

Hackney Carriage and Private Hire Vehicle Licensing Policy

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1. Feedback on licensees

There are millions of journeys undertaken in licensed vehicles every year and almost all of these take place without issue.

If you are unhappy with your journey, you can make a complaint at <https://www.wolverhampton.gov.uk/taxi-complaints> or by calling 01902 55 TAXI.

Notice for Hackney Carriage Passengers

What you can expect from the taxi trade and what the taxi trade can expect from you
The driver will:

- Drive with due care and courtesy towards the passenger and other road users.
- Use the meter within the licensed area, unless the passenger has agreed to hire by time, and as long as this is less than the metered fare.
- If using the meter, not start the meter until the passenger is seated in the vehicle.
- If travelling outside the licensed area, agree the fare in advance. If no fare has been negotiated in advance for a journey going beyond the licensing area, then the driver must adhere to the meter.
- Take the most time-efficient route, bearing in mind likely traffic problems and known diversions, and explain any diversion from the most direct route.

The passenger will:

- Treat the vehicle and driver with respect and obey any official notices (for example, in relation to eating or drinking in the vehicle).
- Ensure they have the means to pay the fare before travelling. If wishing to pay by credit or debit card or to stop en route to use a cash machine, check with the driver before setting off.
- Be aware of the fare on the meter and make the driver aware if it is approaching the limit of their financial resources.
- Be aware that the driver is likely to be restricted by traffic regulations in relation to where they can stop the vehicle.

Notice for Private Hire Vehicle passengers

What you can expect from the private hire vehicle driver and what the private hire vehicle driver can expect from you

The driver will:

- Ensure that the passenger has pre-booked and is aware of the estimated fare before setting off.
- Drive with due care and courtesy towards the passenger and other road users.

- Take the most time-efficient route, bearing in mind likely traffic problems and known diversions, and explain if requested any diversion from the most direct route.

The passenger will:

- Treat the vehicle and driver with respect and obey any notices (for example, in relation to eating or drinking in the vehicle).
- Ensure they have the means to pay the fare before travelling. If wishing to pay by credit card or debit card or to stop en route to use a cash machine, check with the driver before setting off.
- Be aware that the driver is likely to be restricted by traffic regulations in relation to where they can stop the vehicle.

2. Driving Licence Requirements

All driver licence applicants must have a driving licence which was issued at least 12 months ago. UK driving licences are accepted, as are licences which can be exchanged for a UK licence without successfully passing the practical driving or theory test. Currently, this is:

A. Countries in the European Union or European Economic Area

B. Jersey, Guernsey or Isle of Man

C. A 'designated country or territory' (countries or territories with exchange agreements with Great Britain): Andorra, Australia, Barbados, British Virgin Islands, Canada, Cayman Islands, Falkland Islands, Faroe Islands, Gibraltar, Hong Kong, Japan, Monaco, New Zealand, Republic of Korea, Republic of North Macedonia, Singapore, South Africa, Switzerland, Taiwan, Ukraine, United Arab Emirates and Zimbabwe.

Applicants with non-UK licences will not be issued a driver licence which expires after their entitlement to drive in the UK ends. To exchange your licence, please visit <https://www.gov.uk/exchange-foreign-driving-licence>

3. Medical Certification

All applicants for a driver licence must provide a completed medical certificate, including the DVLA D4 form, certifying them to Group 2 standards.

4. DBS Certification

- All driver licence applicants must provide a full, enhanced DBS certificate (with barred list checks) that is subscribed to the Update Service. DBS certificates not subscribed to the Update Service will result in licences being issued for six months only.

- All vehicle and operator licence applicants must provide a basic DBS certificate dated within the last year. A new certificate is required to be provided on the licence anniversary.

The Council requires the original certificate to be presented.

5. Certificates of Good Character/Conduct

Where a licence applicant has been outside of the UK for three or more months continuously since the age of 18, a 'Certificate of Good Character' or 'Certificate of Good Conduct' or equivalent is required.

Where documents are not in English, a notarised translation would need to be provided by the applicant, at their own expense. Applicants who are unable to obtain a Certificate must explain why and provide references from individuals/bodies who can confirm their conduct for their time in the country. It is recognised that this will not always be practicable, such as in cases where:

- countries will not issue a certificate unless the individual has been resident for six months or more.
- countries will not issue a certificate for the purpose of taxi licensing, others not at all.
- individuals were out of the country for three months, but not in one single country for three months.
- individuals provide evidence that they have been granted status relating to asylum/refugee in relation to the specific country against which they are claiming.

6. Wheelchair Accessible Vehicles

Wheelchair accessible vehicles (WAVs) allow a passenger to enter, travel in and exit a vehicle whilst remaining seated in a reference standard wheelchair (700mm x 1,200mm).

All Hackney Carriages are WAVs.

7. Assistance Dogs

An assistance dog is not a pet, but a working service dog that has been certified by an organisation, that is a full member of Assistance Dogs International (ADI) or International Guide Dog Federation (IGDF), as trained or undergoing training to help a disabled person.

To evidence this, either the dog must be wearing an identifying harness/jacket or its owner must be carrying certifying documents.

8. Data Protection

Under the Data Protection (Charges and Information) Regulations 2018, individuals and organisations that process personal data need to pay a data protection fee to the Information Commissioner's Office (ICO), unless they are exempt.

Private Hire Vehicle Operators and companies with licensed private hire vehicles are required to register with the ICO.

If other licensees, including drivers, are concerned that they need to be registered with the ICO, they should contact the Information Commissioner's Office on 0303 123 1113.

Any licensed vehicle with a CCTV camera or dashcam will be required to be registered with the ICO.

9. Hackney Carriage Vehicle Licence Requirements

A Hackney Carriage Vehicle Licence will only be granted providing the vehicle meets the following requirements and standards upon inspection.

New applications can only be made for new vehicles, with no more than 500 delivery miles.

The vehicle may not be licensed as a Hackney Carriage or Private Hire Vehicle by any other licensing authority.

The vehicle must be brand new at point of first application and no older than 15 years and 6 months on renewal, unless it is an ultra-low emission vehicle. Vehicles aged 10 years and over will require a second MOT certificate after 6 months and another compliance check. Vehicles aged 16 years and over will require an exceptional condition assessment (see website for current cost).

The vehicle must be wheelchair accessible. Wheelchair accessible vehicles (WAVs) allow a passenger to enter, travel in and exit a vehicle whilst remaining seated in a reference standard wheelchair (700mm x 1,200mm).

The vehicle must have been built to have no more than 9 seats, including the driver's seat. The vehicle may be insurance category S (formerly Cat C) or category N (formerly Cat D), provided the vehicle has been repaired and an MOT test passed. Licences will not be granted for applications where the vehicle is insurance category A or B.

Left-hand drive vehicles registered in the UK are permitted, but a 'European Certificate of Conformity' or an 'Individual Vehicle Approval' will need to be provided. You'll also need to prove that the insurer has been informed that the vehicle is a left-hand drive. Prior to your inspection, you will need to have headlamp adapters installed, so that the lights do not distract oncoming drivers.

Applications will only be accepted from proprietors of vehicles. Proprietor includes a part-proprietor and, in relation to a vehicle which is the subject of a hiring agreement or hire-purchase agreement, means the person in possession of the vehicle under that agreement. Permission letters are not accepted, as permission is not proprietorship.

Where an internal screen is fitted, hearing loops must be installed to support passengers who are deaf or hard of hearing to communicate with drivers.

9.1 Currently Approved Hackney Carriage Vehicle Models

Citroen	Ford	<ul style="list-style-type: none">• Vito
<ul style="list-style-type: none">• Dispatch HDI 120 9-S• Dispatch L2 H1 Level 2• Euro• L7• Relay L3 H2• SVA Taxi	<ul style="list-style-type: none">• Procab• Tourneo Custom• Voyager VTC8	Nissan
	LEVC	<ul style="list-style-type: none">• Dynamos• Primastar• Voyager
	<ul style="list-style-type: none">• LEVC TX	Peugeot
Clipper Automotive	LTI	<ul style="list-style-type: none">• Boxer 290• E7• E7 SE• LC7
<ul style="list-style-type: none">• Clipper Cab	<ul style="list-style-type: none">• TX1• TX2• TX4	
Fiat	Mercedes	Volkswagen
<ul style="list-style-type: none">• Eurocab• Scudo• TW200	<ul style="list-style-type: none">• MX7	<ul style="list-style-type: none">• T5 Shuttle SE SWB 10

Requests will also be considered from any other vehicle if the vehicle has an illuminated taxi sign, a taxi meter and conference seating.

Every application must be made using the Hackney Carriage Vehicle licence application form and must be supplied with the following documents:

(a) One of the following:

- Vehicle registration document (all pages of the V5C)
- new keeper's supplement with a bill of sale
- vehicle lease agreement permitting public hire

(b) Valid certificate of insurance or cover note showing cover for public hire purposes

(c) Current MOT test certificate issued no earlier than 10 days before the date of application

(d) Calibration certificate for new or replacement vehicles by the meter supplier

(e) Current [licence fee](#) – dependant on the age of the vehicle.

Once satisfied the vehicle application is complete and the appropriate requirements are met, the licence will be granted upon successful completion of a vehicle compliance inspection to ensure the vehicle complies with the conditions of licence and standards below.

Applications for a Wolverhampton Hackney Carriage Licence:

<https://iapply.co.uk/taxilicensing/welcomehackney>

Applications for a South Staffordshire Hackney Carriage Licence:

<https://iapply.co.uk/taxilicensingsstaffs/welcomehackney>

10. Hackney Carriage Vehicle Standards

1. All internal fittings and fixtures i.e. carpets, seats, trims and seat cover should be clean and in good condition. Rips/tears in seat and broken trims should be replaced or repaired to a high standard before submitting the vehicle for inspection.

3. All external fitting i.e. wheel caps/discs, bumpers and trims should be fitted, clean and in good condition. Rusty/damaged metal bumpers or damaged plastic bumpers are not acceptable. An illuminated 'taxi' roof sign indicating when the taxi is for hire must be installed and kept in working condition.

4. The paintwork should be maintained to a high gloss finish and of a uniform colour free from scratches which expose the under primer or metal. It is advisable that if any paintwork is undertaken on the vehicle that it is done by a reputable garage to a high standard.

5. The body panels should be free of dents and all body panels should fit correctly. The excessive use of body filler and repairs that are of a poor standard are not acceptable.

6. No signs, notices, advertisements, plates, marks, numbers, letters, figures, symbols, emblems or devices whatsoever shall be displayed on, in, or from the vehicle except as may be required by any statutory provision (including byelaws). This includes the display of unauthorised transfers/stickers to the body or windows of the vehicle.

A Lifting Operations and Lifting Equipment Regulations 1998 (LOLER) certificate must be provided if the vehicle has a relevant tail-lift e.g. for wheelchair accessibility.

A Hackney Carriage Vehicle must also meet all the conditions of licence. You are advised to contact Licensing Services prior to making a new application to ensure all of those requirements are met.

10.1 Hackney Carriage Licence Replacements

If you have a Hackney Carriage Vehicle Licence and you want to replace the vehicle on the licence, the replacement vehicle must be newer. You cannot replace the vehicle with an older one.

11. Private Hire Vehicle Licence Requirements

The vehicle may not be licensed as a Hackney Carriage or Private Hire Vehicle by any other licensing authority.

Private hire vehicles include executive cars, chauffeur services, limousines and some school and day centre transport services. A Private Hire Vehicle Licence will only be granted providing the vehicle meets the following requirements and standards upon inspection.

Applications will only be accepted from proprietors of vehicles. Proprietor includes a part-proprietor and, in relation to a vehicle which is the subject of a hiring agreement or hire-purchase agreement, means the person in possession of the vehicle under that agreement. Permission letters are not accepted, as permission is not proprietorship. Each Private Hire Vehicle [application must be made online](#) and supplied with the following documents:

(a) One of the following:

- Vehicle registration document (all pages of the V5C)
- new keeper's supplement with a bill of sale
- vehicle lease agreement permitting private hire work

(b) Valid certificate of insurance or cover note showing cover for private hire and reward purposes.

(c) Current MOT test certificate issued no earlier than 10 days before the date of application.

(e) Current licence fee – dependant on age of the vehicle.

(f) If the applicant is not a driver or operator licensed by the Council, you must also provide a Basic DBS certificate through the [UK Government website](#). If the applicant is a company or partnership, each director and partner must provide a basic DBS certificate. The certificate must be dated within the 12 months prior to application. These can be completed before you apply and the certificate uploaded as part of this application or you can apply after submitting the application. If the DBS certificate contains information, a hearing may be required to be held to determine whether the individual is fit and proper to hold a licence, in consideration of the Council's ['Guidelines on Fitness and Propriety'](#), prior to the licence being granted.

Once satisfied the vehicle application is complete and the appropriate requirements are met, the licence will be granted upon successful completion of a vehicle compliance inspection to ensure the vehicle complies with the conditions of licence and standards below.

