

## Current Policy, reason for proposed change and proposed new wording 2025

Current Policy	Reason for Change	Proposed Change
Contents Page	Changes to headings and numbering	Changes highlighted in red
<p>The word proprietor has been replaced with licence holder in the policy with the exception of the hackney carriage byelaws</p> <p>All other changes have been made through find and replace so are not individually recorded as changes</p>	Consistency and understanding	<p>The word proprietor to be replaced with licence holder.</p> <ul style="list-style-type: none"> <li>• The Licensing Committee has been changed to Licensing Sub Committee where a matter is to be referred for committee consideration</li> <li>• licensing authority has been replaced with Licensing Authority</li> <li>• Licensing Office has been replaced with Taxi Licensing Office</li> <li>• References to Policy Handbook have been replaced with Policy</li> <li>• He/she replaced with he</li> <li>• Fit and proper replaced with “fit and proper”</li> </ul>
<p>1. PURPOSE OF THIS POLICY</p> <p>This Policy will comprise the following sections:</p> <ol style="list-style-type: none"> <li>1. Purpose of the Policy</li> <li>2. Private Hire &amp; Hackney Carriage Drivers’ Licence Policy</li> <li>3. Hackney Carriage &amp; Private Hire Vehicle Licence Operators’ Policy</li> <li>4. Private Hire and Hackney Carriage Determination of Matters Policy Guidelines (The Guidelines)</li> <li>5. Enforcement Policy</li> </ol>	Updating details to include all policy sections and changes to the way we are working	<p>1. PURPOSE OF THIS POLICY</p> <p>This Policy will comprise the following sections:</p> <ol style="list-style-type: none"> <li>1. Purpose of the Policy</li> <li>2. Private Hire &amp; Hackney Carriage Drivers’ Licence Policy</li> <li>3. Hackney Carriage &amp; Private Hire Vehicle Licence Operators’ Policy</li> <li>4. <b>Supplementary Vehicle Testing Criteria</b></li> <li>5. <b>Vehicle Guidance Notes</b></li> <li>6. <b>Private Hire Operator Licence</b></li> <li>7. <b>Private Hire and Hackney Carriage</b></li> </ol>

<p>This Policy will provide information needed to apply for a Private Hire or Hackney Carriage licence in Sandwell. In particular:</p> <ul style="list-style-type: none"> <li>• How to Contact the Taxi Licensing Office</li> <li>• The Appointment/Drop-in-System</li> <li>• Acceptable criteria for Applicants/Licence Holders</li> <li>• Vehicle Criteria</li> <li>• Licence Conditions</li> </ul>		<p><b>8. Determination of Matters Policy Guidelines</b></p> <p>This policy will consider any guidance issued by the Department for Transport and Institute of Licensing.</p> <p>This Policy will provide information needed to apply for a Private Hire or Hackney Carriage licence in Sandwell. In particular:</p> <ul style="list-style-type: none"> <li>• How to Contact the Taxi Licensing Office</li> <li>• The Appointment <b>System</b></li> <li>• Acceptable criteria for Applicants/Licence Holders</li> <li>• Vehicle Criteria</li> <li>• Licence Conditions</li> </ul>
<p><b>1.1 HOW TO CONTACT THE TAXI LICENSING OFFICE</b>  The Taxi Licensing Office is situated at: -  <b>Sandwell Metropolitan Borough Council, Taxi Licensing Office, Waterfall Lane Depot, Waterfall Lane, Cradley Heath, West Midlands, B64 6RL</b>  By Phone on: 0121 569 6655  By Email on: <a href="mailto:taxi_licensing@sandwell.gov.uk">taxi_licensing@sandwell.gov.uk</a></p>	<p>Giving details of how to contact the taxi licensing team</p>	<p><b>1.1 HOW TO CONTACT THE TAXI LICENSING OFFICE</b>  The <b>Taxi Licensing Office</b> is situated at: -  <b>Oldbury Council House, Freeth Street, Oldbury, West Midlands, B69 3DE</b>  By Email on: <a href="mailto:taxi_licensing@sandwell.gov.uk">taxi_licensing@sandwell.gov.uk</a>  By Phone on: 0121 569 6655  This policy is available to view at <a href="http://www.sandwell.gov.uk">www.sandwell.gov.uk</a> and search for taxi licensing.</p>

<p><b>1.2 THE APPOINTMENT/DROP IN SYSTEM</b>          We operate both formal and drop-ins throughout office hours. Please contact us to confirm which is best suited to meet your requirements, please contact us in the following ways:          To ensure that you are dealt with, when you arrive for your appointment, you should ensure the following:</p> <ul style="list-style-type: none"> <li>• Arrive on time (If you are more than 10 minutes late you will need to rearrange your appointment)</li> <li>• Have all required documents with you</li> </ul>	<p>Updated to reflect new systems and ways of working</p>	<p><b>1.2 THE APPOINTMENT SYSTEM</b>We operate 'an appointment only system'. Appointments can be booked online as part of our application process. In the event that you require an advice appointment outside of the application process, please email the taxi licensing team for an 'in person' appointment.          Please ensure that you:</p> <ul style="list-style-type: none"> <li>• Arrive on time and if you are more than 10 minutes late you will need to rearrange your appointment, and</li> <li>• Have all required documents with you that have been detailed in your email confirmation.</li> </ul>
<p><b>1.3 FEES</b>          Please be aware that you must pay all outstanding fees before a further appointment will be booked or any other applications accepted.</p>	<p>Updated to reflect current way of working and the receipt of online applications</p>	<p><b>1.3 FEES</b>          Please be aware that you must pay all outstanding fees before a further appointment will be booked or any other applications accepted/<b>processed</b>.</p>
<p><b>1.4 PAYMENT METHODS</b>          The Taxi Licensing Office accepts payment for Licence Fees in the following ways:</p> <ul style="list-style-type: none"> <li>• Debit Card (Solo, Switch or Delta)</li> <li>• Credit Card (Visa or Mastercard)</li> </ul> <p>Please be advised that the Taxi Licensing Office is unable to accept cash or cheque payments.</p>	<p>Updated to reflect that applicants can make payment for applications online.</p>	<p><b>1.4 PAYMENT METHODS</b>          The Taxi Licensing Office accepts payment for Licence Fees in the following ways:</p> <ul style="list-style-type: none"> <li>• Debit Card (Solo, Switch or Delta)</li> <li>• Credit Card (Visa or Mastercard)</li> <li>• <b>Via the online applications portal</b></li> </ul> <p>Please be advised that the Taxi Licensing Office is unable to accept cash or cheque payments.</p>

