised Officer, or fail to comply with any requirement made by such a person without reasonable cause, or fail to give any such person any other assistance or information such person may reasonably require in the performance of his or her duties.
54. The Driver shall when driving or in charge of a Private Hire vehicle shall record in a suitable book, with bound consecutively numbered pages, provided by the proprietor of that Private Hire vehicle, the following particulars at the start of each shift:
 - her/his name and badge number prior to the commencement of each hiring;
 - the date and time the hiring was allocated to that vehicle;
 - the name of the hirer;
 - the time and place of pick-up;
 - the destination.
 - And upon completion of each hiring, the fare charged.
 And shall make such book available for inspection on request by an authorised officer of the Council or a Police Officer and shall keep such records for a minimum period of 12 months.
55. The Driver shall not whilst driving or in charge of a Private Hire vehicle ply for hire or otherwise tout or solicit on a road or other public place any person to hire or be carried in any Private Hire vehicle; or permit any other person to do so.
56. The Driver shall not whilst driving or in charge of a Private Hire vehicle offer the vehicle for immediate hire whilst the driver is on a road or other public place except where such an offer is first communicated from the Private Hire Operator to the driver by telephone, radio, or other such apparatus fitted to the vehicle.
57. The Driver shall not whilst driving or in charge of a Private Hire vehicle park in a "prominent position" (i.e. where people are likely to congregate, locations with a high level of footfall, near a taxi rank), without a booking having been made for him or her to be at such a location, that may give rise to any person having cause to believe that the vehicle is available for immediate public hire.
58. The Driver shall not whilst driving or in charge of a Private Hire vehicle, contact the Private Hire Operator to request a booking be made on behalf of any person.
59. The Driver shall not whilst driving on in charge of a Private Hire vehicle park on a taxi rank.
60. The Driver of a vehicle equipped with a taximeter shall ensure that the table of fares is displayed in a clearly visible position in the vehicle, and provide an explanation of the table of fares if so requested by the passenger.
61. The Driver shall when driving a vehicle equipped with a taxi-meter ensure that during any hiring the face of the taxi-meter is at all times plainly visible to the passengers.
62. The Driver shall when driving a vehicle equipped with a taxi-meter set the meter into operation when the hirer starts her or his journey unless the hirer asks the hiring to engage the vehicle by time, or at the time pre-arranged for the journey to start as requested by the hirer.
63. The Driver shall when driving a Private Hire vehicle, equipped with a taxi-meter, ensure that a Table of Fares as issued by the Private Hire Operator is kept within the vehicle and made available to any passenger or Authorised Officer who so requests.
64. The Driver shall if the vehicle is involved in an accident, inform the vehicle proprietor immediately, in order that the vehicle proprietor may contact the Licensing Officer
65. The Driver shall if the vehicle is involved in an accident, and is requested to do so, give his or her name and address and any other reasonable details, and the vehicle proprietors name and address and the number of the vehicle to any injured party or Authorised Officer.
66. The Driver shall if the vehicle is involved in an accident and if any other party is injured and is requested to do so give the details of the vehicle insurance to any injured party or Authorised Officer.
67. The Driver shall carry a copy of these conditions within the vehicle and make them available for inspection by the hirer or any passenger, or Authorised Officer upon request, and be familiar with the conditions of the Driver licence and of the Enforcement Procedures as detailed in the Councils Policy on the Relevance of Warnings, Offences, Cautions and Convictions.

ENFORCEMENT PROCEDURES

It is this Authority's policy to deal with enforcement matters relating to an applicant or existing licence holders by means of Licensing Officers, the Head of Environmental Development, the Hackney Carriage and Private Hire Licensing Sub-Committee and the Courts. The expectation of the Authority is that any person who seeks the grant of a licence, or who holds a licence, meets with our definition of a "fit and proper" person. Hackney Carriage and Private Hire drivers maintain close contact with the public and are therefore not expected to behave or act in a manner that may:

- **cause any person to take offence at their actions**
- **cause any person to believe their actions are inappropriate**
- **cause any person to fear of their physical safety**
- **cause any person to doubt their integrity**
- **brings in to disrepute the integrity of the Council for having granted such a person a licence**
- **fail to adhere to the conditions and regulations pertaining to the licence**

Any complaints or enforcement measures are dealt with in the first instance by the Licensing Officers by way of a "Warning" system. Any failures on the part of an applicant or existing licence holder to uphold the Licensing Objectives or to adhere to the conditions and regulations pertaining to the licence may result in any of the following actions:

- **the issue of a warning (appropriate to the incident reported)**
- **the issue of a higher level of warning (appropriate to the incident reported and having regard to the history of the licence holder)**
- **the request for an interview to be held in accordance with the Police and Criminal Evidence Act 1984**
- **the issue of a Formal Caution**
- **the referral of the matter to the Head of Environmental Development**
- **the referral of the matter to the Hackney Carriage and Private Hire Licensing Sub-Committee**
- **the referral of the matter to the Law and Governance department for consideration of prosecution**

You will find details of the Warnings and further actions that the Licensing Authority may take contained within the section relating to Warnings, Offences, Cautions and Convictions that starts on page 20 of this Application Pack.

OFFENCES

OFFENCES UNDER SECTIONS 37-68 TOWN POLICE CLAUSES ACT 1847

1. Plying for Hire without Licence. **STALKING (this can even be parking near a rank or in a prominent position)**
2. Driving Hackney Carriage without Hackney Carriage driver's licence.

OFFENCES UNDER LOCAL GOVERNMENT (MISCELLANIOUS PROVISIONS) ACT 1976

1. Owning unlicensed vehicle used as Private Hire vehicle.
2. Driving a Private Hire vehicle without a Private Hire driver's licence.
3. Owning licensed Private Hire vehicle driven by unlicensed driver.
4. Operating Private Hire vehicles without operator licence.
5. Operating unlicensed Private Hire vehicles.
6. Operating unlicensed Private Hire vehicles driven by unlicensed drivers
7. Failure to exhibit vehicle licence plate.
8. Failure to notify (in writing within 14 days) transfer of Hackney Carriage or Private Hire vehicle.
9. Failure to produce Hackney Carriage or Private Hire vehicle for testing when required.
10. Failure to report (within 72 hours) accident involving Hackney Carriage or Private Hire vehicle.
11. Failure to produce Hackney Carriage or Private Hire vehicle licence and insurance when requested.
12. Failure to produce Hackney Carriage or Private Hire driver's licence when requested.
13. Failure to wear Private Hire driver's badge.
14. Failure of Private Hire operator to keep record of bookings
15. Failure to produce such record when requested.
16. Failure of Private Hire operator to keep records required by local authority
17. Failure to produce such records when requested.
18. Failure to produce Private Hire operator's licence when requested.
19. Making of false statement or omission of material information in application for any licence.
20. Failure to return, after due notice, licence plate issued in respect of revoked, expired or suspended Hackney Carriage or Private Hire vehicle licence
21. Failure to return, after due notice, driver's badge issued in respect of suspended or revoked Hackney Carriage or Private Hire drivers licence
22. Unauthorised parking on Hackney Carriage stand
23. Unreasonable prolongation of journeys.
24. Misuse of taximeters.
25. Obstruction of authorised officers.

