

Town Police Clauses Act 1847
Local Government (Miscellaneous Provisions) Act 1976

Standard Licence Conditions for [REDACTED] Licence Number [REDACTED]

Code of Good Conduct for Licensed Drivers

1 Code of Good Conduct for Licensed Drivers

In order to promote its licensing objectives as regards hackney carriage and private hire licensing, this Council has adopted the following Code of Good Conduct, which should be read in conjunction with the other statutory and policies requirements set out in this document.

2 Responsibility to the Trade

Licence holders shall endeavour to promote the good image of the Hackney Carriage and Private hire trade by:

- i complying with this Code of Good Conduct;
- ii complying with all the Conditions of their Licence and the Councils Hackney Carriage and Private Hire Licensing Policies;
- iii behaving in a civil, orderly and responsible manner at all times

3 Responsibility to Clients

Licence Holders shall:

- i. maintain their vehicles in a safe and satisfactory condition at all times;
- ii. keep their vehicles clean and suitable for hire to the public at all times;
- iii. attend punctually when undertaking pre-booked hiring;
- iv. assist, where necessary, passengers into and out of vehicles;
- v. offer passengers reasonable assistance with luggage.

4 Responsibility to Residents

To avoid nuisance to residents when picking up or waiting for a fare, a driver shall:

- i. not sound the vehicle's horn illegally;
- ii. keep the volume of car stereo/ audio system and VHF radios to a minimum;
- iii. switch off the engine if required to wait;
- iv. take whatever additional action is necessary to avoid disturbance to residents in the neighbourhood.

5 Behaviour on the ranks

At taxi ranks and other places where hackney carriages ply for hire by forming queues, drivers shall, in addition to the requirements above:

- i. Rank in an orderly manner and proceed along the rank in order and promptly;
- ii. Remain in the vehicle.
- iii. Act in accordance with the direction of taxi marshals
- iv. Wait their turn to pick up fare

6 Private Hire Offices

At private hire offices a licence holder shall:

- i. not undertake servicing or repairs of vehicles;
- ii. not allow their car stereo/ audio system or VHF radios to cause disturbance to residents of the neighbourhood;
- iii. take whatever additional action is necessary to avoid disturbance to residents of the neighbourhood which might arise from the conduct of their business.

7 General

Drivers shall:

- i. Pay attention to personal hygiene and dress so as to present a professional image to the public;
- ii. be polite, helpful and fair to passengers;
- iii. drive with care and due consideration for other road users and pedestrians and in particular shall not use a hand held mobile phone whilst driving;
- iv. obey all Traffic Regulation Orders and directions at all times;
- v. not smoke in the vehicle;
- vi. not consume alcohol immediately before or at any time whilst driving or being in charge of a hackney Carriage or Private Hire Vehicle;

- vii. not drive while having misused legal or illegal drugs;
- viii. fulfil their responsibility to ensure compliance with legislation regarding the length of working hours.

Dress and appearance of Licensed Drivers

1 Dress and appearance of Licensed Drivers

Exeter City Council is committed to encouraging the professional image of the hackney carriage and private hire trade, and considers that drivers of licensed vehicles are vocational drivers. The Council considers, therefore, that drivers should wherever possible conform to a minimum standard of dress, as set out below, in order to raise the profile of the licensed trade. The Council does not impose such standards by way of conditions to any licence. It is expected, however, that such standards shall be maintained at all times.

2 Acceptable Standards of Dress

Acceptable - will include long or short sleeved shirts with collars, skirts, dresses, long trousers, shoes or sandals with socks.

3 Unacceptable Standards of Dress

Unacceptable - torn jeans, shorts, jogging bottoms, trainers, singlets or bathing costumes. The following are also deemed to be unacceptable: a. Clothing or footwear, which is unclean or damaged. b. Clothing printed with words, logos or graphics, which might offend c. Studs or sharp-edged clothing d. Beach-type footwear (e.g.: flip-flops) e. Footwear with pronounced heels

4 Footwear

Footwear should fit around the heel of the foot. Safety shoes with protected toecaps are recommended.