11.1 Private Hire Vehicle Requirements

- No older than 11 years and 6 months (vehicles are not plated past 12 years) unless it is an ultra-low emission vehicle.
- No more than 9 seats, including the driver's seat, unless the vehicle is a stretched limousine.
- Passenger opening doors on both sides.
- No partition between the driver and passengers, unless it is a driver safety enclosure authorised by Licensing Services.
- Only manufacturers' factory fitted privacy glass will be permitted.
- The vehicle must display a legal registration number as shown of the logbook, which adheres to the official DVLA format of 11mm between each of the character and 33mm between the age identifier.



- Both internal and external facing cameras are permitted, however you must comply with the Taxi CCTV Policy available in the [‘Downloads’ section here](#).
- M1 Individual Vehicle Approval (IVA).
- The vehicle may be insurance category S (formerly Cat C) or category N (formerly Cat D), provided the vehicle has been repaired and an MOT test passed. Applications from insurance category A or B are prohibited.
- Left-hand drive vehicles registered in the UK are permitted, but a ‘European Certificate of Conformity’ or an ‘Individual Vehicle Approval’ will need to be provided. You’ll also need to prove that the insurer has been informed that the vehicle is a left-hand drive. Prior to your inspection, you will need to have

headlamp adapters installed, so that the lights do not distract oncoming drivers. Please note, vehicles that have a single side-loading access for wheelchairs would normally be refused, as it would require wheelchair users to use the carriageway to enter the vehicle, rather than getting in from the pavement. This would put them at much greater risk of a road traffic accident.

- A Lifting Operations and Lifting Equipment Regulations 1998 (LOLER) certificate must be provided if the vehicle has a relevant tail-lift.
- Where an internal screen is fitted, hearing loops must be installed to support passengers who are deaf or hard of hearing to communicate with drivers.

11.2 Private Hire Vehicle Signage Requirements

The following signage, provided to applicants by Licensing Services, is required at all times:

1. The external licence plate, permanently and securely fastened to the rear of the vehicle.
2. Approved passenger information stickers, at the bottom of each rear passenger window, indicating that the vehicle must be pre-booked and smoking is not permitted inside.

Where an exclusive relationship exists between the vehicle proprietor, driver and operator, operator signage may be displayed on the vehicle. The expected format of this is sticker branding (no larger than A4 in size) on the rear of the vehicle. Magnetic signage will not be approved. Signage must be approved by Licensing Services before it is displayed.

The display of the words “taxi” or “cab” whether singular or plural or any word of similar meaning or appearance to any of those words, whether alone or as part of another word, is prohibited on this signage. ‘Minicab’, ‘kab’, ‘taksi’, ‘tacsai’, ‘tagsaidh’ and any other homophones (words spelt differently that sound the same) or translations are included in this prohibition. This prohibition remains even where it is the legal/business/trading name of the Private Hire Vehicle Operator.

- Roof signage is prohibited.

12. Private Hire Vehicle Licence Replacements

If you have purchased a new vehicle and wish to keep the Private Hire Vehicle Licence number that you currently have, you can submit a renewal application for that licence number, with the details of the new vehicle that you wish to licence.

There will be no reduction in the cost and you cannot transfer any of the life of the previous licence to the new vehicle. However, if you have six months or more

remaining on the current Private Hire Vehicle Licence, you will qualify for a free fast-track of your application and it will be processed within two working days.

Upon application, the existing Private Hire Vehicle Licence number must be submitted, so we can identify it is a replacement application. The applicant must be the same as the existing proprietor of the current vehicle licence. If you wish to transfer the vehicle to a new proprietor, see Section 13 below.

The application will be subject to the normal requirements details in Section 11.1 and the old Private Hire Vehicle Licence plate will need to be returned, before the new licence plate is issued.

13. Vehicle Licence Proprietor Transfers

A licensed Hackney Carriage Vehicle or Private Hire Vehicle can be sold and transferred, providing the vehicle complies with the conditions of licence. Licences which are suspended or revoked, including under appeal, may not be transferred.

The vehicle proprietor must request to transfer within fourteen days of the sale, specifying the name and address of the person to whom the hackney carriage or private hire vehicle has been transferred.

The transfer form can be downloaded from our website

<https://www.wolverhampton.gov.uk/licences/taxi-licences/taxi-licence-faqs>

The completed form will need to be returned to us via email to Vehicle.lic@wolverhampton.gov.uk along with

(a) One of the following:

- a. Vehicle registration document (all pages of the V5C)
- b. new keeper's supplement with a bill of sale
- c. vehicle lease agreement permitting hire and reward

(b) Valid certificate of insurance or cover note showing cover for public or private hire purposes (as appropriate to the vehicle licence) in the new proprietor's name.

(c) If the new proprietor is not a driver or operator licensed by the Council, you must also provide a Basic DBS certificate through the [UK Government website](#). If the new proprietor is a company or partnership, each director and partner must provide a basic DBS certificate. The certificate must be dated within the 12 months prior to transfer. The licence will not be transferred without a valid certificate being provided. If the DBS certificate contains information, a hearing may be required to be held to determine whether the individual is fit and proper to hold a licence, in consideration of the Council's '[Guidelines on Fitness and Propriety](#)', prior to the transfer of licence.

We will then contact the new keeper to make payment (currently £25) and receive their licence.

14. Wheelchair Accessible Vehicles

Section 165 of the Equality Act 2010 imposes legal duties on the driver of a designated Hackney Carriage and Private Hire Vehicle which has been hired by or for a disabled person in a wheelchair, or by another person who wishes to be accompanied by a disabled person who is in a wheelchair.

The key components of Section 165 are summarized below:

- Hackney carriage/private hire drivers are required to carry the passenger while in the wheelchair
- Hackney carriage/private hire drivers are prohibited from charging wheelchair-users an additional fare for a journey
- Hackney carriage/private hire drivers are required to carry the passenger's wheelchair if the wheelchair-user chooses to sit in a passenger seat during the journey
- Hackney carriage/private hire drivers are obliged to take such steps as are necessary to ensure that the wheelchair-user is carried in safe and reasonable comfort
- Hackney carriage/private hire drivers must provide reasonable levels of mobility-assistance to the disabled passenger
- Hackney carriage/private hire drivers cannot refuse hires from wheelchair users

Mobility assistance is defined as assistance:

- To enable the passenger to get into or out of the vehicle
- Where if the passenger wishes to remain in the wheelchair, to enable the passenger to get into and out of the vehicle while in the wheelchair
- To load the passenger's luggage into or out of the vehicle
- If the passenger doesn't wish to remain in the wheelchair, to load the wheelchair into or out of the vehicle

Failure to comply with the duties listed under section 165 of the Act is a criminal offence.

Section 167 of the act permits local authorities to maintain a list of designated wheelchair-accessible hackney carriage and private hire vehicles.

WAVs large enough for a passenger seated in a 'reference wheelchair' to enter, be securely transported and exit the vehicle without leaving their wheelchair are designated formally as being 'wheelchair accessible' for the purposes of section 167 of the Equality Act 2010. Driver Safety Enclosures

No material alteration or change in the specification, design, condition or appearance of vehicles shall be made without the prior approval of Licensing Services.

Aftermarket driver safety enclosures may reduce the risk of attack from passengers. However, there are risks which arise from these products, particularly those which are not approved or correctly installed. Changing or adding to the interior of the vehicle can alter the 'type approval' of the vehicle and have consequences as to what might happen inside the vehicle in the event of a collision.

If you are a manufacturer or supplier of a product and wish for it to be considered on this approved list, please visit

www.wolverhampton.gov.uk/licences/taxi/licences/DSE.

The enclosure:

- Must be professionally installed by a competent person in accordance with the
- manufacturer's instructions.
- Must be fitted within the vehicle accordance with regulations UN ECE R43.00
- and R21.01 and Section 12 of the M1 category DVSA IVA manual.
- Must not be modified from the original manufactured design, without the
- manufacturer's confirmation that this will not cause any safety issues or non-compliance with the relevant UK and/or EC safety legislation.
- Must not negatively affect any safety equipment, such as airbags, or escape
- from the vehicle.
- Must be maintained to a high standard of cleanliness, be 100% transparent
- and free of marks, graffiti or stickers.
- Must permit clear conversation between the driver and passengers, or hearing loops must be installed to support passengers who are deaf or hard of hearing to communicate with drivers.
- Must be notified to the vehicle insurer as a modification to the vehicle. Proof of
- insurance cover including the enclosure is required at all times.

If you wish to install a driver safety enclosure:

1. Notify your insurer of your intention to install a driver safety enclosure.
2. Choose a product from the approved list available at <https://www.wolverhampton.gov.uk/licences/taxi-licences/DSE>.
3. Check that the product will meet the requirements in the section above, relevant to your vehicle.
4. Contact vehicle.lic@wolverhampton.gov.uk, advising which product you intend to purchase, your vehicle licence number and your availability for a vehicle inspection.
5. Once you have received confirmation from Vehicle Licensing, purchase the product and arrange for it to be professionally installed. Please note that you should arrange for installation shortly before your vehicle inspection as you are not permitted to conduct any paid-for journeys in-between installation and inspection.
6. Attend your inspection, bringing proof of updated insurance and professional installation.
7. The vehicle must contain the written authorisation from Licensing Services that the enclosure is permitted, as well as proof that the insurance policy covers this modification.

15. Private Hire Vehicle Plate and Badge Exemption Policy

When a vehicle is deemed as a luxury type, suitable for VIPs, the licence holder can apply for an exemption from displaying the main licence plate externally and drivers wearing their badge whilst working.

Applications for exemptions may be considered where the following requirements are met:

Applications may only be made by a person holding a Private Hire Vehicle Operators licence issued by the Council.

Classed as F-segment of the European segments for passenger cars.

The vehicle must be in pristine condition with no visible defects, dents or blemishes to the external body work internal trim and furnishings.

The type of work undertaken in this vehicle must be specifically to provide transport under written contract to a company or person, or by the type of client who for security reasons would not want the vehicle identifiable.

Where an application for an exemption is granted, an exemption notice will be issued. The exemption notice must always be carried in the vehicle and the external licence plate affixed to the inside of the boot lid.

Vehicles may be any colour.

Exemptions are to be renewed annually subject to the vehicle undergoing a re-inspection.

The current fee for an exemption is £75.00.

15.1 Exemption Requirements

(a) Any vehicle granted an exemption from displaying an external identification plate will be required to have the identification plate normally displayed on the rear of the vehicle affixed to the inside of the boot lid. The plate when so affixed **must** be readily visible when that boot lid is raised.

(b) In the event of loss or damage rendering such plate or notice unserviceable the proprietor shall make immediate application for a replacement for which a fee is payable.

(c) The exemption notice issued by the Council will be carried in the vehicle at all times and will be produced upon request to an authorised officer of the Council or any Police Officer.

(d) When issued with an exemption notice, the vehicle will not normally be required to display any other signs that the Council may at any time require other private hire

vehicles to display. However, this exemption is not applicable to other legally required signage (e.g. no smoking signs and/or information on CCTV).

(e) The proprietor will not display in, on or form the vehicle any advertisement, signage, logos or insignia advertising the operating company or the vehicle's status as a private hire vehicle.

(f) During the period of the exemption notice, the driver shall not be required to wear the private hire driver's identification badge but will have it available for immediate inspection by an authorised officer of the Council or any Police Officer on request.

(g) During the period of the exemption notice the driver of the vehicle, whilst engaged on private hire work, will be smartly dressed in either a formal chauffeur's uniform or a business suit with collar and tie.

(h) The proprietor shall, within 2 days notify the Council of any change in the use of the vehicle.

(i) The proprietor shall not use the vehicle for private hire purposes other than for the use described above (i.e. not for daily private hire use or regular pick-ups from pubs and clubs). Should the proprietor wish for the vehicle to undertake regular private hire work, the normal licence conditions shall apply and requisite signage be displayed.

(j) The glass of the driver and passenger's front side window and the front windscreen must be clear. However, tinted windows can be fitted to the side and rear window glass of the vehicle provided that they comply with current legislation.

(k) The exemption will cease to have effect on selling or transferring the vehicle to another party. The person to whom the exemption is granted must inform the Council of the sale/transfer of ownership within 2 days and in writing, and provide details of the new owner. The exemption notice must be returned to the Council along with the private hire vehicle identification plate unless being sold to another private hire operator licensed by the Council; in which case, only the exemption notice has to be returned.

16. Stretched Limousine Licensing

Stretched limousines are considered for licensing on an individual basis and on their individual merit. You are advised to contact Licensing Service prior to making an application. The licensed passenger seat capacity will be limited to eight people.

17. Advertising Policy

Advertisements shall not be permitted without the written prior approval of Licensing Services.

Consideration of requests, including a draft of the artwork, will only be considered when the following requirements are met.