TRANSPORTING DISABLED PASSENGERS

Customer Care starts from the moment that the customer Hires the vehicle. There should be good customer relations between the driver and the customer. Talking to the customer to check what they require will make it quick and easy to give them a better service. Many disabled people have at some time experienced well intentioned but clumsy assistance that has caused them discomfort and pain. The way a driver gives the best possible service to each customer will vary for each customer and the type of disability that they have. **Always** ask what help (if any) a customer may need. Make sure you are familiar with any access and safety equipment in your vehicle. **Ask the customer if they are all right before you start the journey.**

If the passenger is in a wheelchair you should always:-

- Pull up as close as possible to the kerb;
- Always use the ramps;
- If necessary, tip up the back seat to give more space to manoeuvre the wheelchair;
- Insist that the passenger travels in the correct position as recommended by the vehicle manufacture. In the case of a London type cab this position will be facing the rear of the vehicle. **The wrong travelling position is unsafe;**
- Always make sure that the brakes of the wheelchair are on;
- Be polite and ask before touching or moving a passenger;
- **Always secure** the wheelchair and ask if the passenger needs help to fasten the seat belt provided;
- If it has been raised, lower the back seat if the passenger would prefer it;
- Avoid sudden braking or acceleration;
- Bring the wheelchair out of the vehicle backwards down the ramp and ask if the passenger would like the brakes on once they have been unloaded;
- Leave the passenger in a safe and convenient place, which enables them to move away independently.

When taking a person in a wheelchair up a kerb you should place your foot on one of the tipping levers (which project from the back of the wheelchair at ankle height) and pull the wheelchair onto its back wheels. Pull the wheelchair onto its back wheels so that its front wheels are level with the kerb and follow with the back.

When taking a person in a wheelchair down a kerb, again place your foot on the tipping lever and pull the wheelchair onto its back wheels. Gently lower the wheelchair down the kerb so that both of the rear wheels touch the ground at the same, then lower the front wheels.

This method should only be used for kerbs and single steps; where there is a flight of steps, two people are needed for safety.

Although all Oxford City Council Hackney Carriages are wheelchair accessible you should be aware that they are not accessible to all wheelchair users. There are a number of wheelchair designs that are either too large for the ramps and to fit through the doorway or are unable to be manoeuvred when inside the vehicle. There are also some passengers whose size and build, or nature of disability (i.e. those passengers requiring extended leg rests) that precludes them from safely using a Hackney Carriage. **However you cannot refuse to take a passenger in a wheelchair if your vehicle can safely take it. It is against the law and the conditions attached to a drivers licence to refuse a wheelchair passenger. It could lead to prosecution and your Hackney Carriage driver's licence being revoked.**

HOW TO ENSURE THE SAFETY OF WHEELCHAIR USERS

Both the restraint system for the wheelchair and the safety belt for the passenger **must be used on every occasion.** Failure to do so may render you liable in the event of an accident and could affect your insurance cover.

- In the interest of the comfort and safety of both the passenger and yourself, the ramps must be used to board a passenger using a wheelchair.
- Passengers using wheelchairs must **never** travel facing sideways or forward. It is not possible to secure the wheelchair or adequately protect the passenger in either position. They should always travel in the recess of the passenger bulkhead, facing towards the rear of the vehicle.
- The wheelchair restraint mechanism must always be attached to the rearmost main upright tubes on opposite sides of the wheelchair frame in a position that does not allow it to fall off or slide down. The restraint must never be attached to wheels, spokes or footplates.
- The brakes on the wheelchair must always be applied during the journey. You should remember that the brakes alone are not sufficient for wheelchair restraint. They do however give a little lateral stability during the journey, which provides reassurance for passengers.
- The wheelchair restraint mechanism isolating switch must always be in the "off" position before the journey begins. If it is left in the "on" position the wheelchair is still unrestrained.
- It is important to remember that the wheelchair restraint mechanism offers no security to the passenger. It is a legal requirement for passengers to wear seatbelts provided. Unless they hold a medical exemption certificate.
- Wheelchairs must always be taken out of the vehicle backwards.

EQUALITY ACT 2010

HOW DOES THIS AFFECT HACKNEY CARRIAGE AND PRIVATE HIRE VEHICLE DRIVER?

There are some changes in the law which will come into effect in October 2010 which might affect you. The Equality Act 2010 includes provisions relating specifically to Hackney Carriages and Private Hire vehicles and disability. The Government brought into force several provisions of the Act in October 2010, Further provisions will come into force later – but not before April 2011.

The information below provides details of the provisions that came in to force in October 2010 in relation to Hackney Carriages and Private Hire vehicles, and what the implications will be for Hackney Carriage and Private Hire vehicle drivers; and details of the further measures that are due to be implemented at a future date yet to be determined.

DUTIES ON DRIVERS TO ASSIST PASSENGERS IN WHEELCHAIRS

The Equality Act is due to place duties on the drivers of designated wheelchair accessible Hackney Carriages and Private Hire vehicles to provide physical assistance to passengers in wheelchairs. A further announcement will be made on when the duties will come into force, but it will not be before April 2011.

The duties will apply to the driver of any wheelchair accessible Hackney Carriages and Private Hire vehicles which is on the licensing authority's list of "designated vehicles". Oxford City Council will be maintaining a list of designated vehicles and therefore the following duties will apply to you. Before the duties are brought into force, any drivers who suffer from a disability or a condition which would make it difficult for them to provide physical assistance can apply for an exemption from the duties to offer assistance. The opportunity to apply for exemptions started on 1 October 2010.

LISTS OF WHEELCHAIR ACCESSIBLE VEHICLES

Section 167 of the Act allows licensing authorities to maintain a list of "designated vehicles", that is, a list of wheelchair accessible Hackney Carriages and Private Hire vehicles licensed in their area. The consequence of being on this list is that the driver must undertake the duties in section 165. This section will be commenced at a later date (not before April 2011).

When section 167 comes into force, and the lists of designated vehicles have a statutory effect, it will be possible for the owner of a vehicle to appeal against a licensing authority's decision to include his or her vehicle on the list. This appeal will also go to the magistrates' court.

WHAT ARE THE DUTIES PLACED ON HACKNEY CARRIAGE AND PRIVATE HIRE DRIVERS?

The duties being placed on the drivers of designated wheelchair accessible Hackney Carriages and Private Hire vehicles are (under Section 165 of The Equalities Act 2010):

- **to carry the passenger while in a wheelchair**
- **not to make any additional charge for doing so**
- **If the passenger chooses to sit in a passenger seat, to carry the wheelchair**
- **to take such steps as are necessary to ensure that the passenger is carried in safety and reasonable comfort; and**
- **to give the passenger such mobility assistance as is reasonably required.**

WHAT DOES MOBILITY ASSISTANCE MEAN?

Mobility assistance essentially means helping passengers who use wheelchairs by providing physical assistance. If the passenger wishes to remain in the wheelchair, the driver must help the passenger to get into and out of the vehicle. If the passenger wants to transfer to a seat, the driver must help him or her to get out of the wheelchair and into a seat and back into the wheelchair; the driver must also load the wheelchair into the vehicle. The driver must also offer to load the passenger's luggage into and out of the vehicle.

WHAT IF I HAVE A MEDICAL CONDITION WHICH PREVENTS ME FROM CARRYING OUT THESE DUTIES?

The new Act allows for exemptions from the duties on medical grounds or if the driver's physical condition makes it impossible or unreasonably difficult for him or her to comply with those duties. It is the responsibility of drivers who require an exemption to apply for one from their licensing authority before the duties come into force; they will have at least six months to go through this process.