<p><b>1.5 THE LICENSING COMMITTEE</b></p> <p>The Council has an obligation to ensure that Private Hire and Hackney Carriage licences are only issued to applicants that are considered to be ‘fit and proper’.</p> <p>To enable the Council to do this, the Council has drawn up criteria, which an applicant must meet for the licence to be issued.</p> <p>If you don’t fulfil these criteria for any reason and wish to pursue your application, you will be required to attend a Licensing Sub Committee Meeting.</p> <p>This Committee has the power to grant or refuse applications. The Committee can also suspend, revoke or refuse to renew an existing licence.</p> <p>The Licensing Sub Committee is comprised of Elected Council Members who normally meet at least once a month, in order to deal with licensing issues.</p> <p>There will be a number of council officers present during the meeting to assist the Members.</p> <p>If you are required to attend a committee meeting, the reason will be explained to you at the earliest opportunity by a member of staff from the Licensing Office.</p> <p>A letter will be sent inviting you to attend the next available meeting. This letter will contain the time and date of the meeting and a copy of the report that will be presented to the Committee.</p>	<p>Updated to reflect current way of working and documents issued by the Department for Transport and Institute of Licensing</p>	<p><b>1.5 THE LICENSING COMMITTEE</b></p> <p>The Council has an obligation to ensure that Private Hire and Hackney Carriage licences are only issued to applicants that are considered to be “fit and proper”.</p> <p>To enable the Council to do this, the Council has drawn up criteria, which an applicant must meet for the licence to be issued.</p> <p>If you don’t fulfil these criteria for any reason and wish to pursue your application, you will be required to attend a Licensing Sub Committee Meeting <b>or a Licensing Management Panel meeting.</b></p> <p>The Committee <b>and Panel</b> <b>have</b> the power to grant or refuse applications. The Committee <b>and Panel</b> can also suspend, revoke or refuse to renew an existing licence.</p> <p>The Licensing Sub Committee is comprised of Elected Council Members who normally meet at least once a month, in order to deal with licensing issues. There will be a number of council officers present during the meeting to assist the Members.</p> <p>Licensing Office staff will not be included in the decision making process <b>for cases referred to the Licensing Sub Committee</b> and have no influence over the decision of the Committee. To ensure that this is the case, members of staff from the Taxi Licensing Office who are involved in the</p>
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<p>If you are unable to attend the meeting or feel that you need further assistance in any way, you should contact the Licensing Office immediately. The meeting gives you the opportunity to tell the Committee about anything you feel they should know, before they make a decision about your application. It also allows the Committee to look at the background to your individual circumstances before making a decision on the application.</p> <p>Licensing Office staff will not be included in the decision making process and have no influence over the decision of the Committee. To ensure that this is the case, members of staff from the Licensing Office who are involved in the investigation and compilation of the report will leave the meeting room with you, whilst the decision is made.</p> <p>You will be informed of the Committee's decision immediately after it has been made. This decision is then confirmed in writing within 14 days. If a licence is refused, suspended or revoked, the letter will outline the reason for the Committee's decision and will inform you of any right of appeal you may have.</p> <p>In the event that a licence is either refused or revoked, the information will be recorded on the National Register of Taxi Licence Revocations and Refusals (NR3) and will remain on this register in line with NAFN's (the data controller), data retention policies.</p>		<p>investigation and compilation of the report will leave the meeting room with you, whilst the decision is made.</p> <p><b>The Licensing Management Panel is comprised of Officers only and these officers will make a decision on the licensing application. Further details can be found in the next section on the officers who will be in attendance and the cases that they will consider.</b></p> <p>If you are required to attend a meeting, the reason will be explained to you at the earliest opportunity by a member of staff from the Taxi Licensing Office.</p> <p>A letter will be sent inviting you to attend the next available meeting. This letter will contain the time and date of the meeting and a copy of the report that will be presented to the Committee/<b>Panel</b>.</p> <p>If you are unable to attend the meeting or feel that you need further assistance in any way, you should contact the Taxi Licensing Office immediately.</p> <p>The meeting gives you the opportunity to tell the Committee/<b>Panel</b> about anything you feel they should know, before they make a decision about your application. It also allows the Committee/<b>Panel</b> to look at the background to your individual circumstances before making a decision on the application.</p>
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<p>If you are unhappy with the Council's decision, and wish to appeal, you may want to seek legal advice.</p>		<p>When considering applications, both the Licensing Sub Committee and the Licensing Management Panel will take into account any guidance that has been issued by the Department for Transport and the Institute of Licensing.</p> <p>You will be informed of the Committee's decision immediately after it has been made. This decision is then confirmed in writing within 14 days. If a licence is refused, suspended or revoked, the decision letter/notice will outline the reason for the Committee's decision and will inform you of any right of appeal you may have.</p> <p>Notification of decisions from the Licensing Management Panel will also follow this process.</p> <p>In the event that a licence is either refused or revoked, the information will be recorded on the National Register of Taxi Licence Revocations and Refusals (NR3s) and will remain on this register in line with NAFN's (the data controller), data retention policies. If you are unhappy with the Council's decision, and wish to appeal, you may want to seek legal advice.</p>
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	<p>New Section following consultation with Licensing Chairs to delegate some decisions to Officers</p>	<p><b>1.6 LICENSING MANAGEMENT PANEL</b>  <b>Licensing Management Panel for Taxi Licensing</b>  Terms of Reference</p> <ol style="list-style-type: none"> <li>1. The Panel will be chaired by either the Operations Manager or Taxi Licensing Supervisor.</li> <li>2. Quorum for the Panel will be 3 Officers.</li> <li>3. Officers who can sit on the Panel and make decisions on cases will be as follows: <ol style="list-style-type: none"> <li>a. Service Manager for Public Protection and Community Safety</li> <li>b. Operations Manager</li> <li>c. Licensing Supervisor</li> <li>d. Senior Taxi Licensing Officer</li> <li>e. Licensing Enforcement Officer</li> </ol> </li> <li>4. There will be a representative from Legal in attendance for advice purposes only.</li> <li>5. The applicant will be able to bring representation with him/her to the Panel.</li> <li>6. In the event that an applicant requires an interpreter, it will be the applicant's responsibility to book and pay for those services.</li> <li>7. The applicant should provide any supporting documentary evidence for their case at least 3 days prior to the hearing.</li> <li>8. In each case, it is for the applicant to satisfy the Licensing Authority that they are "fit and proper", not for the authority to prove that they are not.</li> </ol>
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<p>2.1 MAKING AN APPLICATION FOR A DRIVER'S LICENCE (NEW AND RENEWALS)</p> <p><b>All application forms must be submitted by the applicant. Applications submitted by a third party will not be accepted. The Council will shortly be moving to an online application process and at this point all new applications must be submitted online.</b></p>	<p>Updating the way that we are now working and clarification on some paragraphs</p>	<p>2.1 MAKING AN APPLICATION FOR A DRIVER'S LICENCE (NEW AND RENEWALS)</p> <p>All applications must be submitted by the applicant using the online applications portal. All correspondence relating to your application will be sent to you by email, therefore all applicants must ensure they have a valid email address. Applications will not be processed until the completed application has been submitted and the application fee paid.</p>

<ul style="list-style-type: none"> <li>• Wheelchair Assessment Certificate from the Council's appointed assessor. This is only required if you applying for a Hackney Carriage Driver's licence or you intend to drive a wheelchair accessible private hire vehicle.</li> <li>• Equality &amp; Disability Awareness Training with the Council's appointed training provider. (Must be less than 3 months old)</li> <li>• CSE &amp; Safeguarding Awareness Training with the Council's appointed training provider. (Must be less than 12 months old)</li> <li>• Medical with the Council's approved Doctor (Must be less than 1 month old)</li> <li>• New applicants will be required to undertake and pass a Suitability Test.</li> <li>• New applicants for a Hackney Carriage Drivers Licence will be required undertake and pass an additional test.</li> </ul>		<p>Consideration will be given to any guidance issued by the Department for Transport and the Institute of Licensing when considering all licence applications.</p> <p>When submitting a photograph for your online application, the photograph should be recent and should not have been changed or altered i.e. filtered in any way, otherwise it will be rejected.</p> <ul style="list-style-type: none"> <li>• All drivers who drive or operate a wheelchair accessible vehicle must complete a training course prior to driving a wheelchair accessible vehicle. The training provider must be a recognised organisation e.g. Blue Lamp and a copy of your pass certificate must be submitted prior to you driving a wheelchair accessible vehicle. Training requirements are published on the taxi licensing web pages and in the event that you are working or are going to work for a SEND appointed contractor for Sandwell MBC, please ask the trainer to complete and sign the training form that can be found on the taxi licensing web pages as this certificate will also be accepted.</li> <li>• Once a licence has been issued, in the event that a licensed driver starts work with a SEND contractor during the life of their licence, they will be required to submit their wheelchair training form within two weeks of changing operator.</li> </ul>
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<ul style="list-style-type: none"> <li>• New applicants will be required to produce criminal record checks or equivalent if they have lived outside the UK after the age of 18 for those countries they have resided in. Licensed Drivers who are required to attend committee due to their criminal convictions will need to produce a criminal record check or equivalent if they have been resident outside of the UK after the age of 18. Criminal Record Checks must be requested and supplied in compliance with Home Office guidance. New applicants or existing drivers who cannot produce a criminal record check will be referred to committee and invited to produce information that supports a suitability decision.</li> </ul> <p>If you forget any of the above items when you attend the Taxi Licensing Office, your application will <b>not</b> be accepted.</p>		<ul style="list-style-type: none"> <li>• Equality &amp; Disability Awareness Training with the Council's appointed training provider. (Must be less than 12 months old) CONTACT LEE SIVITER TO SEE IF WE CAN DO SOMETHING CORPORATELY AND INCLUDE SAFEGUARDING TOO CAN WE ADAPT EXISTING ON LINE COURSE TO TAXIS?</li> <li>• Medical with the applicant's registered General Practitioner (GP) or any GMC registered GP/Medical Practitioner who confirms in writing that they have seen the applicant's medical records. The certificate must be less than 1 month old when submitted and include the GMC registration number of the certifying GP/Medical Practitioner. It will be the applicant's responsibility to return the medical results to the taxi licensing team. Currently they can only be accepted by email but they will be able to be uploaded as part of the application in the future. When returning the medical by email please include the word medical in the subject line together with your licence type and badge number. New applicants please include your online application/reference number.</li> <li>• New applicants will be required to undertake and pass a knowledge test.</li> </ul>
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		<ul style="list-style-type: none"><li>• New applicants for a Hackney Carriage Drivers Licence will be required undertake and pass an additional <b>knowledge</b> test.</li></ul>
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		<ul style="list-style-type: none"><li>• New applicants will be required to produce criminal record checks or equivalent if they were not born in the UK and/or if they have lived outside of the UK since the age of 18 for more than 6 (six) months for all those countries they have resided in. The Certificate of Good Conduct must have been issued/dated within the last 12 months, unless it has an expiry date. If the Certificate has an expiry date and that date has passed, a new Certificate of Good Conduct will be required. If the certificate is in a language other than English, the applicant will be responsible for any translation costs. Licensed Drivers who are required to attend committee due to their criminal convictions will need to produce a criminal record check or equivalent if they have been resident outside of the UK after the age of 18. Criminal Record Checks must be requested and supplied in compliance with Home Office guidance. New applicants or existing drivers who cannot produce a criminal record check will be referred to committee/licensing management panel and invited to produce information that supports a suitability decision. This could be in the form of a statutory declaration prepared and witnessed by a legal practitioner and references from people of standing in your community who know you well but cannot</li></ul>
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		<p>be from family members.</p> <p>You will not be able to submit your online application without completing the above. Should your application be successful, you will be required to attend the Taxi Licensing Office and must bring the documents listed below:</p> <ul style="list-style-type: none"> <li>• Photographic identification <i>i.e.</i>, a passport, DVLA photo card.</li> <li>• Original DBS Certificate that was issued to you by the Disclosure and Barring Service together with proof that you have signed up to the update service.</li> </ul> <p>If you forget any of the above items when you attend the Taxi Licensing Office, <b>your licence will not be issued.</b></p>
2.2 THE DRIVING TEST	New Requirement	<p>2.2 THE DRIVING TEST</p> <p>Applicants and existing licence holders wishing to drive a wheelchair accessible private hire vehicle or a hackney carriage will also be required to complete a wheelchair <b>training.</b></p>