1. Advertisements relate to a not-for-profit public interest campaign.
2. Any advertisement must not obscure or detract from the Council's vehicle identification and public safety messages, required by the conditions of licence.
3. Artwork must be of a suitable standard to ensure its durability on the vehicle in constant use.
4. Any advertisement must not contain text or images depicting the following:
 - Political, ethnic or religious messages or content which is contrary to the Council's Equal Opportunity Policy
 - Sexual content
 - Indecent material or content likely to offend public taste
 - The promotion of the sale or consumption of tobacco products
 - The promotion of the sale or consumption of alcohol
 - Any words or images that may indicate the vehicle is a Hackney Carriage.
 - Encouragement of anti-social behaviour
 - Advertising must in no way adversely affect the safety of the public

Full vehicle livery wraps will only normally be considered if it is advertising the private hire vehicle operator or a good cause. The livery needs to be tasteful, not distracting for other motorists and must be maintained in pristine condition.

Advertising should not cover the vehicle's windows, to allow visibility into and out of the vehicle.

All advertising applications will be dealt with on a case by case basis in accordance with the scheme of delegation.

18. Private Registration Numbers

In order to change the registration number associated with the vehicle licensed by the Council, you must contact Vehicle.lic@wolverhampton.gov.uk

You must supply:

- Vehicle Registration Document (V5C) showing your new registration number, DVLA Authorisation Certificate or DVLA Certificate of Entitlement (V750)
- Valid certificate of insurance or cover note showing cover for public or private hire purposes (as appropriate) for the new registration number.

You will be contacted to collect your new licence plate, which will be issued after the payment of £37.

19. Carriage of Under 3s

It is the Council's policy that under 3s count towards the licensed capacity of the vehicle, even if the child is not using a seat belt nor car seat. Drivers must refuse carriage if the number of passengers will exceed the limit on the vehicle licence. Operators must refuse a booking if they are aware that the number of passengers will exceed the licensed capacity and advise the hirer to book multiple vehicles.

For more guidance, please visit

<https://www.childcarseats.org.uk/media/1018/carrying-children-safely-in-taxis-coaches-buses-and-minibuses.pdf>

Hackney Carriage and Private Hire Licences

Guidelines on Fitness and Propriety

1.0	Purpose of Guidelines
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- 1.1 Licensing issues are dealt with by both Councillors and employees. Employee is defined in the scheme of delegations as authorised by the Regulatory Committee.
- 1.2 This document provides guidance outlining how drivers/proprietors of hackney carriage and private hire vehicles and private hire vehicle operators (operators) can expect to be treated. In particular, but not exclusively it will affect:
- Applicants for licences.
 - Existing licensed drivers, operators and vehicle proprietors whose licences are being renewed or reviewed.
 - Appeals against Local Authority decisions in Magistrates' Court and Crown Court.
- 1.3 Whilst employees and Councillors will have regard to the guidelines, each case will be considered on its individual merits, and where reasonable, the Employees/Committee may depart from the guidelines.
- 1.4 Any decision to suspend, revoke, refuse to grant or renew a licence will be applied to an applicant/licence holder who is considered not to be a 'fit and proper' person. Person includes limited companies and partnerships. The application of the Human Rights Act will be considered carefully **and balanced against the overriding consideration to protect the public**.
- 1.5 The Regulatory Committee (Committee) is concerned to ensure:
- That a person is a fit and proper person.
 - That a person does not pose a threat to the public.
 - That the public are safeguarded from dishonest persons.
 - The safeguarding of children, young and vulnerable persons.
- 1.6 Under the provisions of Sections 51, 55, and 59, Local Government (Miscellaneous Provisions) Act 1976, the licensing authority is required to ensure that an applicant for the grant or renewal of a hackney carriage and/or a private hire vehicle drivers' licence and/or private hire vehicle operator's licence is a 'fit and proper' person to hold such a licence. However, if an applicant has any convictions, warnings, cautions or charges awaiting trial, the licensing authority will look into:
- How relevant the offence(s) are to the licence being applied for.
 - How serious the offence(s) were.

- When the offence(s) were committed.
- The date of conviction.
- Circumstances of the individual concerned.
- Sentence imposed by the court.
- The applicant's age at the time of conviction.
- Whether they form part of a pattern of offending.
- Any other character check considered reasonable (e.g. personal references).
- Any other factors that might be relevant.

Whilst convictions are to be discussed, the hearing is not an opportunity for the matter to be "re-heard" or appealed. A conviction shows that the person has been found guilty of the offence. If the person disagrees with this, the conviction needs to be appealed to the courts. If the information on a Disclosure and Barring Service (DBS) certificate is incorrect, an appeal to the DBS must be submitted prior to the Council's consideration of the matter.

- 1.7 Section 61 and Section 62 of the Local Government Miscellaneous Provisions Act 1976 allows the local authority to suspend, revoke or refuse to renew a licence for failure by the licence holder to comply with the provisions of the Town Police Clauses Act 1847; failure to comply with the provisions of Part II of the Local Government (Miscellaneous Provisions) Act 1976; or any other reasonable cause to include where an applicant/licence holder has any convictions, warnings, cautions or charges awaiting trial for offences or behaviour outlined in the guidance and matters referred to in the list above at 1.6 can be considered.
- 1.8 In determining whether a person is fit and proper the licensing authority is entitled to take into account all matters concerning that applicant or licensee. This consideration is far wider than simply criminal convictions or other evidence of unacceptable behaviour and the entire character of the individual will be considered. This can include, but is not limited to, the individual's attitude and temperament.
- 1.9 The Rehabilitation of Offenders Act 1974 (Exceptions) (Amendment) Order 2002, allows the local authority to take into account all convictions recorded against an applicant or the holder of a private hire vehicle or hackney carriage driver's licence, whether spent or not. Therefore, the local authority will have regard to all relevant convictions, particularly where there is a long history of offending or a recent pattern of repeat offending.
- 1.10 In this policy the term "disqualification" refers to the period served, in order to take account of the fact that a court may reduce the period of disqualification from driving. An applicant must provide evidence in advance to prove that the court agreed a reduction in the period of disqualification.
- 1.11 In this policy the term 'imprisonment', 'custodial sentence' or 'prison sentence' refers to any period of detention resulting in loss of liberty. For the purposes of calculating the date a licence would be normally granted, suspended sentences are treated as custodial sentences.
- 1.12 In appropriate circumstances a suspension, refusal to renew or revocation may be abated by the licence holder demonstrating to the satisfaction of the Council that they have successfully completed and passed appropriate training which should be evidenced in writing to the Council.

- 1.13 A caution is regarded in exactly the same way as a conviction. This is because a caution can only be imposed following an admission of guilt, which is equivalent to a guilty plea on prosecution. Fixed penalties and community resolutions will also be considered in the same way as a conviction. This is because payment of a fixed penalty indicates acceptance of guilt and a community resolution can only be imposed following an admission of guilt.
- 1.14 It is important to recognise that matters which have not resulted in a criminal conviction (whether that is the result of an acquittal, a conviction being quashed, decision not to prosecute or an investigation which is continuing where the individual has been bailed) can and will be taken into account by the licensing authority. We are able to do this because the processes in which the applications are determined are a civil process and decisions are based on the balance of probability.
- 1.15 In the case of any new applicant who has been charged with any offence and is awaiting trial, the determination **may** be deferred until the trial has been completed or the charges withdrawn. Where an existing licensee is charged, it will be for the licensing authority to decide what action to take in the light of these guidelines.
- 1.16 Any offences committed, or unacceptable behaviour reported whilst driving a hackney carriage or private hire vehicle, concerning the use of a hackney carriage or private hire vehicle, or in connection with an operator of a private hire vehicle will be viewed as aggravating features and the fact that any other offences were not connected with the hackney carriage and private hire trades will not be seen as mitigating factors.
- 1.17 Any dishonesty by any applicant or other person on the applicant's behalf which is discovered to have occurred in any part of any application process (e.g. failure to declare convictions, false names or addresses, falsified references or failure to disclose in full information requested by the licensing authority, to include on the application for a licence) will normally result in a licence being refused, or if already granted, revoked and may result in prosecution.
- 1.18 As the direct impact on the public varies depending upon the type of licence applied for or held, it is necessary to consider the impact of particular offences on those licences separately. However, there are some overriding considerations which will apply in all circumstances.
- 1.19 A driver has responsibility for the safety of their passengers, and significant control over passengers who are in the vehicle. As those passengers may be alone and may also be vulnerable, any previous convictions or unacceptable behaviour will weigh heavily against a licence being granted or retained.
- 1.20 Decision officers will use the following test to determine whether a driver licence applicant or holder is fit and proper:

Without any prejudice, and based on the information before you, would you allow a person for whom you care, regardless of their condition, to travel alone in a vehicle driven by this person at any time of day or night?

If, on the balance of probabilities, the answer to the question is no, the individual should not hold a licence.

Private Hire Vehicle Operators

- 1.21 A private hire vehicle operator ("an operator") in performing their duties obtains and holds considerable amounts of personal and private information about their passengers which must be treated in confidence and not revealed to others or used by the operator or their staff for criminal or other unacceptable purposes.
- 1.22 Operators shall ensure that any staff that are used within the business (whether employees or independent contractors) and are able to access any information as described above are subject to the same standards as the operator themselves. This can be done by means of the individual staff member being required by the operator to obtain a basic DBS certificate. If an operator is found not to be applying the required standards and using staff that do not meet the licensing authority's overall criteria, that may lead to the operator's licence being revoked.
- 1.23 Decision officers will use the following test to determine whether a private hire vehicle operator licence applicant or holder is fit and proper:

Without any prejudice, and based on the information before you, would you trust this person to correctly administer their business, adhere to data protection laws, employ fit and proper workers, identify risks affecting those workers and others, then implement measures to reduce those risks, as well as not using the licence to facilitate illegal activities?

If, on the balance of probabilities, the answer to the question is no, the individual should not hold a licence.

Vehicle Proprietors

- 1.22 Vehicle proprietors must ensure that the vehicle is maintained to an acceptable standard at all times and they must ensure that the vehicle is not used for illegal or illicit purposes.
- 1.23 Decision officers will use the following test to determine whether a vehicle licence applicant or holder is fit and proper:

Without any prejudice, and based on the information before you, would you trust this person to maintain a mechanically safe and insured vehicle used only for legal purposes, including a business of allowing others to use this vehicle?

If, on the balance of probabilities, the answer to the question is no, the individual should not hold a licence.

2.0	Relevant Convictions, Cautions/Fixed Penalties/Community Resolutions / Offence(s) and all relevant information received
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2.1 New Applicants

2.1.1 A conviction/caution or relevant information relating to the alleged committing of an offence falling within any of the categories outlined in Section 5.0 of this document will result in a new applicant for a hackney carriage or private hire vehicle driver's/operator's licence being referred to the employees to determine the application.

2.2 Existing Licence Holders

2.2.1 A conviction/caution or relevant information relating to the alleged committing of an offence falling within any of the categories outlined in Section 5.0 of this document will result in an existing hackney carriage or private hire driver's/proprietor's/operator's licence being referred to employees to determine a course of action detailed in Section 5.0 below. (In the event of a serious breach or allegation in respect of a licensed operator, the matter will be referred to Committee for consideration).

2.2.2 In cases where it is in the interests of public safety, the employees or Councillors may suspend, or revoke a driver's licence with immediate effect following a review. In such cases a statement that this is so and an explanation will be given as to why it is in the interests of public safety to suspend, or revoke immediately and suspension/revocation takes effect when the notice is given to the driver.

3.0	Complaints
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3.1 A complaint relating to the conduct of a licensee may, depending on the severity of the allegations, result in a written warning, suspension, requirement to complete training, refusal to renew or revocation of the licence.

4.0	Further Guidance
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4.1 Where an application is made for a new licence, and the applicant has previously held a hackney carriage or private hire drivers, proprietors or operator's licence or on review of an existing licence and relevant convictions have previously been considered in decision making by the Local Authority in connection with any further or existing licence any decision on a new application or on review will normally be made by the employees or Regulatory Committee, with reliance only on any relevant convictions, cautions or behaviour which have arisen since any previous application or review. However, there will be occasions when previously considered convictions, cautions or behaviour will be of value and can be referred to in order to indicate a pattern of behaviour which may result in them again being considered in decision making particularly if they are of a similar nature to those which have arisen since any previous application or review.

Patterns of repeated unacceptable behaviour are likely to cause greater concern than isolated occurrences as such patterns can demonstrate a propensity for unacceptable behaviour.

- 4.2 Normally an applicant or licence holder whose application/licence is subject to a formal review hearing will be advised in writing and/or by email of the date and time of the meeting. They have the right to appear in person at the hearing to give verbal or written information in support of the application/licence and to be represented if required. If the applicant or licence holder fails to attend the review hearing without reasonable excuse, the determination or review may proceed in their absence. Hearings may be held online via Microsoft Teams.
- 4.3 In all cases involving suspension, revocation and refusal to grant or renew the applicant or licence holder has the right to appeal against the decision of the Regulatory Committee or the employees through the Magistrates' Court.
- 4.4 For the avoidance of doubt where a person is sentenced to a period of imprisonment or detention at a Young Offenders Institution reference to expiry of sentence shall be deemed to mean expiry of the actual term imposed and not any earlier release date.
- 4.5 Any person who has been cautioned for an offence will be dealt with using the criteria relating to convictions.
- 4.6 Decisions will normally be made in accordance with these guidelines; however, each case will be decided on its merits. Regard will be had to:
 - (a) The nature of the offence.
 - (b) The age of the individual concerned at the date of the offence.
 - (c) Whether the driver was acting as a private hire or hackney carriage driver at the time. In the case of an operator, whether the operator was acting in the course of business as a private hire operator at the time.
 - (d) Any other relevant circumstances.