WHO DECIDES IF A DRIVER IS EXEMPT?

The local licensing authority decides if a driver should be exempt from the duties.

WHAT IF THE LICENSING AUTHORITY SAYS THAT I AM OK TO CARRY OUT THE DUTIES AND I DISAGREE?

The legislation allows a driver to appeal to the magistrates' court within 28 days if the licensing authority decides not to issue an exemption certificate.

HOW WILL PASSENGERS KNOW THAT I AM EXEMPT FROM THE DUTIES TO ASSIST PASSENGERS?

The Department will be printing and issuing to licensing authorities special Exemption Notices which exempted drivers must display on their vehicles in order that passengers will know that the driver is exempt from duties.

GUIDE DOGS

The other thing that will happen on the 1st of October 2010 is that the duties placed on Hackney Carriages and Private Hire drivers and on Private Hire Vehicle operators to carry guide dogs and other assistance dogs will transfer from the Disability Discrimination Act 1995 to the Equality Act 2010. In practice, the duties will remain exactly the same as they are now. Any person who is currently exempt from the duty to carry an assistance dog on medical grounds will continue to be exempt. That is because we have made a change in the law so that all existing exemption certificates and all existing exemption notices remain in force as though they had been made under the Equality Act 2010.

I HAVE AN EXEMPTION CERTIFICATE WHICH SAYS THAT IT WAS ISSUED UNDER THE DISABILITY DISCRIMINATION ACT 1995 – DO I HAVE TO GET A NEW ONE?

No, you do not have to get a new certificate, the certificate which you have been granted remains valid until its expiry date.

I HAVE A SPECIAL NOTICE IN MY HACKNEY CARRIAGE / PRIVATE HIRE VEHICLE WHICH SAYS THAT I AM EXEMPT FROM CARRYING GUIDE DOGS AND MENTIONS THE DISABILITY DISCRIMINATION ACT 1995 SO WILL I NEED TO GET A NEW ONE?

No, you do not have to get a new exemption notice; the notice which was provided by the licensing authority remains valid until its expiry date.

CRIMINAL RECORDS BUREAU ENHANCED DISCLOSURE INFORMATION

The CRB Disclosure form must be completed before your appointment. However it will be checked at your appointment and you are free to ask any questions that you may have at the appointment.

Confirming your identity

Your identity needs to be confirmed. You need to provide original documentation (no photocopies) to the Licensing Officer.

Which documents do you need to provide?

You must bring to the appointment documents (from the list below) to verify:

- Your name
- Date of birth
- National insurance number
- Driving licence number
- Passport number
- Current address

Acceptable identity documents

Group A

- Valid passport (any nationality)
- UK Driving Licence (either photo card or paper)
- Original UK Birth Certificate (issued within 12 months of the date of birth) (full or short form acceptable)
- Valid photo identity card (EU countries only)
- UK Firearms Licence

Group B

- P45/P60 statement*
- Bank or building society statement**
- Utility Bill*
- Valid TV licence
- Credit Card Statement*
- Store Card Statement*
- Mortgage Statement**
- Valid insurance certificate
- Certificate of British nationality
- British work permit/visa**
- Connexions card
- Child benefit book **
- Exam certificate (e.g. GCSE, NVQ)
- Correspondence or a document from: the Benefits Agency, the Employment Service, the Inland Revenue, or a Local Authority*
- Financial statement**
- Valid vehicle registration document
- Mail order catalogue statement*
- Court summons**
- Valid NHS Card
- Addressed payslip*
- National insurance number card

*less than 3 months old

**issued within past 12 months

Please note that these documents must be from different sources e.g. one bank statement and one Council Tax Bill, not, one bank statement and one credit card bill from the same bank.

PREVENTION OF ILLEGAL WORKING: RIGHT TO WORK IN U.K.

The Council has a duty to ensure that all those individuals it grants a licence to are entitled to work in the UK. For this reason the following documentation must be provided.

List A – documents which show an ongoing right to work. If you can provide documents from list A, you do NOT need to provide any from list B.

1. A passport showing that the holder is a British citizen
2. A passport showing that the holder is a citizen of the UK and Colonies having the right to abode in the UK – passport has a 'certificate of entitlement to the right of abode' in it.
3. A passport showing that the holder is a national of a European Economic Area (EEA) country or Switzerland
4. A residence permit, registration certificate or document certifying or indicating permanent residence issued by the Home Office (HO), the Border and Immigration Agency (BIA), a national of a EEA or Switzerland
5. A permanent residence card issued by the HO or BIA to the family member of a national of EEA or Switzerland
6. A Biometric Immigration Document issued by the BIA to the holder which indicates that the person named in it is allowed to stay indefinitely in the UK or has no time limit on their stay in the UK
7. A passport or other travel document endorsed to show that the holder is allowed to stay indefinitely in the UK, has the right of abode in the UK or has no time limit to their stay in the UK

Document combinations – one of the following:

8. An official document issued by a previous employer or Government agency i.e. HM Revenue and Customs, Department for Work and Pensions, Jobcentre Plus, the Employment Service, the Training and Employment Agency (Northern Ireland) or the Northern Ireland Social Security Agency, which contains the permanent National Insurance number and name of the person

Plus:

- a. An immigration Status Document issued by the HO or the BIA to the holder with an endorsement indicating that the person named in it is allowed to stay indefinitely in the UK or has no time limit on their stay in the UK
Or:
- b. A full birth certificate/full adoption certificate issued in the UK which includes the name(s) of at least one of the holder's parents
Or:
- c. A birth certificate/adoption certificate issued in the Channel Islands, the Isle of Man or Ireland
Or:
- d. A certificate of registration or naturalisation as a British citizen
Or:
- e. A letter issued by the HO or the BIA to the holder which indicates that the person named

List B – Documents which show a right to work for up to 12 months (where this is applicable the applicant will have to prove their right to work annually otherwise their licence will be revoked) (If you can provide documents from list B, you do NOT need to provide any from list A). You will need to provide either 1 or 2, with a combination of the following i.e. 3 + a or 3 + b; 4 or 5; 6; 7 or 8.:

1. A passport or travel document endorsed to show that the holder is allowed to stay in the UK and is allowed to do the type of work in question, provided that it does not require the issue of a work permit
2. A Biometric Immigration Document issued by the BIA to the holder which indicates that the person named in it can stay in the UK and is allowed to do the work in question.

Document combinations – first combination:

3. A work permit or other approval to take employment issued by the HO or BIA with:
 - a. A passport or another travel document endorsed to show the holder is allowed to stay in the UK and is allowed to do the work in question
Or:
 - b. A letter issued by the HO or the BIA to the holder or the employer or prospective employer confirming the same

Second combination – must be checked by the BIA Employer Checking Service:

4. A certificate of application issued by the HO or the BIA to or for a family member of a national of a EEA country or Switzerland stating that the holder is permitted to take employment which is less than 6 months old
Or:
5. An application registration card issued by the HO or the BIA stating that the holder is permitted to take employment

Third combination:

6. A document issued by a previous employer or Government agency e.g. HM Revenue and Customs, the Department for Work and Pensions, Jobcentre Plus, the Employment Service, the Training and Employment Agency (Northern Ireland) or the Northern Ireland Social Security Agency, which contains the National Insurance number and name of the holder

One of the following must be provided, if a document showing your National Insurance number has previously been provided:

7. An Immigration Status Document issued by the HO or the BIA to the holder with an endorsement indicating that the person named in it can stay in the UK and is allowed to do the type of work in question
Or:
8. A letter issued by the HO or BIA to the holder or the employer or prospective employer, which indicates that the person named in it can

POLICY ON THE RELEVANCE OF WARNINGS, OFFENCES, CAUTIONS AND CONVICTIONS

Consideration of the Grant, Renewal, Suspension or Revocation of Hackney Carriage and Private Hire Driver's Licences, Vehicle Licences, and Private Hire Operator Licences.