		<p>Wheelchair training certificates will be accepted from Sandwell school transport providers and recognised wheelchair training organisations like Blue Lamp. In the event that you start work for a school transport provider after your licence has been issued, you MUST submit a copy of 'proof of training' within two weeks of starting work on the prescribed form. This can be found on the taxi licensing web pages and the training must relate to the type of vehicle that you are driving or intending to drive.</p> <p>Drivers with 7 or more penalty points will be required to undertake, at their own cost, a driver awareness course and/or pass a driver assessment with no more than 8 minor infringements within 2 months of notice from the Licensing Authority to demonstrate that they are suitable to become or remain a licence holder. Failure to do so strongly suggests that a driver is not fit and proper to be licensed until a period of 12 months has passed with no further convictions. Details of course providers will be provided should a test be required.</p>
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<p><b>2.3 THE MEDICAL EXAMINATION</b> All applicants must be medically examined by the Council's authorised Medical Examiner every 3 years. In the case of applicants over the age of 65 years, a medical examination is required annually.</p> <p>If you are an existing licence holder and the Medical Examiner determines that you are not fit to drive a licensed vehicle, your licence will be suspended with immediate effect on the grounds of public safety. The Council's authorised Medical Examiner is located at Sandwell &amp; West Birmingham Hospitals NHS Trust, Occupational Health &amp; Wellbeing Service, Courtyard Garden, Sandwell General Hospital, Lyndon, West Bromwich, West Midlands. B71 4HJ.</p> <p><b>Medical Fitness Certificates from any other source will NOT be accepted by the Council. The procedure for taking the medical is included in the application pack which can be downloaded from the council's website <a href="http://www.sandwell.gov.uk/taxi">http://www.sandwell.gov.uk/taxi</a></b></p>	<p>Updating the way we are working and making drivers aware that they can apply for a wheelchair medical exemption</p>	<p><b>2.3 MEDICAL EXAMINATION</b>All applicants must be medically examined by their registered General Practitioner (GP) or any GMC registered GP/Medical Practitioner every 3 years, and they must confirm in writing that they have seen the applicant's medical records. The certificate must be less than <b>1 (one) month old when submitted and include the GMC registration number of the certifying GP/Medical Practitioner. (The certificate should be no more than three months old when licence is ready to issue).</b> It will be the applicant's responsibility to return the medical results to the taxi licensing team. Currently they can only be accepted by email but they will be able to be uploaded as part of the application in the future. When returning the medical by email please include the word medical in the subject line together with your licence type and badge number. New applicants please include your online application number. Please note that only this Authority's medical form will be accepted.</p> <p>If you are an existing licence holder and the GP/Medical Practitioner determines that you are not fit to drive a licensed vehicle, your licence will be suspended with immediate effect on the grounds of public safety <b>and this decision will be recorded on the NR3s Register.</b></p> <p><b>2.3.1 WHEELCHAIR ASSISTANCE EXEMPTION</b></p>
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		<p>In the event that a driver has a medical condition that prevents them from giving assistance to wheelchair users, they will need to be apply for an exemption and be assessed to see if they meet the criteria for an exemption to be issued. An application form can be obtained from the Taxi Licensing Office and will have to be supported with medical evidence as to why the exemption is being applied for. Applicants will be referred to Sandwell Hospital for assessment and fees for the assessment are payable at the time of the agreed appointment.</p> <p>Only drivers who have applied for and been granted an exemption are exempt from offering assistance and they must also be displaying the exemption notice in the vehicle at the time of any such refusal. In the event that the certificate is not displayed in the vehicle, the exemption will be void and assistance must be given. Any exemption given is for the person and not for the vehicle being used. The exemption will only be for the person named on the certificate and the certificate MUST be removed if any other driver is using the licensed vehicle.</p>
<b>2.4 THE DBS DISCLOSURE</b> The Disclosure & Barring Service (DBS) previously known as the Criminal Records Bureau or CRB is a Government Agency responsible for carrying out checks in relation to an applicant's criminal history.	Updating DBS information and guidance notes	<b>2.4 THE DISCLOSURE AND BARRING SERVICE (DBS)</b> The Disclosure and Barring Service (DBS) is a Government Agency responsible for carrying out checks in relation to an applicant's criminal history.