There will be no regard to personal or financial circumstances when determining whether a person is fit and proper.

Dependant on the facts and where deemed appropriate, the employees may make a decision contrary to that suggested by the guidelines or where appropriate refer a matter to Councillors of the Licensing Sub-Committee for decision. Where decisions are made which are contrary to the guidelines or where the matter is referred to the Licensing Sub-Committee employees will give reasons for this.

- 4.7 Any list of offences outlined in section 5.0 of this report, show examples of the type of offence in a particular category. The lists are not exhaustive and offences outside of these examples may be considered by the employees/Committee.
- 4.8 Hackney carriage and private hire vehicle drivers' English must be sufficient to understand written documents, such as policies and guidance, including any relating to the protection of children and vulnerable adults. They must be able to identify and act upon signs of potential exploitation through communicating with passengers and their interaction with others. Drivers are required to demonstrate an

understanding of the desired destination, an estimation of the time taken to get there as well as other common passenger requests and for the driver to provide a legibly written receipt upon request. Inadequate English may result in refusal to grant or renew, suspension or immediate revocation of a licence.

- 4.9 In order for an applicant or licence holder to be considered a fit and proper person to hold a licence their standard of driving should be at a satisfactory level. This level is to be determined by the Local Authority and in appropriate cases further driver training assessment may be deemed necessary at the applicant's or licence holder's own expense. Evidence of driving ability which is below the satisfactory level required may result in refusal to grant or renew, suspension or revocation of a licence.
- 4.10 Applicants or licence holders may be required to undertake additional medical testing at the request of the Council at their own expense and this may be required at short notice. Failure to attend the appointment may result in this licence being suspended or revoked.

5.0	Determination of Action to be Taken
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- 5.1 In determining the course of action to be taken in connection with an application for a hackney carriage, proprietor or driver licence, private hire vehicle, driver or operator licence or the review of an existing driver's licence or operator's licence, or proprietor's licence the following sanctions will be applied as a guide. In all cases where it is possible to calculate two or more different periods of time, the calculation which results in the longer period shall be used or both periods of time may be considered consecutively or concurrently at the discretion of the employees/Councillors.

5.1.1	Minor Traffic Offences
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The Regulatory Committee takes driving offences very seriously, particularly when the applicant displays a pattern of offences.

- (a) Single offences resulting in a maximum of 3 current penalty points relevant for 'Totting Up' purposes as outlined at 5.1.2 – Issued with written warning. A new licence will normally be granted with a warning.
- (b) Repeat offences resulting in a combined total of 6 current penalty points or more relevant for 'Totting Up' purposes as outlined at 5.1.2 – will normally revoke or refuse to renew. A new licence will not normally be granted for 5 years. A road risk assessment may have to be satisfactorily completed prior to a licence being granted at the applicant's or licence holder's own expense. Licensees may abate a licence review for first offences if they attend a road risk assessment, offered at the Council's discretion and at the driver's expense, in advance.

5.1.2 Driving Licence Disqualification or Revocation

If the total number of driving licence penalty points reaches 12 or more within 3 years the driver is liable to be disqualified from driving under the “Totting Up” procedure. If the licence has been held for less than two years, the licence may be revoked upon receiving 6 penalty points or more.

- (a) *First offence* – will normally revoke or refuse to renew. A new licence will not normally be granted for 7 years following the expiration of the disqualification period or if not disqualified 7 years from the date of the conviction, caution or in the absence of these the date of the offence or relevant incident and a road risk assessment, at the applicant’s or licence holder’s own expense, may have to be satisfactorily completed prior to a licence being granted.
- (b) *Repeat offences* – will normally revoke or refuse to renew. A new licence will not normally be granted.

5.1.3 Major Traffic Offences (Other than drink driving and drug offences)

A major traffic offence is a road traffic offence (other than for totting and drink driving) that can result in four or more penalty points and/or a period of disqualification and/or imprisonment.

For the purpose of these guidelines the following motor offences are classed as ‘Major Traffic offences’. However, this is not an exhaustive list.

AC10	Failing to stop after an accident
AC20	Failing to give particulars or to report an accident within 24 hours
AC30	Undefined accident offences
BA10	Driving while disqualified by order of Court
BA30	Attempting to drive while disqualified by order of Court
CD10	Driving without due care and attention
DD40	Dangerous driving
IN10	Using a vehicle uninsured against third party risks
LC20	Driving otherwise than in accordance with a licence
LC30	Driving after making a false declaration about fitness when applying for a licence
LC40	Driving a vehicle having failed to notify a disability
LC50	Driving after a licence has been revoked or refused on medical grounds
MS50	Motor racing on the highway
MS60	Offences not covered by other codes
MS90	Failure to give information as to identity of driver, etc.
UT50	Aggravated taking of a vehicle

- (a) *First offence* – will normally revoke or refuse to renew. A new licence will not normally be granted for 7 years following the expiration of the disqualification period or if not disqualified 7 years from the date of conviction, caution, expiry of a prison sentence or in the absence of these the date of offence or relevant incident.
- (b) *Repeat offences* – will normally revoke or refuse to renew. A new licence will not normally be granted for 12 years following the expiration of the last disqualification period or if not disqualified 12 years from the date of the most recent conviction, caution, expiry of a prison sentence or in the absence of these the date of offence or relevant incident.

5.1.4	Drink Driving Offences and Driving under the Influence of Drugs
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Any drink driving or drug related driving offence is treated very seriously by the Local Authority. An offence of this nature is highly relevant to the individual's role as a hackney carriage or private hire driver.

For the purpose of these guidelines the following motor offences are relevant. However, this is not an exhaustive list.

DG10	Driving or attempting to drive with drug level above the specified limit
DR10	Driving or attempting to drive with alcohol level above limit
DR20	Driving or attempting to drive while unfit through drink
DR30	Driving or attempting to drive then failing to supply a specimen for analysis
DR31	Driving or attempting to drive then refusing to give permission for analysis of a blood sample that was taken without consent due to incapacity
DR40	In charge of a vehicle while alcohol level above limit
DR50	In charge of a vehicle while unfit through drink
DR60	Failure to provide a specimen for analysis in circumstances other than driving or attempting to drive
DR61	Refusing to give permission for analysis of a blood sample that was taken without consent due to incapacity in circumstances other than driving or attempting to drive
DR70	Failing to co-operate with a preliminary test
DR80	Driving or attempting to drive when unfit through drugs

- (a) *First offence* – will normally revoke or refuse to renew. A new licence will not normally be granted for 7 years following the expiration of the disqualification period or if not disqualified 7 years from the date of conviction, caution, expiry of a prison sentence or in the absence of these the date of offence or relevant incident.

- (b) *Repeat offences* – will normally revoke or refuse to renew. A new licence will not normally be granted for 12 years following the expiration of the last disqualification period or if not disqualified 12 years from the date of conviction, caution, expiry of a prison sentence or in the absence of these the date of offence or relevant incident.

5.1.5 Anti-Social Behaviour and Public Order Offences

Drivers of hackney carriages and private hire vehicles should display a measured and calming manner in the face of provocation and difficult situations.

- (a) *First offence* – will normally suspend for up to 6 months or refuse to renew. A new licence will not normally be granted for 2 years following the date of conviction, caution, expiry of a prison sentence or in the absence of these the date of offence or relevant incident.
- (b) *Repeat offences* – will normally revoke or refuse to renew. A new licence will not normally be granted for 5 years following the date of conviction, caution, expiry of a prison sentence or in the absence of these the date of offence or relevant incident.

5.1.6 Drug Related Offences

Possession of illegal drugs or other drug related offences (excluding in relation to guideline 5.1.7), the applicant will normally be required, at their own expense, to satisfy the Local Authority that they are free of addiction subject to a licence being granted.

- (a) *First offence* – will normally revoke or refuse to renew. A new licence will not normally be granted for 5 years following the date of conviction, caution, expiry of a prison sentence or in the absence of these the date of offence or relevant incident.
- (b) *Repeat offences* – will normally revoke or refuse to renew. A new licence will not normally be granted for 7 years following the date of conviction, caution, expiry of a prison sentence or in the absence of these the date of offence or relevant incident.

5.1.7 Dealing/Manufacture/Supply/Possession with Intent to Supply Drugs

Due to the nature of work carried out in the hackney carriage and private hire industry, the dealing, manufacture or supply of drugs is treated very seriously and will normally preclude a licence being issued for a considerable time.

- (a) *First offence* – will normally revoke or refuse to renew. A new licence will not normally be granted for 10 years following the date of conviction, caution, expiry of a prison sentence or in the absence of these the date of offence or relevant incident.

- (b) *Repeat offences* – will normally revoke or refuse to renew. A new licence will not normally be granted.

5.1.8 Public - Indecency Offences

Public indecency relates to an act or display which is obscene or disgusting to an extent which outrages minimum standards of public decency in contemporary society and is in a place accessible to or in view of the public.

Indecency offences of a sexual nature will normally be dealt with under the Sexual Offences Guidelines.

The holder of a proprietors, operators and/or private hire or hackney carriage driver's licence are in a position of trust and hackney carriage/private hire drivers often work in isolation with members of society. Therefore, any offence for indecency is treated very seriously.

- (a) *First offence* – will normally revoke or refuse to renew. A new licence will not normally be granted for 7 years following the date of conviction, caution, expiry of a prison sentence or in the absence of these the date of offence or relevant incident.
- (b) *Repeat offences* – will normally revoke or refuse to renew. A new licence will not normally be granted for 12 years following the date of conviction, caution, expiry of a prison sentence or in the absence of these the date of offence or relevant incident.

5.1.9 Sexual Offences

The holder of a proprietor's, operator's and/or private hire or hackney carriage driver's licence are in a position of trust and hackney carriage/private hire drivers often work in isolation with members of society.

The Local Authority seeks to minimise risks associated with these persons and for that reason a more serious view will be taken where sexual offences and inappropriate sexualised behaviour is believed to have occurred. This includes, but is not limited to, all offences under the Sexual Offences Act 2003, as amended. Decisions relating to the determination of an application or review of an existing licence may be informed by discussions with the Police and/or Local Authority Designated Officers.

The licensing authority will not normally grant a licence to any applicant who is currently on the Sex Offenders Register or on any 'barred' list, even where their inclusion is under appeal.

Any offence(s)/conviction(s)/caution(s) or behaviour of a sexual nature against any person will normally result in revocation or refuse to renew. A new licence will not normally be granted.

5.1.10	Dishonesty
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All applicants and licence holders are expected to be persons of trust. For these reasons a serious view is taken of any offences or behaviour involving dishonesty.

For the purpose of these guidelines the following offences are classed as 'Dishonesty', however, this is not an exhaustive list:

- Theft.
- Burglary.
- Fraud.
- Benefit fraud (including offences under Section 111A and 112 of the Social Security Administration Act 1992).
- Handling or receiving stolen goods.
- Forgery (e.g. producing false insurance policy).
- Conspiracy to defraud.
- Obtaining money or property by deception.
- Bribery or attempting to bribe.
- Immigration related offences.
- Perverting the course of justice.

Other deception.

- (a) *First offence* – will normally revoke or refuse to renew. A new licence will not normally be granted for 7 years following the date of conviction, caution, expiry of a prison sentence or in the absence of these the date of offence or relevant incident.
- (b) *Repeat offences* – will normally revoke or refuse to renew. A new licence will not normally be granted for 12 years following the date of conviction, caution, expiry of a prison sentence or in the absence of these the date of offence or relevant incident.

5.1.11	Obstruction of Police Officer/Authorised Officer (to include failure to surrender to bail and breach of probation requirements)
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- (a) *First offence* – will normally suspend for up to 6 months or refuse to renew. A new licence will not normally be granted for 6 months following the date of conviction, caution, expiry of a prison sentence or in the absence of these the date of offence or relevant incident.
- (b) *Repeat offences* – will normally revoke or refuse to renew. A new licence will not normally be granted for 5 years following the date of conviction, caution, expiry of a prison sentence or in the absence of these the date of offence or relevant incident.

5.1.12	Violence
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For the purpose of these guidelines the following are classed as 'violent offences', however, this is not an exhaustive list and behaviour of violent nature is included in this guideline:

- Battery.
 - Common assault.
 - Affray.
 - S5 Public Order Act 1986 offence or distress/harassment, alarm.
 - S4 Public Order Act 1986 (fear of provocation of violence).
 - S4A Public Order Act 1986 (intentional harassment, alarm or distress).
 - Possession of offensive weapon.
 - Criminal damage.
 - Witness, juror or judge intimidation or interference.
 - Other violent offences.
- (a) *First offence* – will normally revoke or refuse to renew. A new licence will not normally be granted for 10 years following the date of conviction, caution, expiry of a prison sentence or in the absence of these the date of offence or relevant incident.
- (b) *Repeat offences* – will normally revoke or refuse to renew. A new licence will not normally be granted for 12 years following the date of conviction, caution, expiry of a prison sentence or in the absence of these the date of offence or relevant incident.