Introduction

Hackney Carriage and Private Hire have a specific role to play in an integrated transport system. They are able to provide services in situations where public transport is either not available (for example in rural areas, or outside "normal hours" of operation such as in the evenings or on Sundays). The Hackney Carriage/Private Hire vehicles play an integral part in the dispersal of people to support the night time economy.

It is the Council's wish to facilitate well-run and responsible businesses which display sensitivity to the wishes and needs of the general public. Its purpose, therefore, is to prevent licences being given to or used by those who are not suitable people taking into account their driving record, their driving experience, their sobriety, mental and physical fitness, honesty, and that they are people who would not take advantage of their employment to cause distress, harm or suffering to any passenger or other person.

It is important that the Council's powers are used to ensure that Hackney Carriages and Private Hire vehicles in the City are safe and comfortable and that the powers are exercised in compliance with the European Convention on Human Rights.

Licensing Objectives

The Licensing Authority will carry out its Hackney Carriage and Private Hire licensing functions with a view to promoting the following licensing objectives:

- **Safety and health of drivers and the public;**
- **The promotion of a professional and respected Hackney Carriage and Private Hire trade;**
- **To prevent crime and disorder and to protect consumers;**
- **Improve the local environment, economy and quality of life; and**
- **To promote the aims and vision of Oxford City Council and its Partners.**

The aim of the licensing process, in this context, is to regulate the Hackney Carriage and Private Hire trade in order to promote the above objectives. In promoting these licensing objectives the Authority will expect to see licence holders and applicants continuously demonstrate they can meet or exceed specifications set by the Council.

Status

In exercising its discretion in carrying out its regulatory functions, the Council will have regard to this policy document and the objectives set out above. Notwithstanding the existence of this policy and any other relevant Council policy, each case will be considered on its own merits.

Where it is necessary for the Authority to depart substantially from this policy, clear and compelling reasons will be given for doing so. The purpose of this document is to formulate guidelines which detail the Council's current stance on the relevance of warnings, offences, cautions and convictions in respect of applications for the grant of new licences, and the renewal of existing Hackney Carriage and Private Hire vehicle driver's, operator's and proprietor's licences, and the maintaining of such licences.

The Council expects licence holders to comply with the conditions and regulations pertaining to the licence immediately. It is acknowledged, however, that certain provisions may place financial obligations on existing licence holders and accordingly the Council is prepared to permit a transitional period which will be determined by officers acting under delegated powers, during which necessary changes must be made.

The aim of the licensing regime to which these guidelines relate is not to punish the applicant twice for an offence (which includes a caution or a conviction), but to ensure that public safety is not compromised. The objective of the licensing regime is to ensure that, so far as possible, those licensed to drive Hackney Carriages and Private Hire vehicles are suitable persons to do so, namely that they are safe drivers with good driving records and adequate experience, sober, mentally and physically fit, and honest; and that they are persons who would not take advantage of their position to abuse, assault or defraud customers.

These guidelines will be taken into account by the Licensing Officers when processing applications.

Enforcement Procedures

It is this Authority's policy to deal with enforcement matters relating to an applicant or existing licence holders by means of Licensing Officers, the Head of Environmental Development, the Hackney Carriage and Private Hire Licensing Sub-Committee and the Courts. The expectation of the Authority is that any person who seeks the grant of a licence, or who holds a licence, meets with our definition of a "fit and proper" person. Hackney Carriage and Private Hire drivers maintain close contact with the public and are therefore not expected to behave or act in a manner that may:

- **cause any person to take offence at their actions**
- **cause any person to believe their actions are inappropriate**
- **cause any person to fear of their physical safety**
- **cause any person to doubt their integrity**
- **brings in to disrepute the integrity of the Council for having granted such a person a licence**
- **fail to adhere to the conditions and regulations pertaining to the licence**

Any complaints or enforcement measures are dealt with in the first instance by the Licensing Officers by way of a "Warning" system. Any failures on the part of an applicant or existing licence holder to uphold the Licensing Objectives or to adhere to the conditions and regulations pertaining to the licence may result in any of the following actions:

- **the issue of a warning (appropriate to the incident reported)**
- **the issue of a higher level of warning (appropriate to the incident reported and having regard to the history of the licence holder)**
- **the request for an interview to be held in accordance with the Police and Criminal Evidence Act 1984**
- **the issue of a Formal Caution**
- **the referral of the matter to the Head of Environmental Development**
- **the referral of the matter to the Hackney Carriage and Private Hire Licensing Sub-Committee**
- **the referral of the matter to the Law and Governance department for consideration of prosecution**

Definitions

Appeal: A means by which a decision under delegated authority can be reviewed by the Magistrates Court or the Crown Court. The decision of the Council may be upheld or overturned.

Offence: commonly used to signify any public wrong, including crimes or indictable offences and offences punishable on summary conviction.

Caution: A caution is a formal warning given to an adult who has admitted to the commission of an offence and has consented to the caution.

Conviction: Judicially determining that someone is guilty of a crime

Free of convictions: This means a period since your last conviction in which you remain free of any further convictions. In the case of a custodial sentence this means the periods given will run from the date that the full sentence awarded by the court would have been completed.

Fit and Proper Person: A person who is of no threat to the general public, has a good City knowledge, is healthy, is of a good character (including driving record) and is therefore deemed fit and able to hold a licence.

Hackney Carriages: A vehicle that can carry passengers for hire or reward can be hailed by a prospective passenger and can park on a rank to await the approach of passengers; a vehicle available for public Hire.

Hackney Carriage and Private Hire Licensing Sub-Committee: A committee having powers given to it by the General Purposes Licensing Committee of the Council, to determine the suitability of an applicant to be granted a licence or existing licence holder to maintain a licence, when the Head of Environmental Development is unable to determine whether such a person meets the Authority's definition of a "fit and proper" person.

Head of Environmental Development: Who holds delegated authority to make day to day decisions regarding the suitability of any person seeking the grant or renewal of a licence, and the suspension of any licence holder.

Mitigating Circumstances: The circumstances surrounding an offence, caution or conviction. These may alter the seriousness of a crime.

Private Hire Vehicles: A vehicle which must be pre-booked with a Private Hire operator. This type of vehicle cannot ply for hire (stand in a rank, wait without a booking in a "prominent position" giving rise to the impression that the vehicle is available for hire, or undertake a journey that has not been pre-booked by the hirer with the Private Hire Operator).

Proprietor: The person in possession of a Hackney Carriage or Private Hire vehicle licence.

Operator: This means a business that makes provision for the invitation or acceptance of bookings for a Private Hire vehicle.

Refusal: To decide not to give something

(Within this Policy any reference to refusal will also be a reference to revocation or suspension).

Revoke: To take something away permanently.