<p>All new applicants for a Private Hire or Hackney Carriage Driver's Licence are required to undergo an enhanced criminal history disclosure on application. The applicant is also required to sign up to the DBS update service and renew. Details on how to join the DBS update service can be obtained from the Taxi Licensing Office or from the DBS website <a href="https://www.gov.uk/dbs-update-service">https://www.gov.uk/dbs-update-service</a>. Failure to sign up to the update service will prevent a licence being issued. In the event that you do not sign up to the update service within the required timescale this will result in the applicant being required to complete another DBS disclosure application at their own expense.</p> <p>The disclosure application form and DBS Update registration will be completed, at the time of your first appointment and then sent to the DBS for them to carry out their checks. If an applicant has a criminal history, <b>this will be revealed on the disclosure</b>. You must disclose all convictions, cautions, reprimands, conditional discharges and bind-overs <b>NO MATTER HOW LONG AGO THEY HAPPENED</b>. Failure to disclose matters which are revealed on the DBS disclosure will result in delays, as your application will be referred to the Licensing Sub Committee for a decision (Please refer to the Determination of Matters Policy Guidelines). It is the responsibility of the applicant to complete and check the form, to ensure that all information entered on the form is correct.</p>		<p>All new applicants for a Private Hire or Hackney Carriage Driver's Licence are required to undergo an enhanced criminal history disclosure on application. The applicant is also required to sign up to the DBS update service and renew the subscription annually. Details on how to join the DBS update service can be obtained from the Taxi Licensing Office or from the DBS website <a href="https://www.gov.uk/dbs-update-service">https://www.gov.uk/dbs-update-service</a>. Failure to sign up to the update service will prevent a licence being issued and will require the applicant to complete and pay for a new DBS disclosure. All DBS Certificates must be enhanced, both the children's and adults' barred lists must be checked and the application must state "other workforce" and the occupation as "taxi/private hire driver". The Licensing Authority is unable to accept a Child Workforce DBS.</p>
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<p><b>Failure to provide the required documents will result in your application being rejected until such time that you are able to produce the required documentation.</b></p> <p>When all checks have been made, the DBS will send the disclosure certificate to your home address. The Taxi Licensing Office does not receive a copy of the certificate. As soon as you receive the certificate you must produce it to the Taxi Licensing Office. If you have not applied to join the DBS update service whilst the disclosure application was being processed, you will have the opportunity to join once the certificate has been produced, however you must join within 28 days of the certificate being printed. This is a DBS Policy therefore the Council cannot extend the 28 day period. Failure to join will mean that you will no longer be able to register the disclosure certificate with the update service therefore you will be required to start the application process again at your own expense.</p> <p>Any matters identified on the disclosure will be assessed against the Driver's policy and "Determination of Matters Policy Guidelines", which is included in Section 5 of this Policy.</p> <p><b>Existing holders of a Private Hire or Hackney Carriage Drivers licence.</b></p>		<p>For new applicants, in the event that you have lived abroad and the country that you previously lived in does not issue certificates of good conduct and/or if you have not lived in the UK for the past 5 years, the application will be referred to the Licensing Committee/Licensing Management Panel for consideration. As you will need to demonstrate that you are a fit and proper person to hold a licence to the Committee/Panel, the applicant is recommended to bring information that supports their application for the Committee/Panel to consider. Examples of this are a statutory declaration that is completed in the presence of a Solicitor. This should confirm that you either have no convictions or detail those convictions on the form. Letters of support/recommendation from people of standing in your community like religious leaders or employers would also be acceptable. Contact information for those giving references should be included on any submission to allow the taxi licensing team to confirm the information provided.</p>
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<p>Existing licence holders whose DBS is due to expire must also complete a new DBS disclosure certificate and apply to join the update service. Any licence holder who fails to join the DBS update service or fails to renew their subscription to the DBS Update Service will have their licence suspended and will be unable to work until a new DBS certificate has been produced.</p> <p>All drivers will have their criminal history checked via the DBS update service at least every 6 months. If the Taxi Licensing Office receives information that a driver has committed an offence or receives intelligence on offending behaviour, the Taxi Licensing Office will regularly check the current status of the licence holder's disclosure certificate via the DBS update service. If the DBS update service reveals that the original certificate is no longer valid the licence holder will be required to complete a new DBS disclosure application at their own expense. They will also have their licence suspended until the new information can be considered by the Licensing Sub Committee. Where an applicant has spent three or more continuous months outside the UK once their licence has been issued, that they should provide criminal records information from that country or a "Certificate of Good Character" on their return. This can be obtained by visiting the following website - <a href="https://www.gov.uk/government/publications/criminal-records-checks-for-overseas-applicants">https://www.gov.uk/government/publications/criminal-records-checks-for-overseas-applicants</a></p>		<p>The disclosure application form and DBS Update registration will be completed, at the time of your first appointment and then sent to the DBS for them to carry out their checks. If an applicant has a criminal <b>record, this may be revealed on the disclosure.</b> You must disclose all convictions, cautions, reprimands, conditional discharges and bind-overs <b>NO MATTER HOW LONG AGO THEY HAPPENED.</b> Failure to disclose matters which are revealed on the DBS disclosure will result in delays, as your application will be referred to the Licensing Sub Committee for a decision (Please refer to the Determination of Matters Policy Guidelines).</p> <p>It is the responsibility of the applicant to complete and check the form, to ensure that all information entered on the form is correct. <b>The DBS services changed their policy on 6 July 2019 and will no longer amend incorrect or missing address details in Section C of the Disclosure Application. This means that any applications with errors in this section will be withdrawn by the DBS without a refund of the application fee. A further application will then need to be submitted at further cost to the applicant.</b></p> <p><b>Failure to provide the required documents will result in your application being rejected until such time that you are able to produce the required documentation.</b></p>
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<p>The Licensing Authority will accept DBS Certificates that have been applied for by other Local Authorities which meet the enhanced standard required in Sandwell where the applicant has also signed up to the DBS update service and the update service registration is current.</p> <p>The Licensing Sub Committee has the discretion to require a licence holder to be subject to more frequent DBS checks.</p>		<p>When all checks have been made, the DBS will send the disclosure certificate to your home address. The Taxi Licensing Office does not receive a copy of the certificate. As soon as you receive the certificate you must produce it to the Taxi Licensing Office. If you have not applied to join the DBS update service whilst the disclosure application was being processed, you will have the opportunity to join once the certificate has been produced, however you must join within 28 days of the certificate being printed. This is a DBS Policy therefore the Council cannot extend the 28 day period. Failure to join will mean that you will no longer be able to register the disclosure certificate with the update service therefore you <b>will be required to complete a new DBS form at your own expense.</b></p> <p>Any matters identified on the disclosure <b>certificate</b> will be assessed against the Driver's policy and "Determination of Matters Policy Guidelines", which is included in Section <b>7</b> of this Policy.</p> <p><b>Existing holders of a Private Hire or Hackney Carriage Drivers licence.</b></p> <p>Any licence holder who fails to join the DBS update service or fails to renew their subscription to the DBS Update Service will have their licence suspended and will be unable to work until a new DBS certificate has been produced.</p>
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		<p>All drivers will have their criminal history checked via the DBS update service at least every 6 months. If the Taxi Licensing Office receives information that a driver has committed an offence or receives intelligence on offending behaviour, the Taxi Licensing Office will regularly check the current status of the licence holder's disclosure certificate via the DBS update service. If <b>for any reason</b> the DBS update service reveals that the original certificate is no longer valid, the licence holder will be required to complete a new DBS disclosure application at their own expense. The <b>licence holder</b> will also have their licence suspended until the new information can be considered by the Licensing Sub Committee. Where an applicant has spent three or more continuous months outside the UK once their licence has been issued, that they should provide criminal records information from that country or a "Certificate of Good Character" on their return. This can be obtained by visiting the following website -</p> <p><a href="https://www.gov.uk/government/publications/criminal-records-checks-for-overseas-applicants">https://www.gov.uk/government/publications/criminal-records-checks-for-overseas-applicants</a></p>
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		<p>The Licensing Authority will accept DBS Certificates that have been applied for by other Local Authorities which meet the enhanced standard required in Sandwell where the applicant has also signed up to the DBS update service and the update service registration is current. <b>All DBS Certificates must be enhanced, both barred lists checked and they must state “other workforce” and the occupation “taxi/private hire driver”. The Licensing Authority is unable to accept a Child Workforce DBS.</b> The Licensing Sub Committee has the discretion to require a licence holder to be subject to more frequent DBS checks. <b>Any driver referred to the Licensing Sub Committee/Panel for any reason will have their DBS checked and the DBS status reported back to Licensing Sub Committee/Panel.</b></p>
New section following updated guidance from the IOL	Guidance on which convictions are protected and for how long they can be taken into account and must be declared on the application form	<p><b>2.4.1 PROTECTED CAUTIONS AND CONVICTIONS</b></p> <p><b>You are not required to declare protected cautions and convictions on the application form, but you must declare all other convictions even if you think they are spent.</b></p> <p><b>Examples of a protected caution are as follows:</b></p> <ul style="list-style-type: none"> <li><b>• The person was under 18 at the time the caution was given</b></li> </ul>