For the purpose of this guideline repeat offences can also include a situation where an applicant or licence holder has a conviction/caution or there is other information which relates to one incident of violence together with one incident of serious violence defined under guidelines 5.1.12 and 5.1.13.

5.1.13	Violence (Serious)
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For the purpose of these guidelines the following are classed as ‘serious violent offences’, however, this is not an exhaustive list:

- Arson
 - Malicious wounding or grievous bodily harm
 - Actual bodily harm
 - Racially aggravated
 - Grievous bodily harm with intent
 - Robbery
 - Possession of firearm
 - Riot
 - Assault Police
 - Violent disorder
 - Resisting arrest
 - Kidnapping
 - False imprisonment
 - Wounding
 - Other serious violence
- (a) *First offence* – will normally revoke or refuse to renew. A new licence will not normally be granted for 10 years following the date of conviction, caution, expiry of a prison sentence or in the absence of these the date of offence or relevant incident.

- (b) *Repeat offences* – will normally revoke or refuse to renew. A new licence will not normally be granted.

For the purpose of this guideline repeat offences can also include a situation where an applicant or licence holder has a conviction/caution or there is other information which relates to one incident of violence together with one incident of serious violence defined under guidelines 5.1.12 and 5.1.13.

5.1.14	Offences or unlawful act resulting in Loss of Life or with the Intent to Cause Loss of Life
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A conviction or caution for the following offences would normally preclude the applicant / licence holder from holding a licence due to the nature of the work involved. For the purpose of these guidelines, the following are offences resulting in loss of life or intent to cause loss of life:

- Murder
- Manslaughter
- Manslaughter or culpable homicide while driving
- Attempted murder
- Corporate manslaughter
- Causing death by dangerous driving
- Causing death by careless driving when under the influence of drink or drugs or having failed either to provide a specimen for analysis or to permit analysis of a blood sample.

This is not an exhaustive list.

Any offence(s)/conviction(s) / cautions of a similar nature resulting in loss of life or intent to cause loss of life will normally result in revocation or refusal to renew. A new licence will not normally be granted.

5.1.15	Terrorism
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Terrorism means the use or threat of action where designed to influence the Government or an international governmental organisation or to intimidate the public or a section of the public, for the purpose of advancing a political, religious or ideological cause.

‘Action’ includes serious violence against a person, serious damage to property, endangering a person’s life, other than that of the person committing the action, creating a serious risk to the health or safety of the public or a section of the public, or an act designed to seriously interfere with or seriously to disrupt an electronic system, or the use of firearms or explosives.

This also includes any offence, act or omission linked to a terrorism offence.

Any offence(s)/conviction(s) / cautions relating to terrorism will normally result in revocation or refusal to renew. A new licence will not normally be granted.

5.1.16 Hate Crime

A hate crime is any criminal offence that is motivated by hostility or prejudice based upon the victim's disability, race, sexual orientation, transgender, religion or belief.

- (a) *First offence* – will normally revoke or refuse to renew. A new licence will not normally be granted for 7 years following the date of conviction, caution, expiry of a prison sentence or in the absence of these the date of offence or relevant incident.
- (b) *Repeat offences* – will normally revoke or refuse to renew. A new licence will not normally be granted.

5.1.17 Plying/Standing for Hire

Convictions for plying/standing for hire and related no insurance offences show that a driver is unable to work within the legal restrictions of a private hire/hackney carriage driver's licence. Offences of this nature generally result in passengers being uninsured during the journey.

- (a) *First offence* – will normally revoke or refuse to renew. A new licence will not normally be granted for 7 years following the date of conviction, caution or in the absence of these the date of offence or relevant incident.
- (b) *Repeat offences* – will normally revoke or refuse to renew the private hire or hackney carriage driver's licence. A new licence will not normally be granted for 12 years following the date of conviction, caution or in the absence of these the date of offence or relevant incident.

5.1.18 Non-Disclosure/Late Disclosure of Relevant Information

Declarations of information as required by the licensee's conditions are vitally important in order for the Local Authority to review the suitability of licence holders. Failure to declare any of the above can result in unsuitable drivers holding a licence.

- (a) *First offence* – will normally suspend for up to 2 months or refuse to renew. A new licence will not normally be granted for 2 months from the date of revocation or refusal to renew.

This may be abated by completion of a targeted enhanced training course relevant to the breach and will be subject to the driver's/proprietor's own expense.

- (b) *Second offence* – will normally suspend for up to 6 months or refuse to renew. A new licence will not normally be granted for 6 months from the date of revocation or refusal to renew.
- (c) *Three or more offences* – will normally revoke or refuse to renew. A new licence will not normally be granted for 3 years from the date of revocation or refusal to renew.

5.1.19	Breach of Licence Conditions / <i>Byelaws</i>
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Licences are issued with conditions and byelaws, applying to them; this is to ensure that the trade operates in a fair and consistent manner. Breaches of conditions/byelaws can result in poor service to customers. Serious breaches of conditions/byelaws will result in a review. A review will also normally be called where a driver/proprietor/operator has persistently breached conditions, in accordance with Regulatory Services enforcement policy.

Where this relates to a driver failing to evidence continuous subscription to the DBS Update Service, the suspension may be up until the expiry date of the licence, or until a new DBS certificate is provided.

- (a) *First offence* – will normally suspend for up to 2 months or refuse to renew. A new licence will not normally be granted for 2 months from the date of revocation or refusal to renew.

This may be abated by completion of a targeted enhanced training course relevant to the breach and will be subject to the driver's/proprietor's/operator's own expense.

- (b) *Second offence* – will normally suspend for up to 6 months or refuse to renew. A new licence will not normally be granted for 6 months from the date of revocation or refusal to renew.
- (c) *Three or more offences* – will normally revoke or refuse to renew. A new licence will not normally be granted for 3 years from the date of revocation or refusal to renew.

5.1.20	Any other relevant offences (including 'touting', using/operating private hire vehicles without a licence, offences under the Local Government (Miscellaneous Provisions) Act 1976, Town Police Clauses Act 1847)
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- (a) *First offence* – will normally suspend for up to for 12 months or refuse to renew. A new licence will not normally be granted for 3 years following the date of conviction, caution or in the absence of these the date of offence or relevant incident.
- (b) *Repeat offences* – will normally revoke or refuse to renew. A new licence will not normally be granted for 7 years following the date of conviction, caution or in the absence of these the date of offence or relevant incident.

5.1.21	Physical Fitness and Medical Conditions
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Applicants for a hackney carriage and/or private hire driver licence must satisfy the medical fitness standards issued by the Driver and Vehicle Licensing Agency (DVLA). The agreed standard is the Group 2 Standard for vocational drivers.

- (a) In the case of a new application or an application to renew a licence, if the applicant fails to meet the required medical standard the licence will normally be refused. A new licence will not normally be granted for one year after the date of the medical examination or any period advised by an approved medical practitioner.
- (b) In the case of existing licence holders, if a person has a medical condition which falls below the standard outlined in the Group 2 Standard of the published medical standards or they fail to attend medical testing at the request of the Council, the licence may be suspended, revoked, or the renewal of a licence refused, dependent on the nature of the condition along with any recuperation or rehabilitation periods.

5.1.22	Investigation of Serious Offences (involving violence, sexual offences, child sexual exploitation, safeguarding etc.)
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Where information is received in relation to an existing licence holder or a new applicant from the Police or other enforcement bodies that an individual(s) are under investigation or have been under investigation for a matter that relates to any of the offences outlined in sections 5, the Local Authority may consider the information provided and take action in relation to the information provided. This may mean a licence is suspended, revoked, a renewal of a licence or a new licence is refused. The power to suspend or revoke immediately as set out in section 2.2.2 may also be used in these circumstances if it is in the interests of public safety.

5.1.23	Breach of Requirements as to Control of the Vehicle, such as using a Mobile Phone etc
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This type of offence is treated very seriously as it increases the likelihood of an accident.

- (a) *First offence* – will normally revoke or refuse to renew. A new licence will not normally be granted for 7 years following the expiration of the disqualification period or if not disqualified 7 years from the date of conviction, caution or in the absence of these the date of offence or relevant incident.
- (b) Repeat offences – will normally revoke or refuse to renew. A new licence will not normally be granted for 12 years following the expiration of the last disqualification period or if not disqualified 12 years from the date of conviction, caution or in the absence of these the date of offence or relevant incident.

5.1.24	Health Act
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A hackney carriage or private hire licence is a badge of approval, it states the Local Authority feels the holder is fit and proper and suitable in every way. The standard of behaviour and level of trust expected should be demonstrated in the conduct of those licensed at all times.

Drivers must not smoke (including vaping/e-cigarettes) in a licensed vehicle. Any offence under this act can risk the health of both the driver and passengers.

- (a) *First offence* – will normally suspend for up to 6 months. A new licence will not normally be granted for 6 months following the date of conviction, caution or in the absence of these the date of offence or relevant incident.
- (b) *Repeat offences* – will normally revoke or refuse to renew. A new licence will not normally be granted for 3 years following the date of conviction, caution or in the absence of these the date of offence or relevant incident.

5.1.25 Conduct of Applicants / Licence Holders

A hackney carriage or private hire licence is a badge of approval, it states the Local Authority feels the holder is fit and proper and suitable in every way. The standard of behaviour and level of trust expected should be demonstrated in the conduct of those licensed at all times. This includes when drivers are operating beyond the boundary of the licensing authority, where drivers are expected to co-operate with reasonable requests from compliance staff authorised in other areas.

If the applicant or driver/proprietor/operator licence holder's behaviour falls below that expected from a licence holder the following will apply;

- (a) *First instance* – will normally suspend for up to 12 months or refuse to renew. A new licence will not normally be granted for 12 months following a relevant incident or the outcome of any review hearing in relation to the incident, whichever is the later.
- (b) *Repeat instance* – will normally revoke or refuse to renew. A new licence will not normally be granted for 3 years following a relevant incident or the outcome of any review hearing in relation to the incident, whichever is the later.

It should be noted that conduct is a wide-open area and as such there may be occasions where one incident falls so far below the standards expected that a refusal, revocation, suspension or refusal to renew is felt the appropriate course of action, even in the first instance. This may include factors such as improper conduct in other areas, the severity of the conduct, the involvement of passengers or other aggravating factors.

5.1.26 Driving Standards

Applicants/drivers of hackney carriage and/or private hire driver's licences must satisfy the Local Authority they are able to drive at a standard that meets the National Standard of driving.

If the applicant/driver's standard of driving falls below that expected of a licence holder the following will apply:

- (a) *First instance* – will normally suspend until outcome of occupational competence/road risk assessment, revoke or refuse to renew. A new licence

will not normally be granted for 6 months following the outcome of any review hearing in relation to any incident relating to driving standards. Licensees may abate a licence review for first offences if they attend a road risk assessment, offered at the Council's discretion and at the driver's expense, in advance.

- (b) *Repeat instances* – will normally revoke or refuse to renew. A new licence will not normally be granted for 3 years following the outcome of any review hearing in relation to any incidents relating to driving standards.

5.1.27	Immigration Status
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Applicants/licence holders must satisfy the Local Authority that they have a right to work in the UK.

In the case of a new application or an application to renew a licence if the applicant fails to provide satisfactory documentary evidence from the Home Office of a legal right to work in the UK as a Hackney Carriage and or/Private Hire Vehicle driver and failure to do so will result in refusal of any application.

Failure by an existing licence holder to provide satisfactory documentary evidence from the Home Office of a legal right to work in the UK as a Hackney Carriage and or/Private Hire Vehicle driver will result in revocation.

Where an applicant or licence holder has been convicted of, or cautioned in relation to, an immigration related offence, guideline 5.1.10 will apply.

5.1.28	Duties to Disabled People - Equality Act 2010
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Licence holders have significant duties to disabled people under the Equality Act, as amended by the Taxis and Private Hire Vehicles (Disabled Persons) Act 2022. The Council medical exemption certificates issued in accordance with Section 171 of the Equality Act must be displayed in accordance with the Council's instructions. Private Hire Vehicle Drivers have a responsibility to ensure that their operator is aware of such a medical condition when they are first employed. Breach of this condition is deemed serious and therefore shall normally result in revocation.

- (a) *First instance* - A new licence will not normally be granted for 7 years following the date of conviction, caution or in the absence of these the date of offence or relevant incident or the outcome of any review hearing in relation to the incident, whichever is the later. The power to suspend or revoke immediately as set out in 2.2.2 may also be used in these circumstances if it is in the interests of public safety.
- (b) *Repeat offences* - will normally revoke or refuse to renew. A new licence will not normally be granted.

5.1.29	Environmental Crime Act
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A hackney carriage or private hire licence is a badge of approval, it states the Local Authority feels the holder is fit and proper and suitable in every way. The standard of behaviour and level of trust expected should be demonstrated in the conduct of those licensed at all times.