Driver's Conditions

1 Conduct of Driver

The holder of a private hire driver's licence shall comply with the following conditions, which should be read in conjunction with the Code of Good Conduct in Appendix L:

- i. The private hire vehicle shall be presented in a roadworthy and clean condition for each journey.
- ii The driver must wear the lapel badge provided by the Council at all times when in charge of a licensed vehicle, and in such a position and manner as to be plainly visible.
- iii The driver shall at all times be clean and tidy, and must behave in a polite manner.
- iv All reasonable precautions must be taken to ensure the safety of passengers conveyed in, entering or alighting from the vehicle.
- v Assistance must be given with the loading and unloading of luggage.
- vi Unless otherwise directed by the hirer, the shortest possible route must be taken to complete the journey.
- vii The vehicle must only be driven with the consent of the proprietor of the vehicle.
- viii The driver must comply with any hirer's request not to smoke, drink or eat in the vehicle, or play any radio or sound equipment, which is not connected with the operation of the private hire business.
- ix The driver must ensure that the noise emitted from any sound equipment in the vehicle does not cause annoyance to any persons, whether inside or outside the vehicle.
- x The driver shall attend and depart punctually for a private hire booking, and shall not operate the horn as a means of signalling that the vehicle has arrived.
- xi A driver must not cause or permit the vehicle to stand on a road or in a public place as to suggest that it is plying for hire, or use any hackney carriage stand within the Exeter City Council area.
- xii A driver must not solicit any person to hire or be carried for hire, or accept an offer for the hire of the vehicle except where that is first communicated to the driver by telephone.
- xiii Other licensed drivers must not be obstructed.

2 Fares

The driver/operator of a private hire vehicle shall make their own agreement with the hirer as to the fare for a particular journey.

The driver shall, if requested by the hirer, provide him/her with a receipt for the fare paid.

3 Duties of Licence Holder

- i. The private hire driver's licence must be delivered immediately to the proprietor concerned, at the beginning of the employment.
- ii. Upon ceasing employment as a licensed driver, the licence-holder must surrender to the Council the licence and badge issued by the Council, together with the plate when appropriate.
- iii. The driver must notify the Council, within 7 days, of any change of address.
- iv. The driver must notify the Council, within a period of 7 days, of any conviction or caution for an offence, or of any receipt of a fixed penalty, imposed on him/her whilst the licence is in force.
- v. The driver shall notify the Council of any accident, or damage caused to the licensed vehicle, within 24 hours of the event.

4 Lost Property

Immediately after the termination of every hiring, the driver must carry out a search of the vehicle for property that may have inadvertently been left there by the hirer.

If the driver finds any property in the licensed vehicle, he must deliver it to the front office of Heavitree Road Police Station. On no account should a driver retain any property found in a licensed vehicle.

The driver shall be entitled to receive from the owner of the lost property an amount equal to 5 pence in the pound of its estimated value, to a maximum of £10.00, or alternatively the fare for the distance from the place where the property was found to the Exeter Police Station, Sidmouth Road, whichever is the greater.

5 The Carriage of Animals

i A driver must not carry in a licensed vehicle any animal, which belongs to, or is being looked after by, themselves, the owner or operator of the vehicle while it is being used as a Private Hire vehicle.

ii Animals in the custody of passengers may be carried, at the driver's discretion, provided they are restrained in a safe manner.

iii. A driver must, however carry assistance dogs when necessary. Assistance dogs include guide dogs for the blind, hearing dogs for the hard of hearing, and other assistance dogs, which assist disabled people with a physical impairment.

iv. Any licensed driver with a medical condition, which may be exacerbated by dogs, may apply for exemption from this condition. A certificate of exemption will be supplied on production of suitable medical evidence.