		<ul style="list-style-type: none"> <li>• Where the person was 18 years or over at the time the caution was given and it was given to the person for an offence other than a listed offence and six years or more have passed since the date on which the caution was given.</li> </ul> <p>Examples of a protected conviction are as follows:</p> <ul style="list-style-type: none"> <li>• Where the person was under 18 years at the time of the conviction, five years and six months or more have passed since the date of the conviction; or</li> <li>• Where the person was 18 years or over at the time of the conviction, 11 years or more have passed since the date of the conviction</li> </ul> <p>N.B. The conviction cannot be for a listed offence and the sentence must not involve custody or service detention.</p> <p>Listed Offences are all reasonably serious and include the following:</p> <ul style="list-style-type: none"> <li>• An offence under section 67 (1A) of the Medicines Act 1968</li> <li>• An offence under any of sections 126 to 129 of the Mental Health Act 1983</li> <li>• An offence specified in the Schedule to the Disqualification from Caring for Children (England) Regulations 2002</li> <li>• An offence specified in Schedule 15 to the Criminal Justice Act 2003</li> </ul>
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		<ul style="list-style-type: none"> <li>• An offence under section 44, or under paragraph 4 of Schedule 1 or paragraph 4 of Schedule 4 to, the Mental Capacity Act 2005</li> <li>• An offence under section 7, 9 or 19 of the Safeguarding Vulnerable Groups Act 2006</li> <li>• An offence specified in section 17 (3) (a), (b) or (c) of the Health and Social Care Act 2008, apart from an offence under section 76 of that Act</li> <li>• An offence specified in the Schedule to the Safeguarding Vulnerable Groups Act 2006 (Prescribed Criteria and Miscellaneous Provisions) Regulations 2009</li> <li>• An offence specified in Schedule 2 or 3 of the Childcare (Disqualification) Regulations 2009</li> <li>• An offence superseded (whether directly or indirectly) by any offence listed in the above paragraphs</li> <li>• An offence of: <ul style="list-style-type: none"> <li>○ Attempting or conspiring to commit any offence listed in the above paragraphs</li> <li>○ Inciting or aiding, abetting, counselling or procuring the commission of any such offence or</li> <li>○ An offence under Part 2 of the Serious Crime Act 2007 (encouraging or assisting crime) committed in relation to any such offence</li> </ul> </li> </ul>
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		<ul style="list-style-type: none"> <li>• An offence under the law of Scotland or Northern Ireland, or any country or territory outside the United Kingdom, which corresponds to any offence under the law of England and Wales listed in the above paragraphs</li> <li>• An offence under section 42 of the Armed Forces Act 2006 in relation to which the corresponding offence under the law of England and Wales (within the meaning of that section) is an offence listed in the above paragraphs or</li> <li>• An offence under section 70 of the Army Act 1955, Section 70 of the Air Force 1955 or section 42 of the Naval Discipline Act 1957 of which the corresponding civil offence (within the meaning of that Act) is an offence listed in the paragraphs above.</li> </ul>
2.4.1 NATIONAL REGISTER OF TAXI LICENCE REVOCATIONS, SUSPENSIONS AND REFUSALS (NR3s)	Change in legislation re: suspensions and drivers trying to surrender licence to avoid an entry on the NR3s register	2.4.2 NATIONAL REGISTER OF TAXI LICENCE REVOCATIONS, <b>SUSPENSIONS</b> AND REFUSALS (NR3s)

<p>All applications for a new licence or licence renewal will automatically be checked on the NR3 Register to ascertain whether or not the applicant has had a licence either refused or revoked by another Licensing Authority. If a search indicates a match with the applicant, this authority will seek further information about the entry on the register from the Licensing Authority which recorded it. Any information received as a result of an NR3 search will only be used in respect of the specific licence application and will not be retained beyond the determination of that application.</p>		<p>All applications for a new licence or licence renewal will automatically be checked on the NR3s Register to ascertain whether or not the applicant has had a licence either refused, revoked <b>or suspended</b> by another Licensing Authority. If a search indicates a match with the applicant, this authority will seek further information about the entry on the register from the Licensing Authority which recorded it. Any information received as a result of an NR3s search will only be used in respect of the specific licence application and will not be retained beyond the determination of that application.</p> <p>Where a hackney carriage driver, dual driver or private hire driver licence is suspended and the decision to suspend relates to safeguarding or road safety concerns, this decision will also be registered on the NR3s database. If the date that the suspension is due to finish is not known, then the date of expiry of the driver licence will be included on the register. There is no mechanism for a driver to surrender or hand in their licence to avoid suspension or revocation and thus avoid such an entry being made on the NR3s database. In such circumstances, the Licensing Authority will make decisions to revoke, suspend or not renew an existing licence.</p>
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<p><b>2.5 THE SUITABILITY ASSESSMENT</b> To ensure that all your customers receive a consistently high level of service, all applicants for a Private Hire Driver's Licence or Hackney Carriage Driver's Licence are required to pass a classroom based suitability assessment which is designed to ensure that you understand the following:</p> <p>To assess your understanding, we will ask 50 questions and you will need to answer at least 45 correctly. You will be given 1 hour to complete the assessment. If you do not successfully complete this assessment, retests can be taken up to a maximum of 3 assessments in total (i.e. 2 retests). A fee is payable for each assessment. <b>If you have failed the assessment 3 times, we will refuse to grant your licence.</b> You will not be able to reapply within 12 months of the date of your last unsuccessful Suitability Assessment.</p> <p>Applicants will also be required to take and pass an approved English course, with one of the Councils preferred providers as detailed on the Council's website. Existing licence holders will be required to provide proof of passing the course within one year of the above date. In the event that the approved course is not completed, their licence will be suspended until such time as the course has been passed.</p>	<p>Amendment to the way we test as the English test will be incorporated into existing tests</p>	<p><b>2.5 THE KNOWLEDGE TEST/SUITABILITY ASSESSMENT</b> To ensure that all your customers receive a consistently high level of service, all applicants for a Private Hire Driver's Licence or Hackney Carriage Driver's Licence are required to pass <b>an</b> assessment which is designed to ensure that you understand the following:</p> <p><b>To assess your understanding, we will ask a number of questions and you will need to answer at least 80% correctly. If you do not successfully complete this test, you will be required to take a retest. A maximum of 3 tests can be undertaken. A fee is payable for each test.</b></p> <p><b>Applicants will also be required to take and pass an English test that demonstrates a good command of the English language both oral and written.</b></p> <p><b>We will refuse to grant you a licence if you fail to pass these tests and you will not be able to reapply within 12 months.</b></p>
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<p>If your English or basic skills are below the required standard to pass the Suitability Assessment, your application will be refused.</p> <p><b>An information pack on the Suitability Assessment is available from the Taxi Licensing Office or can be downloaded from the council's website <a href="http://www.sandwell.gov.uk/taxi">http://www.sandwell.gov.uk/taxi</a></b></p>		
<p><b>2.6 HACKNEY CARRIAGE KNOWLEDGE TEST</b> Applicants for a Hackney Carriage Driver's Licence are also required to successfully complete a test in order to assess their knowledge of Sandwell and the surrounding areas. Applicants will also be required to demonstrate that they have full knowledge of the location and capacity of each Sandwell hackney carriage stand or rank. You will be expected to have knowledge of roads and buildings in the vicinity of each stand or rank.</p> <p><b>A Hackney Carriage Knowledge Test information pack is available from the Taxi Licensing Office or can be downloaded from the council's website <a href="http://www.sandwell.gov.uk/taxi">http://www.sandwell.gov.uk/taxi</a></b></p> <p>You may take a total of 3 knowledge tests within one year of submitting your application for a licence. The first knowledge test must be taken within the first 6 months. If you do not successfully complete the knowledge test on the first occasion, retests can be taken up to a maximum of 3 tests in total (i.e. 2 retests). A fee is payable for each test. <b>If you have failed to successfully complete the knowledge test within 3 attempts, we will refuse to grant your licence.</b></p>	<p>Updating test requirements</p>	<p><b>2.6 HACKNEY CARRIAGE KNOWLEDGE TEST</b> <b>Applicants for a Hackney Carriage Driver's Licence will, in addition to the above tests, be required to demonstrate that they have full knowledge of the location and capacity of each Sandwell hackney carriage stand or rank. You will be expected to have knowledge of roads, buildings and places of interest in the vicinity of each stand or rank. Details of the ranks can be found on the taxi licensing web pages.</b> <b>If you do not successfully complete this test, you will be required to take a retest. A maximum of 3 tests can be undertaken. A fee is payable for each test.</b> <b>We will refuse to grant you a licence if you fail to pass this test and you will not be able to reapply within 12 months.</b></p>

<p>You will not be able to reapply within 12 months of the date of your last unsuccessful test.</p> <p>If you're English or basic skills are below the required standard to pass the knowledge test, your application will be refused.</p>		
<p><b>2.7 EQUALITY AND DISABILITY AWARENESS TRAINING</b></p> <p>All existing and new applicants for a Private Hire or Hackney Carriage Driver's licence will be required to successfully complete Equality and Disability Awareness Training, carried out by the Council's appointed training provider, prior to a licence being issued.</p> <p>Any applicant or licence holder who fails to attend a scheduled appointment to undertake the Equality and Disability Awareness Training, or fails the assessment at the end of the training, will be required to pay a fee, for a further appointment to be booked on the training course. Failure to attend a scheduled appointment, or successfully complete the assessment, may result in a licence holder's licence being suspended until such time as they successfully complete the required training and assessment.</p>	<p>Updating test requirements</p>	<p><b>2.7 EQUALITY AND DISABILITY AWARENESS TRAINING</b></p> <p>All existing and new applicants for a Private Hire or Hackney Carriage Driver's licence will be required to successfully complete Equality and Disability Awareness Training, carried out by the Council's appointed training provider, prior to a licence being issued.</p> <p>Any applicant or licence holder who fails to attend a scheduled appointment to undertake the Equality and Disability Awareness Training, or fails the assessment at the end of the training, will be required to pay a fee, for a further appointment to be booked on the training course. Failure to attend a scheduled appointment, or successfully complete the assessment, may result in a licence holder's licence being suspended until such time as they successfully complete the required training and assessment.</p>