Suspend: To take something away temporarily.

Advisory Warning: Either verbally given or a letter advising that although an offence, caution or conviction was not serious enough to have warranted a First Level Warning, the offence committed is unacceptable and has caused concern to the Council as to the suitability to hold such a licence. If, in the future, similar behaviour is illustrated, the consequences could be more severe, possibly leading to an escalation in the level of warning issued, or the suspension of the licence.

First Level Warning: A letter advising that although an offence, caution or conviction was not serious enough to have warranted a Second Level Warning, the offence committed is unacceptable and has caused concern to the Council as to the suitability to hold such a licence. If, in the future, similar behaviour is illustrated, the consequences could be much more severe, possibly leading to the suspension of the licence

Second Level Warning: A letter advising that although an offence, caution or conviction was not serious enough to have warranted the refusal, suspension or revocation of the licence, the offence committed is unacceptable and has caused concern to the Council as to the suitability to hold such a licence. If, in the future, similar behaviour is illustrated, the consequences could be much more severe, possibly leading to the suspension of the licence.

Final Warning: A letter advising that although an offence, caution or conviction was not serious enough to have warranted the refusal, suspension or revocation of the licence, the offence committed is unacceptable and has caused concern to the Council as to the suitability to hold such a licence. If, in the future, similar behaviour is illustrated, the licence holder should expect the matter to be met with the suspension / revocation of his/her licence.

Introduction to the Guidelines Relating to the Relevance of Convictions Powers and Duties

The Local Government (Miscellaneous Provisions) Act 1976 and Town Police Clauses Act 1847 (as amended), Road Safety Act 2006 (Sections 52-53) places on Oxford City Council (the "Authority") the duty to carry out its licensing functions in respect of Hackney Carriage and Private Hire vehicles. The Rehabilitation of Offenders Act 1974 is summarised at Appendix 1.0. However, Hackney Carriage and Private Hire drivers are listed as regulated occupations within the Rehabilitation of Offenders Act 1974 (Exceptions) Order (Amendment) (No2) 2002. No conviction is categorised as spent under this Order. All categories that criminal offences fall into are deemed to be relevant to the role of a Private Hire and Hackney Carriage driver.

In order to assess an individual's suitability to hold a licence, this Authority requires all applicants to provide an Enhanced Criminal Records Bureau Disclosure and a DVLA Disclosure; and the Authority will take into account all endorsement penalty points, cautions and convictions when considering an application for a driver's licence, irrespective of offence, sentence imposed or age when the offence is committed. All motoring and criminal offences must be declared on the application form. Any failure to declare any endorsement penalty points, offences, cautions or convictions either when making an application, or within 7 days of receipt of their issue, may lead to the appropriate enforcement actions being taken in regard to the suitability of such a person being considered "fit and proper" to hold a licence issued by the Authority.

Suitability

The legislation states that the Council may grant a licence **ONLY** if it is satisfied that the person is fit and proper – **the onus is on the applicant to prove this, NOT the Council to demonstrate that they are not.**

Where sufficient and appropriate enforcement measures have been taken by the Licensing Officers, in relation to a licence holder who has displayed a propensity to fail to adhere to the conditions and regulations pertaining to his or her licence, their suitability to hold a licence may be placed before the Hackney Carriage and Private Hire Licensing Sub-Committee to determine. It is therefore advisable for all new applicants and existing licence holders to be familiar with the content of this Policy on the Relevance of Warnings, Offences, Cautions and Convictions, and with the criteria, conditions and regulations specific to the licence that they hold.

Full details of the criteria, conditions and regulations relating to the Taxi Licensing function can be found in the following documents:

- **Hackney Carriage & Private Hire Driver Licence Application Pack**
- **Hackney Carriage & Private Hire Vehicle Licence Application Pack**
- **Private Hire Operator Licence Application Pack**

Alternatively, the Council provides all such relevant information on its website at: www.oxford.gov.uk/taxilicensing

Offences, Cautions and Convictions

The Licensing Officer is required to look at any past indicators (convictions, including formal cautions, fixed penalties, speeding offences, etc) that may affect a person's suitability to hold a Hackney Carriage/Private Hire driver's licence and consider the possible implications of granting such a licence to that person.

The imposition of a fixed penalty in place of a prosecution under any enactment may be considered a relevant indicator of suitability. In addition, applicants must disclose any recent formal cautions they have received and any pending matters. The disclosure of any conviction will not necessarily prevent an applicant from being issued a licence. However, all convictions, spent or live, will be assessed.

Cautions are included under the definition of 'convictions' and they will also be taken into consideration. Although these are generally not as serious as convictions, they can give some indication as to an applicant's character and whether they are a fit and proper person to hold or be granted a licence. The Licensing Officer will bear in mind that a caution is given where there is sufficient evidence for a prosecution and guilt has been admitted. Cautions will be taken into consideration for a period of five years.

Penalty notices are similar to fixed penalties, but are issued for a wide range of offences of an anti social nature, including behaviour likely to cause harassment, alarm or distress to others, drunk and disorderly behaviour in a public place, destroying or damaging property up to the value of £500, retail theft under £200, sale of alcohol to a person under 18 years of age, selling alcohol to a drunken person or using threatening words or behaviour. This will be viewed in an appropriate light given the nature of the offence.

The Licensing Officer may refer to the Rehabilitation of Offenders Act 1974 as part of their assessment of the convictions. A summary of the Act is provided at Appendix 1.0. The fact that a conviction is not yet spent under the Act may be relevant in the determination. However, the Exemption Order means that for all practical purposes, it is as if the Rehabilitation of Offenders Act had never been passed for licensed drivers. Therefore Licensing Officers may disregard the Act if they consider it necessary in a particular case.

If a Court has found as a matter of fact that a person has committed an offence, that person cannot then say to the Licensing Officer that he / she did not commit the offence; and if they seek to do so, their representations will not be taken into consideration. The applicant can, however, explain any mitigating factors that led to them committing the offence and the Licensing Officer can take these into account in deciding whether the applicant is a fit and proper person to hold or be granted a licence. Such cases may be referred to the Licensing Sub-Committee for determination. **In the case of offences that have led to a term of imprisonment, the periods given will run from the date that the full sentence awarded by the court would have been completed.**

A "Fit and Proper Person"

When considering whether someone should serve the public, the range of passengers that a driver may carry should be borne in mind. For example, elderly people, unaccompanied children, the disabled, those who have had too much to drink, lone women, foreign visitors and unaccompanied property. Some areas give rise to particular concern, including:

- **Honesty and trustworthiness** – drivers often have knowledge that a customer is leaving a house empty; they have opportunities to defraud drunken, vulnerable or foreign people or to steal property left in cars. They must not abuse their position of trust.
- **Not abusive** – drivers are often subject to unpleasant or dishonest behaviour. The Council does not consider that this excuses any aggressive or abusive conduct on the part of the driver. Drivers are expected to avoid confrontation, and to address disputes through the proper legal channels. In no circumstances should they take the law into their own hands.
- **A good and safe driver** – Passengers paying for a transport service rely on their driver to get them to their destination safely. They are professional drivers and should be fully aware of all Road Traffic legislation and conditions attached to the licence. A person who has committed an offence and has to wait a period of time before being accepted as a Hackney Carriage or Private Hire driver is more likely to value his/her licence and act accordingly.