- (a) *First offence* – will normally suspend for up to 6 months. A new licence will not normally be granted for 6 months following the date of conviction, caution, expiry of a prison sentence or in the absence of these the date of offence or relevant incident.
- (b) *Repeat offences* – will normally revoke or refuse to renew. A new licence will not normally be granted for 3 years following the date of conviction, caution, expiry of a prison sentence or in the absence of these the date of offence or relevant incident.

5.1.30	Exploitation
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This includes behaviour involving, related to, or has any connection with abuse, exploitation, use or treatment of another individual irrespective of whether the victim or victims were adults or children, they will not be licensed.

For the purpose of these guidelines, the following are offences/situations of exploitation, however, this is not an exhaustive list:

- Exploitation
- Child criminal exploitation
- Slavery
- Stalking
- Child sexual abuse
- Grooming
- Forced marriage
- Psychological, emotional or financial abuse
- Coercive control

Any offence(s)/conviction(s)/caution(s) or behaviour of an exploitative nature against any person will normally result in revocation or refusal to renew. A new licence will not normally be granted.

Hackney Carriage Vehicle Licence Conditions

1.0 Maintenance of Vehicle

- 1.1 The vehicle and all its fittings and equipment including luggage areas shall at all times when the vehicle is in use or available for hire be kept in an efficient, safe, comfortable, tidy and clean condition and all relevant statutory requirements (including in particular those contained in the Road Vehicles (Construction and Use) Regulations or any subsequent revision amendment or re-enactment thereof) shall be fully complied with. In particular, but without prejudice to the generality of the foregoing:
- 1.2 the seats of the vehicle shall be properly cushioned and covered
- 1.3 the floor of the vehicle shall be provided with a properly fitted carpet, mat or other suitable covering
- 1.4 all paintwork shall be maintained in a high gloss finish of a uniform colour free from dents, scratches or rust.
- 1.5 there shall be provided the means of carrying and securing luggage in the boot
- 1.6 the vehicle shall at all times carry a spare pneumatic tyre which shall comply with the provisions as to the mixing of and condition and maintenance of tyres contained in the Road Vehicles (Construction and Use) Regulations (or a subsequent revision amendment or re-enactment thereof) as if it were actually fitted as a tyre to the vehicle.
- 1.7 the proprietor must at all times ensure the vehicle is regularly maintained to ensure compliance with these conditions. A policy statement relating to vehicle maintenance shall be devised. (A model policy will be devised by the Local Authority). This will need to include for example details of the frequency of maintenance inspections, maintenance procedures, frequency of servicing and location of servicing garage used etc.

The maintenance policy statement and other maintenance records shall be made available at any time without notice to an Authorised Officer of the Licensing Authority or a Police Constable who shall be empowered to take away the records if required.

2.0 Alteration of Vehicle

- 2.1 No material alteration or change in the specification, design, condition or appearance of the vehicle shall be made without the approval of the Council at

any time while the licence is in force. Where approval is obtained, the letter must be carried within the vehicle at all times.

3.0 Identification Plate

- 3.1 The plate identifying the vehicle as a Hackney Carriage and required to be exhibited on the vehicle pursuant to section 38 of the Town Police Clauses Act 1847 shall be securely fixed to the rear of the vehicle in a conspicuous position and in such manner as to be easily removable by an Authorised Officer of the Council or a constable. Such plate shall not be wholly or partially concealed from public view. The Council may also specify, from time to time as it sees fit, any other plate, sign or marking, together with the location or manner of fixing, designed to identify it as a Hackney Carriage.
- 3.2 The proprietor must report the loss of their licence plate or signage to Licensing Services within 48 hours and obtain a replacement.

4.0 Interior Markings

- 4.1 The proprietor shall cause to be clearly marked and maintained inside the vehicle in such a position as to be visible at all times to persons conveyed therein the number of this licence and the number of passengers prescribed in this licence. Such plate shall not be wholly or partially concealed from public view.

5.0 Signs, Notices etc.

- 5.1 No signs, notices, advertisements, plates, marks, numbers, letters, figures, symbols, emblems or devices whatsoever shall be displayed on, in or from the vehicle except as may be required by any statutory provision or required or permitted by these conditions, provided however that this condition shall not apply to any indication on a fare meter if fitted to the vehicle or to a sign which:-
- 5.1.1 is displayed in, on or from the vehicle while it is stationary;
 - 5.1.2 contains no words or number other than the name and address of an operator of the vehicle or the name under which he carries on his business and its address and, in either case, the number of passengers to be carried in the vehicle; and
 - 5.1.3 is displayed in pursuance of a prior arrangement made for the carriage of a passenger or passengers named in the sign
- 5.2 The proprietor may cause to be displayed on the vehicle in accordance with the directions of the Council such advertisements as the Council may from time to time approve.

6.0 Change of Details

- 6.1 The proprietor must notify the Licensing Services in writing within 48 hours of any change of their name, address, phone number and/or email address during the period of the licence. This must be completed via the My Licence Portal.
- 6.2 The phone number and email address provided by the proprietor will be the primary method of contact. Any blocking of text messages or emails will be a breach of these conditions of licence.

7.0 Convictions

- 7.1 The proprietor shall give full details to Licensing Services via vehicle.lic@wolverhampton.gov.uk within 48 hours of:

- a) being released after any arrest;
- b) being charged with any offence;
- c) being convicted of any offence;
- d) being cautioned for any offence;
- e) being issued with a Fixed Penalty Notice;
- f) being interviewed by the Police, including a voluntary interview;
- g) receiving a notice of intended prosecution;
- h) the vehicle being seized by Police;

during the life of this licence. (If the proprietor is a company or partnership, full details should be given for any of the above imposed on the company, directors or partners during the period of the licence)

- 7.2 If the proprietor is a company or partnership, details of any changes in directors or partners shall be provided to Licensing Services via vehicle.lic@wolverhampton.gov.uk within 48 hours. If the company or partnership intends to dissolve, Licensing Services must be notified within 48 hours.
- 7.3 If the proprietor is a company or partnership, when a new director or partner joins, the new director or partner must provide a basic DBS certificate dated within the last three months to Licensing Services.

8.0 Road Traffic Accidents, Licensing and Insurance

- 8.1 The vehicle shall be insured at all times. The policy in force must permit the use of the vehicle as a hackney carriage for public hire use. A copy/image of the current valid current certificate of insurance or cover note effective for the entire period of the licence relating to the vehicle must be submitted, on request, to an Authorised Officer of the Council.
- 8.2 The proprietor acknowledges receipt of this Hackney Carriage Licence and plates.
- 8.3 The proprietor must conform to all the conditions of this licence.
- 8.4 Upon expiry of vehicle licence plates must be returned to the City of Wolverhampton Council Licensing Services within 7 days. Any existing licence plates must be surrendered to the Council before new licence plates for a vehicle will be issued.
- 8.5 When a Hackney Carriage Vehicle is involved in an accident the Proprietor must report it to Licensing Services within 72 hours as required by Section 50 (3) of the Local Government (Miscellaneous Provisions) Act 1976. This must be completed via the My Licence Portal.
- 8.6 The proprietor must ensure that Licensing Services is provided contact details, with which wheelchair users may book the vehicle, for display on the public register.
- 8.7 If this vehicle is wheelchair accessible, the proprietor must ensure that anyone driving is properly trained in advance on the safe embarkation, transport and disembarkation of wheelchair users.

9.0 Contactless Payments

- 9.1 The proprietor shall ensure that passengers are able to make payment via contactless card payments.
- 9.2 The proprietor shall ensure that all drivers of the vehicle are trained on how to use the contactless card payment device and are aware that passengers must be able to make payment in this manner. Drivers must be trained to support customers to use card readers or count their change.
- 9.3 Where a fault in the contactless payment system is identified, the proprietor must notify Licensing Services and arrange repair/replacement within 48 hours.

10.0 Vehicle Condition Check

- 10.1 The proprietor must ensure that each day, before taking charge of a private hire vehicle for private hire work, a walkaround check is completed for the vehicle.

The walkaround check must be recorded and produced to an authorised officer on request. This may be recorded on taxiwalkaround.wolverhampton.gov.uk.

NB. Please note that should you feel aggrieved by any of the conditions in this licence then you have the right of appeal to the Magistrates' Court within 21 days from the date when this licence is issued.

Private Hire Driver Licence Conditions

1. Issue of Licences

- 1.1 The driver must notify Licensing Services via the My Licence Portal within 48 hours of any change of their name, address, phone number or email address during the period of the licence.
- 1.2 The phone number and email address provided by the driver will be the primary method of contact. Any blocking of text messages or emails will be a breach of these conditions of licence.
- 1.3 The holder of this licence must notify Licensing Services within 48 hours if they are granted a hackney carriage or private hire licence with any other licensing authority during the course of this licence. They must also notify Licensing Services within 48 hours if that licence is reviewed, suspended or revoked. If the other licence is suspended or revoked immediately, Licensing Services must be notified immediately.
- 1.4 The holder of this licence must notify Licensing Services immediately if they are added to the DBS Children's or Adults' Barred List. The driver must not undertake any bookings if they are on a Barred List.

2. Plying for Hire (taking a fare without it being pre-booked via the Operator)

- 2.1 The holder of this licence shall not whilst driving or in charge of a private hire vehicle:
 - a) Take or agree to take a fare without it being pre-booked via the Operator,
 - b) stand or ply for hire or solicit on a road or other public place, any person to hire or to be carried for hire in any private hire vehicle,
 - c) cause or procure any other persons to tout or solicit on a road or other public place any person to hire or be carried for hire in any private hire vehicle,
 - d) accept an offer for the minimum hire of any private hire vehicle while the holder or that vehicle is on the road or other public place except where such an offer is first communicated to the holder by a licensed operator or his duly authorised servant.

3. General Conduct

- 3.1 The driver must not allow more than the stated maximum number of people in the vehicle at any time. Passengers must be permitted to sit in any licensed seat in the vehicle.
- 3.2 The driver shall not eat or smoke in the vehicle. This includes E-Cigarettes and Vaping. If a customer smokes in the vehicle, this must be reported to the operator with whom the booking was made immediately after the journey is completed.

- 3.3 The driver shall not play any radio or sound reproducing instrument or equipment in the vehicle other than for the purpose of sending or receiving messages in connection with the operation of the vehicle.
- 3.4 The driver shall not sound the vehicle's horn to alert passengers of the vehicle's arrival.
- 3.5 The driver shall, when requested by any person hiring or seeking to hire the Private Hire Vehicle:
- a) convey a reasonable quantity of mobility aids, pushchairs and luggage;
 - b) afford reasonable assistance in loading and unloading mobility aids, pushchairs and luggage, unless the driver has a medical condition and is displaying a medical exemption certificate from Licensing Services;
 - c) afford reasonable assistance in removing luggage to or from the entrance of any building, station or place at which they may take up or set down such person;
 - d) ensure that older, younger or disabled passengers leave the vehicle safely away from traffic;
 - e) support customers to use card readers or count their change.
- 3.6 The driver shall attend punctually when hired.
- 3.7 The holder of this licence shall not use any offensive, abusive, profane or insulting language or behaviour but shall at all times behave in a civil and orderly manner.
- 3.8 The driver shall take all reasonable precautions to ensure the safety of persons conveyed in or entering or alighting from a private hire vehicle driven, by hire or in their charge.
- 3.9 A private hire licence is a badge of approval, it states the Local Authority feels the holder is fit and proper and suitable in every way. The standard of behaviour and level of trust expected should be demonstrated in the conduct of those licensed at all times. This includes when drivers are operating beyond the boundary of the licensing authority, where drivers are expected to co-operate with reasonable requests from compliance staff authorised in other areas.
- 3.10 The holder of this licence shall, unless otherwise requested by the hirer, proceed to the destination by the most direct route. The destination is to be confirmed with the passenger before setting-off.
- 3.11 The driver may be required to undergo drug and/or alcohol testing at any time. Failure to attend the appointment may result in this licence being suspended or revoked.

4. Standard of Dress

- 4.1 The holder of this licence shall maintain a high standard of personal hygiene and shall wear freshly laundered respectable clothing, with the upper part of the arms being covered.
- 4.2 The holder of this licence must wear suitable footwear whilst driving, with the feet covered wholly to the ankle.
- 4.3 The holder of this licence must make their face clearly visible to passengers, to allow for verification against the photograph on the holder's private hire driver badge.
- 4.4 Should the Council require drivers to wear a face mask or face covering, the holder of this licence must comply with that instruction, unless medically exempt.

5. Lost Property

- 5.1 The holder of this licence shall, at the termination of each hiring, search the vehicle for any property, which may have been left. Any property found in the vehicle must be handed in to the base operator.