<p><b>2.8 CHILD SEXUAL EXPLOITATION (CSE) AWARENESS AND SAFEGUARDING TRAINING</b>  All existing and new applicants for a Private Hire or Hackney Carriage Driver's licence will be required to successfully complete CSE &amp; Safeguarding Training, carried out by the Council's appointed training provider, prior to a licence being issued.  All existing holders of a Private Hire or Hackney Carriage Driver's licence will be required to successfully complete CSE &amp; Safeguarding Training, carried out by the Council's appointed training provider prior to their licence being renewed.  Any applicant or licence holder, who fails to attend a scheduled appointment to undertake the CSE &amp; Safeguarding Training, may be required to pay a fee, to the Council's appointed training provider, for a further appointment to be booked on the training course. Failure to attend a scheduled appointment may result in a licence holder's licence being suspended until such time as they successfully complete the required training.</p>	<p>Updating test requirements and introduction of refresher training</p>	<p><b>2.8 CHILD SEXUAL EXPLOITATION (CSE) AWARENESS AND SAFEGUARDING TRAINING</b>  All existing and new applicants for a Private Hire or Hackney Carriage Driver's licence will be required to successfully complete CSE &amp; Safeguarding Training, carried out by the Council's appointed training provider, prior to a licence being issued.  All existing holders of a Private Hire or Hackney Carriage Driver's licences will be required to successfully complete CSE &amp; Safeguarding Training, carried out by the Council's appointed training provider <b>every three (3) years</b>.  Any applicant or licence holder, who fails to attend a scheduled appointment to undertake the CSE &amp; Safeguarding Training, may be required to pay a fee, to the Council's appointed training provider, for a further appointment to be booked on the training course. Failure to attend a scheduled appointment may result in a licence holder's licence being suspended until such time as they successfully complete the required training.</p>
<p><b>2.9 SANDWELL MBC CODE OF CONDUCT WHEN WORKING WITH VULNERABLE PASSENGERS</b>  This code of conduct aims to promote good safeguarding practice for drivers and staff working with vulnerable passengers in the taxi or private hire trade. The following safeguarding principles should be embedded into driver working practice:</p>	<p>Updated wording</p>	<p><b>2.9 SANDWELL MBC CODE OF CONDUCT WHEN WORKING WITH VULNERABLE PASSENGERS</b>  <b>A vulnerable passenger is a passenger whose age or disability means that they are more susceptible to harm than a typical passenger.</b></p>

<ul style="list-style-type: none"> <li>• Drivers must carry photo ID at all times, and wear it in accordance with the conditions of licence.</li> <li>• A vulnerable passenger must not be transported in the front passenger seat of the vehicle.</li> <li>• The driver / operator must confirm that appropriate provision has been made for the vulnerable person prior to accepting the booking or commencing the journey. This does not necessarily mean that the driver / operator is responsible for the provision of appropriate measures, however if appropriate measures are not in place then the driver / operator must not undertake the journey.</li> <li>• When making a journey with vulnerable passengers, photo-identification should be produced to the carer responsible for the vulnerable person. If necessary, the driver should obtain a record of the carer's contact details if there is no chaperone.</li> <li>• If a vulnerable passenger is refused service a responsible person should be informed so that alternative arrangements can be made. For example, this situation may arise if the customer has an assistance dog and the driver has a medical exemption granted by the council.</li> <li>• Drivers should always ask if a vulnerable passenger needs help, and should not make assumptions.</li> </ul>		<p>This code of conduct aims to promote good safeguarding practice for drivers and staff working with vulnerable passengers in the taxi or private hire trade. The following safeguarding principles should be embedded into driver working practice:</p> <ul style="list-style-type: none"> <li>• Drivers must carry photo ID at all times, and wear it in accordance with the conditions of licence.</li> <li>• When making a journey with vulnerable passengers, photo-identification should be produced to the carer responsible for the vulnerable person.</li> <li>• Drivers should always ask if a passenger needs help</li> <li>• Drivers and operators must remain alert to issues around the safeguarding of children and adults. If a driver/operator is concerned about the safety, welfare or behaviour of a vulnerable person, they should report this to the police by telephoning 101 (or in appropriate cases by calling 999).</li> </ul> <p>Drivers must remain professional at all times and should not:</p> <ul style="list-style-type: none"> <li>• Touch a person inappropriately.</li> </ul>
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<ul style="list-style-type: none"> <li>• A log should be maintained by drivers when a service has been provided to a vulnerable passenger including the details of any incidents occurring / actions taken or refusals of service.</li> <li>• Drivers and operators must remain alert to issues around the safeguarding of children and vulnerable adults. If a driver/operator is concerned about the safety, welfare or behaviour of a vulnerable person, they should report this to the police by telephoning 101 (or in appropriate cases by calling 999).</li> <li>• If a driver/operator is concerned about someone else's conduct, they should report their concerns to the council's licensing department (0121-569 6655), Police (101) or Crimestoppers (0800 555111). In the case of an emergency you should ring the Police on 999.</li> </ul> <p><b>These following standards are equally applicable when working with vulnerable and non-vulnerable passengers.</b></p> <p>Drivers must remain professional at all times and should not:</p> <ul style="list-style-type: none"> <li>• Touch a person inappropriately.</li> <li>• Make offensive or inappropriate comments (such as the use of swearing or sexualised or discriminatory language).</li> <li>• Behave in a way that may make a passenger feel intimidated or threatened.</li> </ul>		<ul style="list-style-type: none"> <li>• Make offensive or inappropriate comments (such as the use of swearing or sexualised or discriminatory language).</li> <li>• Behave in a way that may make a passenger feel intimidated, <b>unsafe</b> or threatened.</li> <li>• Attempt to misuse <b>any</b> personal <b>data</b> obtained via the business.</li> </ul> <p><b>Drivers must remain professional at all times and should:</b></p> <ul style="list-style-type: none"> <li>• <b>Help passengers to stow mobility aids, pushchairs and luggage</b></li> <li>• <b>Ensure that passengers leave the vehicle safely away from traffic</b></li> <li>• <b>Support customers to make payments.</b></li> </ul>
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<ul style="list-style-type: none"> <li>• Attempt to misuse personal details obtained via the business about a person.</li> </ul>		
<p><b>2.10 SANDWELL MBC LICENSED DRIVER DRESS CODE</b></p> <p><b>Unacceptable Standard of Dress</b></p> <p>The following are deemed to be unacceptable:</p> <p>(a) Clothing that is not kept in a clean condition, free from holes and rips.</p> <p>(b) Words or graphics on any clothing that is of an offensive or suggestive nature or which might offend.</p> <p>(c) Sandals with no heel straps, flip flops or any other form of footwear not secured around the heel.</p> <p>(d) Drivers not having either the top or bottom half of their bodies suitably clothed.</p> <p>(e) The wearing of hoods or other clothing that obscures the driver's vision or their identity.</p> <p><b>Corporate ID</b></p> <p>All private hire drivers must wear a corporate badge or corporate logo endorsed clothing displaying the company name of the Private Hire Operator through whom they are working.</p> <p>This policy also applies to any hackney carriage drivers who are working through a Sandwell Private Hire Operator.</p>	<p>Updates to the dress code and removal of corporate id</p>	<p><b>2.10 SANDWELL MBC LICENSED DRIVER DRESS CODE</b></p> <p><b>Unacceptable Standard of Dress</b></p> <p>The following are deemed to be unacceptable:</p> <p>(a) Clothing that is not kept in a clean condition, free from <b>damage</b>, holes and rips.</p> <p>(b) Words or graphics on any clothing that is of an offensive or suggestive nature or which might offend.</p> <p>(c) Drivers not having either the top or bottom half of their bodies suitably clothed.</p> <p>(d) The wearing of hoods or other clothing that obscures the driver's vision or their identity.</p>

