

Private Hire Driver Licence Conditions

1. Issue of Licences

- 1.1 The holder of this licence shall 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 licence holder 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 via the My Licence Portal not less than 12 hours prior to commencing work with a new private hire vehicle operator (operator).
- 1.4 The holder of this licence may not change their operator more than once within a 48-hour period.
- 1.5 The private hire driver may only fulfil bookings from a private hire vehicle operator licensed by the Council when using a private hire vehicle licensed by the Council.
- 1.6 This licence does not permit the holder to drive a hackney carriage.
- 1.7 The holder of this licence can only receive bookings from the operator notified to the Council for whom they are currently working.
- 1.8 The holder of this licence may only be partnered with one operator at any time, unless the other operator(s) solely provides the licence holder with bookings as part of a school transport contract. The licence holder does not need to notify Licensing Services of partnership with an operator that solely provides the licence holder with bookings as part of a school transport contract. The driver does not need to display vehicle signage of an operator that solely provides the licence holder with bookings as part of a school transport contract.
- 1.9 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.
- 1.10 The holder of this licence must notify Licensing Services immediately if they are added to the DBS Children's or Adult's 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.
- 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 luggage;
 - b) afford reasonable assistance in loading and unloading; and
 - 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.
- 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 in other areas, 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.
- 3.11 A 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 they 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 ensure that their face is 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 Drivers 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 any disabled passenger who requests it with assistance to identify the vehicle, at no extra charge.
- 11.3 The licence holder must carry guide or other assistance dogs accompanying passengers, free of charge, unless the driver has a medical condition and has obtained a medical exemption certificate from Licensing Services.
- 11.2 The Council medical exemption certificate issued in accordance with Section 37A of Disability and Discrimination Act 1995 must be displayed at all times and face outwards from the front windscreen of the Private Hire Vehicle.
- 11.3 Private Hire Vehicle Drivers have a responsibility to ensure that their operator is aware of any such medical condition.
- 11.4 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.

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.

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.