Protecting the Public

The over-riding consideration for the Licensing Officer is to protect the public. Having considered and applied the appropriate guidelines, the Licensing Officer will determine **each case on its own merits.**

History

The Licensing Officer may take into account a person's history whilst holding a licence, from this or any other authority. The Licensing Officer may take into account, in deciding whether a person is a fit and proper person to hold (or to continue to hold) a licence, such matters as the record of complaints about them, also their compliance with Licence conditions and their willingness to co-operate with the reasonable requests of Licensing Officers.

Best Practice Guidance

In formulating this policy, advice contained in the Taxi and Private Hire Vehicle Licensing Best Practice Guidance issued by the Department for Transport, and the advice provided by the Institute of Licensing has been taken into account.

GUIDELINES RELATING TO THE RELEVANCE OF WARNINGS, OFFENCES, CAUTIONS AND CONVICTIONS

GENERAL POLICY

1. Each case will be decided on its own merits.
2. A person with a current conviction for serious crime need not be permanently barred from obtaining a licence but should be expected to remain free of conviction for 3 to 5 years, according to the circumstances, before an application is entertained. Some discretion may be appropriate if the offence is isolated and there are mitigating circumstances. However, the overriding consideration must be the protection of the public.
3. In the case of offences that have led to a term of imprisonment, whether or not suspended, the periods given will run from the date that the full sentence awarded by the court would have been completed.
4. Cautions will be taken in to consideration for a period of five years.
5. A new applicant is a person who has not previously held a licence with this authority or whose licence had expired for 12 months before the application form was received in the Taxi Licensing Office.
6. Warnings issued by the Licensing Officers shall be considered relevant to the determination of the suitability of all applicants and existing licence holders with regard to the grant or continuation of a licence issued by the Authority.

The following examples afford a general guide on the action to be taken where convictions are admitted.

Driving & Traffic Offences

Private Hire and Hackney Carriage drivers are considered professional drivers and must be aware of the safety of their passengers and the safety of their vehicles at all times.

Any traffic offences show a lack of responsibility whilst driving either due to the maintenance and safety of their vehicle or in the manner of their driving.

Convictions for traffic offences should not necessarily prevent a person from proceeding with an application. However, the number, type and frequency of an offence will be taken into account. In some cases it may be appropriate to issue a licence together with a strong warning as to future driving conduct. If a significant history of offences is disclosed, an application may be refused. Whilst the imposition of a Fixed Penalty Notice does not lead to a conviction, it never the less attracts penalty points to a DVLA licence. The Council considers 'death by careless driving' or 'death by dangerous driving' to be a very serious and you should therefore refer to the **Major Traffic Offences** section. For information on alcohol and drug related offences see **Drunkenness & Drugs** sections.

New applicants should not normally be considered if they have acquired more than three penalty points within the twelve months prior to the application for the grant of a licence; or they have in the previous two years been convicted of any single offence which resulted in a points penalty of five or more points, or offences totalling more than six points.

If sufficient points have been accrued or offences committed resulting in a period of disqualification of the applicant's DVLA driving licence then an application for a Hackney Carriage or Private Hire driver licence may not normally be considered until a period of twenty-four months has elapsed following its restoration and a warning should be issued as to future conduct.

If the DVLA driving licence of an applicant or an existing driver is revoked following the acquisition of six or more points during the first two years since passing the DVLA driving test, then a period of 24 months following the restoration of the licence must have elapsed before a Hackney Carriage or Private Hire driving licence may be applied for.

Drivers already licensed who are convicted during the course of the licence of any single offence which results in a penalty of five or more points or acquires nine or more penalty points, should be interviewed and may be referred to the Licensing Sub-Committee.

When a driver who is already licensed with this authority is disqualified from holding or obtaining a DVLA driving licence, the licence will be suspended. A period of 24 months following the restoration of the licence must have elapsed before a Hackney Carriage or Private Hire driving licence application may be considered. The driver may be required to appear before the Hackney Carriage and Private Hire Licensing Sub-Committee before the licence is reinstated.

Drivers already licensed and applicants awaiting the grant of a licence must inform the Taxi Licensing office within 7 days of any conviction.

For existing licence holders, a guideline is provided below in relation to penalty points:

5 or less penalty points: For 5 or fewer points on an applicant's driving licence, a licence will usually be granted, with an advisory warning.

6 or more penalty points: Where any applicant has 6 or more penalty points on their driving licence the Licensing Officer will usually consider granting the licence with a written warning unless exceptional circumstances justify a refusal.

"Totting Up" under S35 Road Traffic Offenders Act 1988: Where an applicant has been disqualified under the "totting up" procedures, the Licensing Officers will normally consider refusal until there has been a **period of 12 months** free of relevant convictions. If an applicant has agreed "exceptional hardship" and avoided disqualification, refusal will still be considered and a **period of 12 months** free of relevant convictions required.

Motor Insurance Offences

An isolated incident in the past should not necessarily bar an applicant from being issued a licence; however, the Council takes a serious view of motor insurance offences. More than one conviction for these offences should raise serious doubts as to an applicant's suitability to hold a Hackney Carriage or Private Hire licence. In this instance, at **least 3 years** after restoration of the DVLA driving licence should elapse before an applicant, who has been disqualified from driving for an insurance offence, can be considered.

Major traffic offences

E.g. dangerous driving, drive whilst disqualified, fail to stop after an accident, using a handheld mobile telephone whilst driving, no insurance, careless driving, using vehicle with defective brakes/tyres/steering wheel etc. If the applicant has been convicted of one isolated major traffic offence a **period of 12 months** free of convictions will usually be expected prior to consideration of grant.

If the applicant has been convicted of two or more major traffic offences then a licence will not normally be granted until the applicant has completed at least a **period of 2 years** free from conviction. This period may increase where the combination of offences are considered to increase the risk to the public.

We consider 'death by careless driving' or 'death by dangerous driving' to be a very serious offence. If the applicant has been convicted of such an offence a **period of 3 years** free of convictions will usually be expected prior to consideration of an application. In all such cases, the matter will be determined by the Hackney Carriage & Private Hire Licensing Sub-Committee.

Plying for Hire

A serious view is taken of this offence, particularly since the vehicle will almost certainly have been carrying fare-paying passengers whilst uninsured. The offence is making one's vehicle available for public hire whilst using a licensed Private Hire vehicle. It is not appropriate for Private Hire drivers to park in prominent positions (i.e. where people are likely to congregate, locations with a high level of footfall, near a taxi rank), without a pre-booked journey having been provided by the Private Hire Operator. If witnessed by the Licensing Officer, the licence holder should expect further enforcement measures to be taken against them, including a full inspection of the driver and vehicle against the conditions relating to both licences.

The Licensing Officer may request from the Private Hire Operator details of all bookings given to the driver, and further evidence if required that would assist with the Licensing Officer's case. If a Private Hire Operator is complicit in allowing the driver to book a journey, rather than the passenger book the journey directly with the Operator, the Operator should expect for the Licensing Officer to undertake any necessary enforcement measures against the company itself.

The Licensing Authority regularly carries out what are known as "Test Purchase" Operations, where attempts are made to ascertain whether individual licence holders and Private Hire Operators knowingly ply for hire. If any licence holder is found to be non-compliant with regard to this matter during such an operation, they should expect the matter to result in a prosecution against them in the Courts. If convicted by the Court of a single offence of plying for hire, the licence holder will be required to appear before the Hackney Carriage and Private Hire Licensing Sub-Committee, where the licence holder should expect to receive a revocation of their licence.