<p><b>2.11 CRITERIA FOR APPLICANTS AND LICENCE HOLDERS</b></p> <p>Listed below are the circumstances under which the Council will <b>normally</b> refuse to grant you a licence, or take action in respect of an existing licence. If you are unsure whether your application will be affected by any convictions or other matters you may have, a member of the licensing team will be pleased to advise you.</p> <p><b>2.12 PRIVATE HIRE/HACKNEY CARRIAGE DRIVERS</b></p> <p><b><i>We will normally refuse to grant a licence, renew a licence, or take action in relation to an existing licence, if:</i></b></p> <ul style="list-style-type: none"> <li>• You are a new applicant and have held a full driving licence for less than 2 years, or are under 21 years of age. (Driving entitlement earned in countries with exchange agreements with the UK is also acceptable providing the licence has been exchanged for a UK driving licence).</li> <li>• You have been disqualified from driving, and have not held your full driving licence for at least 12 months since the disqualification expired.</li> </ul>	<p>Updated to reflect change to rehabilitation periods/conviction section and for clarity</p>	<p><b>2.11 CRITERIA FOR APPLICANTS AND LICENCE HOLDERS</b></p> <p>Listed below are the circumstances under which the Council will <b>normally</b> refuse to grant you a licence, or take action in respect of an existing licence. If you are unsure whether your application will be affected by any convictions or other matters you may have, a member of the licensing team will be pleased to advise you.</p> <p>We will normally refuse to grant a licence, renew a licence or take action in relation to an existing licence if:</p> <ul style="list-style-type: none"> <li>• You are a new applicant and have held a full driving licence for less than 2 years, or are under 21 years of age. (Driving entitlement earned in countries with exchange agreements with the UK is also acceptable providing the licence has been exchanged for a UK driving licence).</li> <li>• You have been disqualified from driving, and have not held your full driving licence for at least <b>5 years</b> since the disqualification expired.</li> </ul>
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<ul style="list-style-type: none"> <li>• You have not successfully completed all aspects of the suitability test. If you fail the suitability test three times we will refuse to grant your application. You will not normally be able to reapply within 12 months of the date of your last unsuccessful test.</li> <li>• You have not successfully completed all aspects of the Hackney Carriage Driver's Knowledge test. If you fail the Knowledge Test three times we will refuse to grant your application. You will not normally be able to reapply within 12 months of the date of your last unsuccessful test. (This only applies to applicants for a Hackney Carriage Driver's Licence or Dual Licence).</li> <li>• You have not passed the required driving assessment carried out by the Council's nominated provider.</li> <li>• You have not passed the Council's medical examination undertaken by the nominated provider.</li> <li>• You have not successfully completed the Council's Equality and Disability Awareness Training.</li> <li>• You have not successfully completed the Council's CSE Awareness &amp; Safeguarding Training.</li> </ul>		<ul style="list-style-type: none"> <li>• You have not successfully completed all aspects of the suitability/<b>knowledge</b> tests. If you fail the <b>knowledge</b> test three times we will refuse to grant your application. You will not normally be able to reapply within 12 months of the date of your last unsuccessful test.</li> <li>• You have not successfully completed all aspects of the Hackney Carriage Driver's Knowledge test. If you fail the Knowledge Test three times we will refuse to grant your application. You will not normally be able to reapply within 12 months of the date of your last unsuccessful test. (This only applies to applicants for a Hackney Carriage Driver's Licence or Dual Licence).</li> <li>• You have not passed the required driving assessment carried out by the Council's nominated provider.</li> <li>• <b>You have not passed a Group 2 medical examination undertaken by a GMC registered GP/Medical Practitioner.</b></li> <li>• You have not successfully completed the Council's Equality and Disability Awareness Training.</li> <li>• You have not successfully completed the Council's CSE Awareness &amp; Safeguarding Training.</li> <li>• You have previously been a licence holder and that licence has been revoked during the past 12 months.</li> </ul>
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<ul style="list-style-type: none"> <li>• You have previously been a licence holder and that licence has been revoked during the past 12 months.</li> <li>• You have previously had an application for a licence refused within the last 12 months.</li> <li>• Your application for a licence has not been successfully completed within 12 months of the date your application was received. In such circumstances we will deem that the applicant has withdrawn the application to be licensed and any future application will require a new fee and the entire process to be completed again. (Upon request the applicant will receive a refund of any element of the licensing fee that has not been spent during their individual application process. No refund will be provided for third party costs i.e. DVLA check and DBS check).</li> <li>• You have exhibited behaviour which, in the opinion of the authority, is inappropriate to a licence holder and amounts to reasonable cause to show that you are not a fit and proper person to hold a driver's licence.</li> <li>• The Determination of Matters Policy Guidelines contained in Section 7 of this Handbook apply to you.</li> </ul> <p><b><u>Serious past convictions – Existing licence holders</u></b></p>		<ul style="list-style-type: none"> <li>• You have previously had an application for a licence refused within the last 12 months.</li> <li>• Your application for a licence has not been successfully completed within <b>SIX</b> months of the date your application was received. In such circumstances we will deem that the applicant has withdrawn the application to be licensed and any future application will require a new fee and the entire process to be completed again. (Upon request the applicant will receive a refund of any element of the licensing/<b>application</b> fee that has not been spent during their individual application process (<b>Maximum to be refunded £30</b>). No refund will be provided for third party costs i.e. <b>Driving/Wheelchair Assessment</b> and DBS check). <b>In the event that the application is determined by the Licensing Sub Committee, none of the application fee will be refundable.</b></li> <li>• You have exhibited behaviour which, in the opinion of the authority, is inappropriate to a licence holder and amounts to reasonable cause to show that you are not a “fit and proper” person to hold a driver's licence.</li> <li>• The Determination of Matters Policy Guidelines contained in Section 7 of this <b>Policy</b> apply to you.</li> </ul> <p><b><u>Past convictions – Existing licence holders</u></b></p>
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<p>As included in the Determination of Matters Policy Guidelines, existing licence holders who committed a serious offence in the past which has previously been determined by the Committee or officers or Court, whereupon if they were a new applicant would not be granted a licence, will be brought before the committee, following the implementation of the policy, to consider whether or not their licence should be revoked. The committee will consider each case on its merits and take into account the length of time that has elapsed since the conviction and the drivers conduct and the length of time the licence holder has held a licence.</p> <p><b><u>Past convictions – Existing licence holders</u></b></p> <p>Existing licence holders who committed an offence in the past, other than those referred to in the above paragraph and specified in the Determination of Matters Policy Guidelines, which has previously been determined by the Committee or officers or Court, whereupon if they were being determined after the implementation of the policy would expect an alternative outcome, will be brought before the committee, upon receipt of their application for a renewal, to consider whether or not their licence should be suspended for a longer period of time or if the licence should be revoked.</p>		<p>As included in the Determination of Matters Policy Guidelines, existing licence holders who committed a serious offence in the past which has previously been determined by the Committee or officers or Court, whereupon if they were a new applicant would not be granted a licence, will be brought before the committee, following the implementation of the policy, to consider whether or not their licence should be revoked. The committee will consider each case on its merits and take into account the length of time that has elapsed since the conviction and the drivers conduct and the length of time the licence holder has held a licence.</p>
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<p>The committee will consider each case on its merits and take into account the length of time that has elapsed since the conviction and the drivers conduct and the length of time the licence holder has held a licence.</p>		
<p><b>2.12 ALL DRIVER LICENCES</b> All applicants for a licence and all existing licence holders must comply with the following requirements:</p> <ul style="list-style-type: none"> <li>• Any change of address must be reported within 3 days.</li> <li>• Any change of operator must be reported within 3 days.</li> <li>• Any accidents involving a licensed vehicle must be reported within 72 hours. THIS SHOULD BE ON THE VEHICLE LICENCE</li> <li>• Any driver who will not be working for a period in excess of 4 weeks should return their badges to the Taxi Licensing Office until such time that they are ready to start work again.</li> <li>• All applicants and licence holders must comply with any reasonable request from an authorised officer or Police Officer.</li> <li>• <b>All</b> Private Hire and Hackney Carriage Drivers have a duty to carry guide, hearing and other assistance dogs accompanying disabled people, and do so without additional charge. The dog must be allowed to remain with the passenger. The <b>only</b> exception to this rule is where the driver provides medical evidence in support of an application for an Exemption Certificate.</li> </ul>	<p>Brings the reporting period in line with the proposed new conditions.</p>	<p><b>2.12 ALL DRIVER LICENCES</b> All applicants for a licence and all existing licence holders must comply with the following requirements:</p> <ul style="list-style-type: none"> <li>• Any change of address must be reported within <b>48 hours</b>.</li> <li>• Any change of operator must be reported within <b>48 hours</b>.</li> <li>• Any accidents involving a licensed vehicle must be reported within 72 hours. THIS SHOULD BE ON THE VEHICLE LICENCE</li> <li>• <b>In the event that a licensed driver is found to have an excessive number of accidents in their licensed vehicle, namely 3 or more in a six month period or 5 in a twelve month period, then the driver will be referred to either the Licensing Sub Committee or Licensing Management Panel to determine whether or not they are a 'fit and proper' person to hold a licence and they may be required to attend a driving course.</b></li> <li>• Any driver who will not be working for a period in excess of 4 weeks should return their badges to the Taxi Licensing Office until such time that they are ready to start work again.</li> </ul>