6. Display of Badge

- 6.1 The holder of this licence shall wear their Private Hire Vehicle Driver's badge so as to be clearly and distinctly visible at all times whilst they are acting as a private hire vehicle driver (e.g. on the upper part of the body).
- 6.2 The additional badge must also be displayed internally at the top left-hand side of the windscreen of any private hire vehicle being driven by him/her at any time.
- 6.3 The holder of this licence must ensure that they are recognisable from the picture on their driver licence badge by customers and authorised officers. Where the driver's appearance changes substantially, a new photograph must be provided to Licensing Services.

7. Information to Operator

- 7.1 The holder of this licence shall submit to their operator:
 - a) A copy/image of their current Private Hire Vehicle Driver's Licence
 - b) A copy/image of their current DVLA Driving Licence

8. Return of Licence/Badge

- 8.1 In the event of the holder of this licence ceasing to operate as a licensed Private Hire Vehicle Driver, the holder must surrender their private hire vehicle driver's licence and badges to Licensing Services within 7 days.
- 8.2 The holder must, at the request of an Authorised Officer of the Licensing Authority, return their private hire driver licence and badges.

9. Loss of Badge

9.1 The licence holder must report the loss of their badge to Licensing Services as soon as reasonably practicable and obtain a replacement.

10. Notification of Convictions, Cautions and Fixed Penalties

10.1 The holder of this licence shall give full details to Licensing Services via the My Licence Portal within 48 hours of:

- a) being released after any arrest;
- b) being charged with any offence;
- c) being convicted of any offence;
- d) being cautioned for any offence;
- e) being issued with a Fixed Penalty Notice;
- f) being interviewed by the Police, including a voluntary interview;
- g) receiving a notice of intended prosecution;

during the life of this licence.

10.2 The holder of this licence is required to evidence continuous registration with the DBS Update Service and have Licensing Services nominated as an authority to view their DBS certificate status during the life of this licence. Where a driver is unable to subscribe to the Update Service, a new enhanced DBS certificate must be provided every six months.

10.3 Should the licence holder's certificate status on the DBS Update Service change, or the holder change their name, the holder is required to apply for a new DBS certificate within 48 hours.

10.4 The holder of this licence is required to provide any DBS certificates, issued during the life of this licence, to Licensing Services within 7 days of the date printed on the certificate.

11. Carriage of Disabled Passengers and Assistance Dogs

11.1 The licence holder must accept the carriage of any disabled passenger, taking such steps as are reasonable to ensure that the passenger is carried in safety and reasonable comfort, provide them with mobility assistance as is reasonably required, and carry any mobility aids and wheelchair(s) all without charging any more than they would for a non-disabled passenger.

11.2 The licence holder must provide assistance in identifying the vehicle to any disabled passenger who requests it, at no extra charge.

11.3 The licence holder must carry assistance dogs (including trainee assistance dogs) accompanying passengers, free of charge, unless the driver has a medical condition and is displaying a medical exemption certificate from Licensing Services.

- 11.4 The Council medical exemption certificate issued in accordance with Section 171 of the Equality Act must be displayed at all times and face outwards from the front windscreen of the Private Hire Vehicle.
- 11.5 Private Hire Vehicle Drivers have a responsibility to ensure that their operator is aware of any such medical condition.
- 11.6 The licence holder shall allow the assistance dog to be accommodated within the passenger compartment of the vehicle. The dog shall be allowed to be positioned as per the passenger's request.

12. Medical Circumstances

- 12.1 The licence holder must, within 24 hours, notify Licensing Services via the My Licence Portal of any changes to their medical circumstances.
- 12.2 These circumstances are defined as those where it is the duty of the licence holder to notify DVLA of any medical condition which affects their ability or entitlement to drive.

13. Traffic Regulations

- 13.1 The licence holder shall comply with all traffic regulations and in addition, in accordance with these conditions, shall not wait on double yellow lines.
- 13.2 The licence holder shall not obstruct any road, pavement, or thoroughfare at any time.

14. Vehicle Condition Check

- 14.1 Each day, before taking charge of a private hire vehicle for private hire work, the driver must undertake a walkaround check. The walkaround check must be recorded and produced to an authorised officer on request. This may be recorded on taxiwalkaround.wolverhampton.gov.uk.

Please note that should you feel aggrieved by any of the conditions in this licence then you have the right of appeal to the Magistrates Court within 21 days from the date when this licence is issued.

Private Hire Vehicle Licence Conditions

1. Maintenance of Vehicle

- 1.1 The vehicle and all its fittings and equipment including luggage areas shall at all times when the vehicle is in use or available for hire be kept in a safe, comfortable, tidy and clean condition.

The following must be adhered to:

- a) the seats of the vehicle shall be properly cushioned and covered,
- b) the floor of the vehicle must be provided with a properly fitted carpet, mat or other suitable covering,
- c) all paintwork shall be maintained to a high standard in a single colour, free from dents, scratches or rust,
- d) all trim, wheel hubs and glass must be secure and free from damage,
- e) only manufacturers factory fitted privacy glass (tinted) will be permitted,
- f) The boot must be able to carry luggage securely.
- g) all tyres including the spare/kit must comply with the vehicle manufacturer's specification and the requirements of the Road Vehicles (Construction and Use) Regulations 1986, as amended.
- h) the proprietor of the vehicle must at all times ensure the vehicle is regularly maintained to ensure compliance with these conditions.

2. Alteration of Vehicle

- 2.1 No material alteration or change in the specification, design, condition or appearance of the vehicle shall be made without the prior approval of Licensing Services. Where approval is obtained, the letter must be carried within the vehicle at all times.

3. Identification Plate/Exterior Markings

- 3.1 The plate identifying the vehicle as a Private Hire Vehicle must be securely and permanently fixed to the rear exterior of the vehicle:
- a) immediately adjacent to the number plate area of the vehicle, but must not obscure any part of the vehicle registration plate,

- b) in a conspicuous position and in such manner as to be easily removable by an Authorised Officer of the Council or a Police Officer,
- c) the plate must not be wholly or partially concealed from public view,
- d) at no time should the licence plate be removed from the licensed vehicle during the lifetime of the Private Hire Vehicle Licence unless exempted in law.
- e) the exterior plate must be securely and permanently affixed to the vehicle unless exempted in law.

3.4 The proprietor must report the loss of their licence plate to Licensing Services within 48 hours and obtain a replacement.

4. Interior Markings

4.1 The proprietor must display the 'warning to all passengers' notices provided by Licensing Services informing passengers that the vehicle must be pre-booked or insurance covering the vehicle may be invalidated. These must be positioned clearly and be visible to persons outside of the vehicle at all times.

4.2 'No smoking' signs must be displayed at all times.

5. Signs, Notices, Advertisements

5.1 No signs, notices, advertisements, plates, marks, numbers, letters, figures, symbols, emblems or devices whatsoever shall be displayed on, in or from the vehicle without the express written permission of Licensing Services. Where approval is obtained, the letter must be carried within the vehicle at all times.

6. Change of Details

6.1 The proprietor must notify the Licensing Services in writing within 48 hours of any change of their name, address, phone number or email address during the period of the licence. This must be completed via the My Licence Portal.

6.2 The phone number and email address provided by the proprietor will be the primary method of contact. Any blocking of text messages or emails will be a breach of these conditions of licence.

7. Notification of Convictions, Cautions and Fixed Penalties

7.1 The proprietor shall give full details to Licensing Services via vehicle.lic@wolverhampton.gov.uk **within 48 hours** of:

- a) being released after any arrest

- b) being charged with any offence
- c) being convicted of any offence
- d) being cautioned for any offence
- e) being issued with a Fixed Penalty Notice
- f) being interviewed by the Police, including a voluntary interview
- g) receiving a notice of intended prosecution
- h) the vehicle being seized by Police

during the life of this licence. If the proprietor is a company or partnership, full details should be given for any of the above imposed on the company or directors or partners during the period of the licence.

- 7.2 If the proprietor is a company or partnership, details of any changes in directors or partners shall be provided to Licensing Services via vehicle.lic@wolverhampton.gov.uk within 48 hours. If the company or partnership intends to dissolve, Licensing Services must be notified within 48 hours.
- 7.3 If the proprietor is a company or partnership, when a new director or partner joins, the new director or partner must provide a basic DBS certificate dated within the last three months to Licensing Services.
- 7.4 The proprietor must notify Licensing Services within 48 hours if they are granted a hackney carriage or private hire vehicle licence with any other licensing authority during the course of this licence. They must also notify Licensing Services within 48 hours if that licence is reviewed, suspended or revoked.

8. **Insurance**

- 8.1 The vehicle must be insured at all times. The policy in force must permit the use of the vehicle as a private hire vehicle for hire or reward use.
- 8.2 A copy/image of the current valid current certificate of insurance or cover note effective for the entire period of the licence relating to the vehicle must be submitted by the proprietor to their operator and, on request, to an Authorised Officer of the Council.

9. **Reporting of Road Traffic Accidents**

When a Private Hire Vehicle is involved in an accident the Private Hire Vehicle Proprietor must report it to Licensing Services within 72 hours as required by

Section 50 (3) of the Local Government (Miscellaneous Provisions) Act 1976.
This must be completed via the My Licence Portal.

10. Licensing

- 10.1 The proprietor must inform Licensing Services of the driver of the vehicle at the time of plating and thereafter, when a change of driver occurs. This must be done via the My Licence Portal and must be done prior to the new driver using the vehicle.
- 10.2 In the event of the proprietor ceasing to operate a licensed Private Hire Vehicle, the proprietor must surrender their private hire vehicle licence and plates to Licensing Services within 7 days.
- 10.3 Upon expiry of vehicle licence, plates must be returned to the City of Wolverhampton Council Licensing Services within 7 days. Any existing licence plates must be surrendered to the Council before new licence plates for a vehicle will be issued.
- 10.5 The private hire vehicle may only be driven by a private hire driver licensed by the Council.
- 10.6 If this vehicle is wheelchair accessible, the proprietor must ensure that Licensing Services is aware of the primary operator with which wheelchair users may book the vehicle for display on the public register. The proprietor must also ensure that anyone driving it is properly trained in advance on the safe embarkation, transport and disembarkation of wheelchair users.

Please note that should you feel aggrieved by any of the conditions in this Licence then you have the right of appeal to the Magistrates' Court within 21 days from the date when this licence is issued.

Private Hire Vehicle Operator Licence Conditions

1. ISSUE OF LICENCES

- 1.1 The private hire vehicle operator (operator) shall notify Licensing Services in writing within 48 hours of any change of name, address, phone number or email address during the period of the licence. This must be completed via operator.lic@wolverhampton.gov.uk
- 1.2 If the operator is a limited company or partnership any changes in directors or partners, as well as any intention to dissolve, must be notified to Licensing Services within 48 hours.

2. KEEPING OF RECORDS

- 2.1 The operator shall keep a full and accurate record of every booking accepted for a Private Hire Vehicle in a register, stored in accordance with UK GDPR, to include:
 - the accessibility needs of disabled passengers, to ensure an appropriate vehicle is provided
 - time and date the booking was made
 - method of receipt
 - time and date required for journey to commence
 - customer's name
 - particulars of the journey (from and to) the individual that took the details of the booking (if not recorded by a computer)
 - area in which the booking was accepted and details of operator who accepted the booking
 - the area and operator to whom the job is sub-contracted (*if applicable*)
 - details of sub-contracted jobs to include the time and date the job was sub-contracted and accepted (*if applicable*)

Where the operator dispatches a vehicle for a booking, they shall keep a full and accurate record of:

- the individual that dispatched the vehicle (if not dispatched by a computer)
- the driver of the vehicle and the vehicle used
- the other drivers that responded to the booking request, including those that were unsuccessful in being allocated the fare
- call sign and/or plate number

These registers must be maintained in a bound book with consecutively numbered pages or an appropriate computerised booking system.

Each record is to be completed prior to the dispatch of any vehicle or the undertaking of any part of the journey.

The operator is exempted from the requirement to record destinations details prior to passing a booking to a driver, but only in respect of those bookings made using IVR technology and online apps. The destination must be completed following completion of the fare.

- 2.2 Where an operator accepts a sub-contracted booking from an operator licensed in another Licensing Authority area, then within reason, the operator must comply with requests for records of that booking from authorised officers of the Licensing Authority from the area in which the original booking was taken.

- 2.3 At all times that an operator is actively dispatching vehicles there shall be an identified phone number on which the operator (or their nominee) is available for contact by authorised officers of the Licensing Authority and the operators shall provide any information requested regarding journeys that have been dispatched and/or booked through the operator.
- 2.4 The register must be maintained up to date at all times and shall be accessible at the address from which the business is conducted, as specified in the operator's licence. All records must be kept for a period of not less than 12 months from the date of the last entry in the register or computer record.
- 2.5 The operator shall provide a police constable or authorised officer with such copies of records from the register as they may request. On site workspace and facilities available for use by these officers must be made available to inspect these records.
- 2.6 Before commencing trading, the operator shall provide the Council with an emergency contact telephone number that will be available at all times to the licensing services management team. The purpose of this telephone number will be to advise the operator that they need to attend at the satellite office to provide information that has not been supplied as requested in accordance with condition.
- 2.7 If the operator is unable to attend they shall make arrangements for an authorised officer to gain access to the location of the computer and a log in and password shall be provided to access the computerised register(s) required to be kept by the operator or to urgently obtain information pursuant to a Data Protection Act 1998 (as amended) request.
- 2.8 All requests to provide information by authorised officers shall be prioritised due to their urgency:
- Priority A – These are for matters of a serious nature where there is significant risk to public safety. Within 1 hour of the request being received
 - Priority B – These are for matters that require further investigation and have potential to be of a serious matter. Within 4 hours of the request being received
 - Priority C – These are for requests for information pertaining to general complaints. Within 24 hours of the request being received
 - General request, none prioritised. Within 1 week of the request being received.