If a licence is revoked a period of twenty-four months should have elapsed before any application is considered.

Drunkness (With Motor Vehicle)

A serious view should be taken of convictions of driving or being in charge of a vehicle while under the influence of alcohol. A conviction for this offence should raise grave doubts as to the applicants' fitness to hold a licence and at least 3 years should elapse (after the restoration of the driving licence) before an application for a licence is considered.

If there is any suggestion that the applicant is an alcoholic, a special medical examination should be arranged before the application is entertained. If the applicant is found to be an alcoholic a period of 5 years should elapse after treatment is complete before a further licence application is considered.

Drunkness (Not in Motor Vehicle)

An isolated conviction for drunkness need not debar an applicant from gaining a licence. However, more than one conviction for drunkness could indicate a medical problem necessitating critical examination.

Drugs

A serious view should be taken of this type of offence. An applicant with a conviction or caution for any drug related offence should be required to show a period of at least 3 years free of conviction or caution before an application is entertained, or 5 years after detoxification treatment if he/she was an addict.

Any person convicted of supplying drugs should not be considered for the grant of a licence for at least 5 years following conviction. If the applicant has received a custodial sentence, the 5 years should be counted from the completion of the full sentence. If a licence is granted, the applicant should be warned of the serious consequences of driving a motor vehicle whilst under the influence of drugs.

Police Bail

Hackney Carriage and Private Hire drivers are expected to adhere to this Policy's definition of a "fit and proper" person. A person who already holds a licence with the Authority, if arrested for an alleged offence, and subsequently released by the Police on bail, depending upon the nature of the alleged offence, should expect to have their licence suspended by the Head of Environmental Development. The suspension shall remain in force until such time as the case is resolved by either the Police or by the Courts.

Police Recommendation

Hackney Carriage and Private Hire drivers maintain close contact with the public, often carrying unaccompanied and vulnerable passengers, and are therefore expected to adhere to this Policy's definition of a "fit and proper" person. Any person who is charged by the Police for an alleged offence, who in the view of the Police Officer represents a threat to the safety and well-being of the public, should expect to have their licence suspended by the Head of Environmental Development. The suspension shall remain in force until such time as the case is resolved by either the Police or by the Courts.

Indecency Offences

As Hackney Carriage and Private Hire vehicle drivers often carry unaccompanied passengers. Applicants with any cautions or convictions for indecent exposure, indecent assault, importuning, or any of the more serious sexual offences, should be refused a Hackney Carriage or Private Hire drivers licence until they can show a substantial period (at least 5 years) free of such offences before being considered to hold a licence. Any applicant with a single caution or conviction of this kind should expect to have their application determined by the Hackney Carriage and Private Hire Licensing Sub-Committee. A person with more than once caution or conviction for any indecency offence would not normally be considered to be a suitable applicant. A person who already holds a licence with this Authority, if charged with any indecency offence may expect to have their licence immediately suspended until the case is resolved by either the Police or by the Courts.

No application will be considered from a person currently on the Sex Offender's Register.

Violence

As Hackney Carriage and Private Hire vehicle drivers maintain close contact with the public, a firm line should be taken with applicants who have convictions for grievous bodily harm, wounding or assault. At least 3 years free of such convictions should be shown before an application is entertained and even then a strict warning should be given.

Offences involving breaches of public order should be treated seriously even if the case resulted in the applicant being bound over. More than one offence of this nature may indicate a propensity for this type of behaviour and at least three years free of conviction should be shown before an application is entertained.

Dishonesty

Hackney Carriage and Private Hire vehicle drivers are expected to be persons of trust. The widespread delivery of unaccompanied property is indicative of the trust that business people place in drivers. Moreover, it is comparatively easy for a dishonest driver to defraud the public by demanding more than the legal fare etc.

Overseas visitors can be confused by the change in currency and become "fair game" for an unscrupulous driver. For these reasons a serious view should be taken of any conviction involving dishonesty. In general, a period of 3 to 5 years free of conviction or if a custodial sentence, 3 to 5 years from the completion should be required before entertaining an application.

Failure to declare endorsement penalty points, offences, cautions and convictions is regarded as a serious matter, whether it is through the omission of such incidents when submitting an application to the Authority, or by not informing the Authority within 7 days of receipt of their issue.

Any person, who fails to declare on his or her application any such issues, should expect their application to be referred to the Hackney Carriage and Private Hire Licensing Sub-Committee, to determine their suitability to hold a licence.

Complaints Against Drivers

Complaints are frequently made against Hackney Carriage and Private Hire drivers. Such complaints include refusal to assist a disabled passenger, use of abusive language or refusal to accept a fare. Such complaints should be investigated and dealt with by the Licensing Officer, and if the complaint is serious enough, the applicant may be invited to make representations. At the Officer's discretion the applicant may be requested to attend an interview.

The Licensing Officer will consider the conduct of licence holders, taking into account the circumstances surrounding any alleged incident, and the realities of the profession, where drivers are often the subject of unwarranted abuse from members of the public.

The Licensing Officer will consider the history of all complaints made against the driver to assess any patterns. If a pattern is identified, then the Officer will consider whether the driver is fit and proper person to hold such a licence, and the matter referred to the Licensing Sub-Committee for determination.

Warnings Issued By The Licensing Officers

The Licensing Officers carry out the day to day enforcement functions of the Licensing Authority. They deal with complaints made about licence holders, and carry out enforcement operations throughout the City. Such operations include the inspection of Hackney Carriage vehicles at the ranks, the checking of licensed drivers for adherence to the conditions attached to the driver, vehicle and operator licences, and checking that licence holders are complying with the relevant regulations pertaining to the licence.

Any failures on behalf of the licence holder to adhere to the criteria, conditions and regulation pertaining to the licence, are dealt with by way of Warnings. It is this Authority's policy to provide advice and education to the licensed trade in order to meet the licensing objectives as described in this Policy.

The levels of Warning issued by the Licensing Officers are proportionate to the incidents that they deal with, however should a licence holder be found to be continually failing to meet with the requirements of their licence, the level of Warning shall be escalated, until such time as the Licensing Officer has no alternative other than to refer the matter to the Head of Environmental Development, the Hackney Carriage and Private Hire Licensing Sub-Committee, or the Law and Governance department.

A licence holder who has shown a propensity to fail to adhere to the conditions and regulations pertaining to his or her licence, should expect to have additional condition imposed on the licence to ensure compliance. In certain cases the consequences could be much more severe and the licence holder should expect the matter to be dealt with by way of the suspension or revocation of his or her licence.

In cases where the licence is revoked, a period of 24 months must elapse before a further application may be made to the Authority. Should an applicant submit an application before 24 months has elapsed, he or she should expect the application to be refused by the Head of Environmental Development.

Any applicant or licence holder, who is issued with a Warning by the Licensing Officer and disagrees with that decision, has a right of appeal by way of written complaint, to the Licensing Team Leader within **21 days of the Warning being issued**.

Conclusion

Any applicant having a previous or current conviction should not necessarily prevent them from obtaining a Hackney Carriage or Private Hire licence. A person who has committed an offence and who is made to wait for a rehabilitation period to lapse prior to their application being accepted is more likely to value their licence and act accordingly. However, there are certain offences that are considered so serious that they will usually prevent a person obtaining or keeping a licence.

It is this Authority's policy to consider the safety, protection and well being of the general public by ensuring all licensed drivers are safe and competent drivers and are able to maintain their vehicles to an acceptable standard. The main purpose of the Licensing Officer's assessment is to ensure the public safety; not to punish or financially penalise licence holders. By applying these guidelines, the Council is seeking to maintain the high standard of quality of Hackney Carriage and Private Hire drivers, operators and proprietors in the City, which in turn maintains the good reputation of the taxi industry and the high quality of service to the travelling public.

Any applicant refused a licence on the grounds that the Licensing Officer is not satisfied he/she is a fit and proper person to hold such a licence, or who has had their licence suspended, revoked and disagrees with that decision, has a right of appeal by way of written complaint, to the Magistrates' Court within **21 days of the notice of decision**.

APPENDICES

Appendix 1.0: Table of Rehabilitation of Offenders Act

The Rehabilitation of Offenders Act 1974 provides that after a certain lapse of time, convictions for offences are to be regarded as "spent". Set out below are some examples of when convictions become "spent". Please note that it is from **the date of conviction** that the time commences for the Rehabilitation of Offenders Act.

Adult

	Sentence	Rehabilitation Period
1.	2 ½ years (30 months) imprisonment and over whether sentence was suspended or not	Never spent
2.	6 months imprisonment/youth custody and over but under 30 months whether sentence was suspended or not	10 years
3.	Under 6 months imprisonment/youth custody whether sentence was suspended or not	7 years
4.	A Fine, Compensation or Community Service Order	5 years
5.	Conditional Discharge, Bound Over or Probation Order. (Also includes Fit Person, Supervision and Care Orders)	1 year or period of probation sentence, whichever is longer
6.	Absolute Discharge	6 months
7.	Disqualification, disability or prohibition	Period of sentence unless a longer period as above (e.g. disqualification and a fine – 5 years)
8.	Remand Home/Approval School/ Attendance Centre Orders	1 year after Order expires
9.	Hospital Order Under Mental Health Acts	The period of the Order plus a further 2 years after Order expires (with a minimum of 5 years from the date of the conviction)

Youths

For applicants aged under 17 when the date of conviction took place 2, 3 and 4 above of the fixed rehabilitation periods are halved. Sentences which can only be passed on young offenders remain **fixed** and cannot be halved, i.e.

	Sentence	Rehabilitation Period
10.	Borstal	7 years
11.	6 months – 2 ½ years detention in a place determined by the Secretary of State	5 years
12.	6 months detention and less as above	3 years
13.	Detention Centre Orders	3 years

The period of time which must elapse in other cases before the conviction becomes "spent" may vary considerably according to the nature of the offence and other circumstances. **The rehabilitation period may, for example, be extended by the commission of a further offence during the rehabilitation period.**

APPLICATION FORM: PRIVATE HIRE OPERATOR LICENCE

Preamble: We may get information about you from certain third parties, or give information to them, to check the accuracy of information, to prevent or detect crime, or to protect public funds in other ways, as permitted by law. These third parties include other local authorities and Government departments.

To: The Head of Environmental Development, Oxford City Council, Ramsay House, St Ebbe's Street, Oxford, OX1 1PT

ALL QUESTIONS BELOW MUST BE ANSWERED. PLEASE COMPLETE THIS FORM IN BLOCK CAPITALS

THIS APPLICATION FORM MUST BE COMPLETED BY THE APPLICANT(S)

NAME:	
HOME ADDRESS:	
HOME TELEPHONE:	MOBILE TELEPHONE:
HOME EMAIL ADDRESS:	
DATE OF BIRTH:	NATIONALITY:
I am applying to: GRANT / RENEW (delete as applicable) a PRIVATE HIRE OPERATORS LICENCE	
CURRENT OPERATORS LICENCE NUMBER	
SOLE TRADER OR PARTNERSHIP:	
NAMES OF OTHER BUSINESS PARTNERS:	
BUSINESS TRADING NAME & ADDRESS:	
BUSINESS REGISTERED NAME & ADDRESS:	
OFFICE TELEPHONE:	OFFICE MOBILE:
OFFICE EMAIL ADDRESS:	
HAVE YOU OBTAINED PLANNING PERMISSION FOR ANY CHANGE OF USE OF THE PREMISES?	YES / NO (delete as applicable)
ARE YOU CURRENTLY ENGAGED IN THE OPERATION OF ANY BUSINESS OTHER THAN PRIVATE HIRE?	YES / NO (delete as applicable)
IF YOU HAVE ANSWERED YES, PLEASE PROVIDE DETAILS :	
HAVE YOU EVER BEEN CONVICTED, OR ARE ANY PROCEEDINGS PENDING FOR ANY OFFENCE (INCLUDING MOTORING OFFENCES, SPENT OFFENCES, CAUTIONS, REPRIMANDS & WARNINGS)?	
YES / NO (delete as applicable)	
IF YOU HAVE ANSWERED YES, PLEASE GIVE DATES AND FULL DETAILS (INCLUDING COURT / POLICE STATION):	

DECLARATION:

I am aware that if any person knowingly or recklessly makes a false statement or omits any material particular in giving information on this form that person shall be guilty of an offence. This means that if you as the applicant, or anyone else gives false information or leaves out any information to help you get a licence, you and/or they can be prosecuted in court. I declare that I have checked the details given on this application form and to the best of my knowledge and belief they are correct. I am entitled to the licence for which I apply.

DATE:..... SIGNATURE:.....

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

FOR OFFICE USE ONLY: PARIS INCOME CODE: K9571 COST CENTRE: ED24

ALL BUSINESS PARTNERS MUST COMPLETE THE FORM BELOW

SURNAME:	FIRST NAMES:
TITLE: MR/MRS/MISS/MS/OTHER:	DATE OF BIRTH:
PERMANENT RESIDENTIAL ADDRESS:	
DO YOU HOLD ANY OF THE FOLLOWING LICENCES:	YES / NO (delete as applicable)
HACKNEY CARRIAGE DRIVERS LICENCE:	YES / NO (delete as applicable)
PRIVATE HIRE DRIVERS LICENCE:	YES / NO (delete as applicable)
PRIVATE HIRE OPERATORS LICENCE:	YES / NO (delete as applicable)
HAVE YOU PREVIOUSLY APPLIED FOR AN OPERATOR'S LICENCE :	YES / NO (delete as applicable)
IF YOU HAVE ANSWERED YES – PLEASE GIVE DETAILS BELOW:	
HAVE YOU ANY FINANCIAL COMMITMENTS OR COUNTY COURT JUDGEMENTS OUTSTANDING:	YES / NO (delete as applicable)
IF YOU HAVE ANSWERED YES – PLEASE GIVE DETAILS BELOW:	
HAVE YOU EVER BEEN CONVICTED, OR ARE ANY PROCEEDINGS PENDING FOR ANY OFFENCE (INCLUDING MOTORING OFENCES, SPENT OFFENCES, CAUTIONS, REPRIMANDS & WARNINGS)?	
YES / NO (delete as applicable)	
IF YOU HAVE ANSWERED YES, PLEASE GIVE DATES AND FULL DETAILS (INCLUDING COURT / POLICE STATION):	

To be signed and dated by each partner

DATE:..... SIGNATURE:.....

If there are more partners – please take copies of this page and ensure that each partner completes their application details.