Priorities A & B, significant risk to public safety or serious matters, will be determined on a case by case basis by the Licensing Manager or Compliance Service Lead.

A named person shall be supplied to be the liaison with the Licensing Authority.

- 2.9 Operators may outsource booking and dispatch functions but they cannot pass on the obligation to protect children and vulnerable adults. Operators are required to evidence that comparable protections are applied by the business to which they outsource these functions.

3. SPECIFIED VEHICLES

- 3.1 The operator shall provide the council on request a schedule of all vehicles which they are partnered with to include the following:
- the registration number of the vehicle
 - council licence plate number of the vehicle

- base call sign
- make/model of vehicle

3.2 The operator shall ensure that at all times, full and current records for each vehicle partnered are kept. To include the following:

- a copy/image of the current Private Hire Vehicle Licence
- a digital record of when the current Private Hire Vehicle Licence expires
- a copy/image of a current valid Private Hire Insurance Certificate or cover note
- a digital record of when the current valid Private Hire Insurance Certificate expires

3.3 The operator shall ensure that at all times the vehicles booked are duly licensed in accordance with the Local Government (Miscellaneous Provisions) Act 1976.

3.4 The use of Public Service Vehicle (PSV) driven by a 'Passenger Carrying Vehicle' licensed driver to fulfil a fare, without the informed consent of the booker, is prohibited. The booker must be informed that the driver is subject to different checks and not required to have an enhanced DBS check.

3.5 The operator must accept bookings for, or on behalf of, any disabled person if a suitable vehicle is available.

3.6 Where a private hire vehicle has 'third row' seats (if passengers must move other seats to enter or exit the vehicle), the operator is required to advise passengers in advance that some seats have restricted access and so may be unsuitable for those with mobility difficulties.

4. MAINTENANCE OF VEHICLES

4.1 Where an exclusive relationship exists with a vehicle proprietor and the vehicle's driver, discreet operator signage, approved by Licensing Services, will be permitted on the rear of the vehicle. This signage is to be submitted by the operator to Licensing Services for approval in advance.

5. SPECIFIED DRIVERS

5.1 Individual records for each licensed driver partnered with this operator are required to be stored by the operator and be accessible from their premises and kept fully up to date at all times. To include the following:

- a copy/image of their current Private Hire Vehicle Drivers Licence,
- a digital record of when the current Private Hire Vehicle Drivers Licence expires,
- a copy/image of their current DVLA Driving Licence,
- a digital record of when the current DVLA Driving Licence expires,
- their full name, address, email address and contact telephone number.

5.2 The operator shall ensure that at all times drivers partnered with them on private hire business are duly licensed by the Council to drive such vehicles.

5.3 When the holder of the licence ceases to be partnered with any licensed Private Hire Vehicle Driver, the operator shall notify Licensing Services, via the My Licence Portal, within 72 hours.

- 5.4 Copies of Private Hire Vehicle Driver licences shall be available for inspection at all times by any Authorised Officer of the Council or Police Constable who may take the licence(s) away from the premises if so required.
- 5.5 When the operator is provided with a copy of a Private Hire Vehicle Driver's licence, the operator must validate the driver licence using the online register at www.wolverhampton.gov.uk/licences/taxi-licences-register or the contactless feature on the driver's badge.
- 5.6 Where a driver has a medical exemption, a copy of the certificate issued by Licensing Services must be kept on file and provided to any Authorised Officer of the Council on request.
- 5.7 The operator must notify Licensing Services immediately if a school transport provider excludes a driver from undertaking contract work due to a complaint.

6. STANDARD OF SERVICE

- 6.1 The operator shall provide a prompt, efficient and reliable service to members of the public at all reasonable times.
- 6.2 The operator shall ensure that when they dispatch a Private Hire Vehicle, the vehicle shall, unless delayed or prevented by sufficient cause, punctually attend at the appointed time and place.
- 6.3 The operator shall ensure that any premises which the operator provides and to which the public have access, whether for the purpose of booking or waiting, are kept clean and adequately heated, ventilated and lit. They shall also ensure that any waiting area which they provide has adequate seating facilities.
- 6.4 The operator shall ensure that information provided in hard copy in private hire vehicle offices is also readily available in alternative accessible formats, including large print, Braille, and Easy Read.

PUBLIC COMPLAINTS

- 6.5 Private Hire Operators must have a policy for dealing with complaints by the public.

If that policy requires the recording of complaints the records should be kept and maintained for at least 12 months and shall be available for inspection by authorised officers. The records should contain, as a minimum, the complainants name, contact information and the complaint details.

Upon receiving any 'specified complaint' or allegation regarding any person licensed by the Council, Operators must report the complainants name, contact information and the full details of the complaint. This shall be reported immediately when the licensing office is open or in any other event by email within 48 hours to Licn_comp@wolverhampton.gov.uk

The specified complaints or allegations are:

- Of indecency or of a sexual nature
- Hate crimes
- Terrorism

- Extremism
- Violence
- Drug dealing
- Dishonesty

These categories of offences are detailed within the Council's Guidelines on Fitness and Propriety.

In straight forward terms, allegations of criminal behaviour whilst licensed as a Private Hire Vehicle Driver.

All complaint records shall be immediately available at the request of an Authorised Officer or Police Officer at all reasonable times, this includes any and all details relating to the complaint and the driver.

7. CONVICTIONS, CAUTIONS AND FIXED PENALTIES

7.1 The operator shall give full details to Licensing Services via operator.lic@wolverhampton.gov.uk **within 48 hours** of:

- a) being released after any arrest;
- b) being charged with any offence;
- c) being convicted of any offence;
- d) being cautioned for any offence;
- e) being issued with a Fixed Penalty Notice;
- f) being interviewed by the Police, including a voluntary interview;
- g) receiving a notice of intended prosecution;

during the life of this licence. (If the operator is a company or partnership, full details should be given for any of the above imposed on the company, directors or partners during the period of the licence)

- 7.2 If the operator is a company or partnership, details of any changes in directors or partners shall be provided to Licensing Services via operator.lic@wolverhampton.gov.uk within 7 days.
- 7.3 If it is proposed that a new director or partner joins, a basic DBS certificate dated within the last three months must be provided to Licensing Services in advance, who will then decide whether the proposed operator is fit and proper.
- 7.4 The operator shall provide a basic DBS certificate to Licensing Services on every anniversary of the date of licence grant, during the life of the licence. The certificate shall be dated no older than 3 months prior to submission. (If the operator is a company or partnership, a certificate must be provided for each director and partner).
- 7.5 The operator must notify Licensing Services within 48 hours if they are granted a private hire vehicle operator licence with any other licensing authority or a PSV (Public Service

Vehicle) operator licence during the course of this licence. They must also notify Licensing Services within 48 hours if that licence is reviewed, suspended or revoked.

8. INSURANCE

- 8.1 The operator shall ensure at all times, that every private hire vehicle they dispatch shall be covered by a Certificate of Insurance or cover note indemnifying the proprietor of the said vehicle within the provisions of Part VI of the Road Traffic Act 1988.
- 8.2 All vehicle insurance documents must state that the insurance covers the driver for the carriage of passengers for hire or reward whether or not the operator is the owner/proprietor of the vehicle.
- 8.3 In relation to vehicles owned/licensed by the operator (fleet):
A copy/image of the current valid certificate of insurance or cover note(s) relating to each vehicle which shows those persons entitled to drive the vehicle must be retained by the operator on the premises specified on the licence.
- 8.4 The operator shall ensure at all times, that there is appropriate public liability insurance cover in place, for at least £5million cover.

9. PLANNING PERMISSION AND LICENCE FOR RADIO EQUIPMENT

- 9.1 The operator shall not conduct their business from any premises unless the necessary planning permission under the Town and Country Act 1990, as amended, has been obtained, where applicable, for the premises from which the business will operate.
- 9.2 If applicable an Operator must obtain a licence for radio equipment under the wireless Telegraphy Act 1949 or any other relevant statutory provision.
- 9.3 Permission is to be obtained from any landlord or lender that may contractually prohibit the use of the premises for business purposes.

10. OPERATIONAL MATTERS

- 10.1 The operator shall apply a fit and proper test to all staff with access to customers' sensitive information. This shall include a basic DBS check, or equivalent criminal record check if staff are not UK-based, for all staff and records kept showing the recruitment and decision-making processes. Failure to undertake these checks or to keep adequate records shall deem that the Operator may not be a fit and proper person to hold an Operator's licence.
- 10.2 The operator, all staff who are in a role where they interact with members of the public and people managing service delivery must be trained in Child Sexual Exploitation (CSE) and Safeguarding by any UK licensing authority..
- 10.3 The operator shall provide a video conferencing facility (i.e. Microsoft Teams) and an appropriate room in order to facilitate driver reviews. A driver has the right to be accompanied by a solicitor or representative, if they wish, and this must be accommodated.
- 10.4 The operator, all staff in a role where they interact with members of the public and people managing service delivery must be trained in disability awareness, or have their knowledge and skills assessed, and be encouraged through targeted and general communications to uphold the highest standards of customer service.

- 10.5 Operator websites and digital booking platforms (e.g. apps) must comply with the latest WCAG accessibility standard to Level AA and with the principles of the latest Public Sector Bodies (Websites and Mobile Applications) Accessibility Regulations as a minimum.
- 10.6 The operator shall make provision for the secure storage of lost property (which may contain personal data) left in vehicles and securely dispose of this within six months. There will be a system where all property is logged, including a receipt given to the driver and details of the customer who collects it.

11. LICENSING

- 11.1 Regular trade working groups are held throughout the year and all Operators are encouraged to attend or send a suitable representative.

Please note that should you feel aggrieved by any of the conditions in this licence then you have the right of appeal to the Magistrates Court within 21 days from the date when this licence is issued.

Fees and Charges for Hackney Carriage and Private Hire Licences 2024-2025

	Licence Type/Function	Fees and Charges For 2023-2024 £	Fees and Charges For 2024-2025 £
1.0 Drivers			
1.1	Hackney Carriage / Private Hire Vehicle Driver Licence	1 year licence New	49
1.2		1 year licence Renewal	39
1.3		3 year licence New	98
1.4		3 year licence Renewal	78
1.5	Dual Driver Licence (Hackney Carriage and Private Hire)	1 year licence Renewal	78
1.6		3 year licence Renewal	156
1.7	Conversion from Hackney Carriage or Private Hire Licence to Dual Licence.	80 (plus testing fees)	80
1.8	Application Fast Track New / Renewal	100	100
1.9	Hackney Carriage / Private Hire Driver Training Programme and Test	40	50
1.10	Hackney Carriage / Private Hire New Applicants Driver Training Immediate Re-test	15	20
1.11	Hackney Carriage / New Applicants Practical Driving Assessment	79	80
1.12	New applicant Right to work in the UK check	125	125
1.13	Renewal applicant Right to work in the UK check	25	25
2.0 Hackney Carriage Vehicles			
2.1	Vehicle aged under 16 years old - 1 year licence New / Renewal	95	125
2.2	Exceptional Condition Assessment of Hackney Carriage Vehicle aged 16 years and each subsequent 6 months	120	120
2.3	Application Fast Track New / Renewal	180	180

2.4 Private Hire Vehicles				
2.5	1 year licence New / Renewal	Vehicle aged Under 10 years old	95	125
2.6	6 month licence New / Renewal	Vehicle aged Over 10 but under 12 years old	95	125
2.7	Application Fast Track New / Renewal		180	180
3.0 Small Private Hire Vehicle Operators (Up to 4 vehicles)				
3.1	1 year licence	New	1,000	1,000
3.2		Renewal	150	150
3.3	5 year licence	Renewal	500	500
3.4 Large Private Hire Vehicle Operators (Over 4 vehicles)				
3.5	1 year licence	New	1,000	1,000
3.6		Renewal	750	750
3.7	5 year licence	Renewal	3,000	3,000
4.0 Mini-bus Permits and Disc				
4.1	5 year permit New / Renewal / Replacement		25	25
5.0 Miscellaneous Charges				
5.1	Rebooking a hearing appointment		70	70
5.2	Non-statutory information request		50	50
5.3	Replacement driver badge (each, delivered)		1	5
5.4	Licence Plate Bracket and Pins		14	14
5.5	Pack of four spare pins and two sticky pads		1	1
5.6	Internal Vehicle Licence Pouch		2	2
5.7	Internal Driver Licence Pouch		1	1
5.8	Lanyard and badge holder		1	1
5.9	Printed copy of paper licences		1	5