**If your licence is refused or revoked any future applications for a licence will be treated as a new application and you will be required to complete all the required tests, checks and training again. If you allow your licence to expire before submitting a further application for a licence, and your licence has expired for more than 14 days, any future application for a licence will be treated as a new application and you will be required to complete all the required tests, checks and training again before a new licence can be issued. A licence may be renewed after the 14 day period if there are exceptional circumstances that can be attributed to the applicant or the Licensing Authority.**

- All applicants and licence holders must comply with any reasonable request from an authorised officer or Police Officer.
- **All** Private Hire and Hackney Carriage Drivers have a duty to carry guide, hearing and other assistance dogs accompanying disabled people, and do so without additional charge. The dog must be allowed to remain with the passenger. The **only** exception to this rule is where the driver provides medical evidence in support of an application for an Exemption Certificate. **The exemption is only valid if the exemption notice is displayed in the vehicle.**

We will normally suspend, revoke or refuse to renew your licence if:

- **A licensed driver is found to have an excessive number of accidents in their licensed vehicle, namely 3 or more in a six month period, or 5 or more in a twelve month period. The driver will be referred to either the Licensing Sub Committee or Licensing Management Panel to determine whether or not they are a 'fit and proper' person to hold a licence and they may also be required to attend a driving course.**



		<p>If your licence is refused or revoked, any future applications for a licence will be treated as a new application and you will be required to complete all the required tests, checks and training again.</p> <p>As reminders of licence expiry are sent out more than four weeks in advance, if you allow your licence to expire before submitting a further application, any future application for a licence will be treated as a new application and you will be required to complete all the required tests, checks and training again. There are no days of grace, applications to renew MUST be submitted before a current licence expires.</p> <p>Once a licence application has either been determined by committee or issued, we are unable to issue a refund for the application fee. If a deposit has been paid for the licence, this will only be refunded once both badges have been returned to the Taxi Licensing Office. Deposit refund requests should be sent to <a href="mailto:taxi_licensing@sandwell.gov.uk">taxi_licensing@sandwell.gov.uk</a></p>
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<p><b>2.13 PRIVATE HIRE DRIVER CONDITIONS OF LICENCE</b></p> <p>This Licence is granted subject to the Local Government (Miscellaneous Provisions) Act 1976 and in addition, the following conditions:</p> <p>1. <b>DRIVER LICENCE</b></p> <p><b>a)</b> The licence holder must not assign or in any way part with the benefit of the licence which is personal to the licensee.</p> <p><b>b)</b> The licence holder shall not ply for hire under any circumstances.</p> <p>2. <b>DRIVER BADGE</b></p> <p><b>a)</b> The licence holder must at all times, when driving a licensed vehicle for hire or reward, wear the driver's badge issued by the Council on a prominent visible place on the outer clothing. An additional badge is also issued which must be displayed in the vehicle at all times when acting as a Private Hire Driver.</p> <p><b>b)</b> The driver's identification badges remain the property of the Council. Upon expiry of the licence and badges (whether application to renew has been made or not) the badges must be returned to the Taxi Licensing Office within 7 days of expiry or other such time as the Council may specify.</p> <p><b>c)</b> The badges must be returned to the Taxi Licensing Office immediately if the licence is suspended or revoked.</p> <p>3. <b>CONDUCT OF DRIVER</b></p> <p><b>a)</b> The licence holder must dress in accordance with the Sandwell MBC Licensed Driver Dress Code.</p>	<p>Updated conditions into a user friendly format and will become an appendix to the policy to be more easily accessed and found on the Council's website.</p>	<p><b>2.13 PRIVATE HIRE DRIVER CONDITIONS OF LICENCE</b></p> <p>Once the policy is adopted these will be attached as an appendix to the policy.</p> <p><b>Private Hire Driver Licence Conditions</b></p> <p><b>Notification of Information to the Licensing Authority</b></p> <ol style="list-style-type: none"> <li>1. The driver must notify the Licensing Authority within 48 hours of any changes to their name, address, telephone number or email address.</li> <li>2. The driver must notify the Licensing Authority within 48 hours of any: <ol style="list-style-type: none"> <li>a. Arrest, police investigation, charge, bail conditions, bail extension summons, convictions (including foreign convictions), caution, warning, voluntary interview or interview under caution, child abduction warning notice, domestic violence prevention order, anti-social behaviour order, immigration penalty fixed penalty notices or community resolution for any offence.</li> <li>b. A notice of intended prosecution, driving licence points and/or endorsements.</li> <li>c. Revocation of a driving licence or disqualification from driving.</li> </ol> </li> </ol>
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<p><b>b)</b> The licence holder must comply with the Sandwell MBC Code of Conduct in relation to working with vulnerable passengers.</p> <p><b>c)</b> The licence holder must behave in a civil and orderly manner and comply with all reasonable requirements of any person hiring or being conveyed in the vehicle.</p> <p><b>d)</b> The licence holder must afford all reasonable assistance with passenger luggage as may be required. At the conclusion of the journey the licence holder must similarly offer all reasonable assistance to passengers leaving the vehicle and assist them with luggage or any disability aids or wheelchair.</p> <p><b>e)</b> Particular care must be taken with unaccompanied children and vulnerable adults. Licence holders must remain alert to safeguarding matters related to children and vulnerable adults. Licence holders should ensure that children and vulnerable adults leave the vehicle directly onto the kerb and immediately outside their destination (if it is safe and legal to do so).</p> <p><b>f)</b> The licence holder must take all reasonable steps to ensure the safety of passengers entering or conveyed in or alighting from the vehicle, especially those passengers with a disability.</p> <p><b>g)</b> The licence holder must not smoke tobacco or like substance in the vehicle at any time as provided by the Health Act 2006. Similarly the use of e-cigarettes or vaping is prohibited in the vehicle.</p>		<p><b>d.</b> Public Service Vehicle (PSV) Operator licence written warning, refusal, suspension or revocation.</p> <p><b>e.</b> Invitation to attend a licence review or licence refusal, suspension or revocation by any other Licensing Authority. If the other licence is suspended or revoked immediately, the Licensing Authority must be notified immediately.</p> <p><b>f.</b> Addition to the DBS Children's or Adults' Barred List. The driver must not undertake any journeys if they are on a Barred List.</p> <p><b>g.</b> Receipt of a certificate of good conduct/character.</p> <p>The driver must make this notification themselves, even if a third party has already notified the Licensing Authority of the information. This is applicable both for matters in the UK and overseas and any information provided should be truthful and accurate.</p> <p><b>3.</b> In the case of a medical condition that requires notification to the DVLA or means that the driver no longer meets DVLA Group 2 standards, the driver must stop driving immediately and report the matter to the Licensing Authority.</p>
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<p><b>h)</b> The licence holder must not, without the express consent of the hirer, drink or eat in the vehicle (water may be drunk) or play any radio or sound reproducing instrument or equipment in the vehicle other than for the sending or receiving messages in connection with the operation of the vehicle. It is for the driver to determine if he/she wishes to allow passengers to eat or drink in the vehicle.</p> <p><b>i)</b> The driver must at all times when driving a licensed vehicle ensure that such vehicle is maintained in a roadworthy and clean condition.</p> <p><b>j)</b> The driver of a licensed vehicle must ensure that none of the identification plates / window stickers / signs / notices that are required to be displayed on the vehicle become concealed from public view or be so damaged or defaced that any figure or material particular is rendered illegible.</p> <p><b>k)</b> The driver of a private hire vehicle must if he/she is aware that the vehicle has been hired to be in attendance at an appointed time and place or he/she has otherwise been instructed by the operator or proprietor of the vehicle to be in attendance at an appointed time and place punctually attend at the appointed time and place unless delayed or prevented by sufficient cause.</p> <p><b>l)</b> The use of radio scanner equipment is prohibited.</p> <p><b>m)</b> The driver of a wheelchair accessible vehicle is required to hold a Wheelchair Assessment Certificate from the Driving &amp; Vehicle Standards Agency (DVSA) or the Council's nominated Training Provider.</p>		<ol style="list-style-type: none"> <li>4. The driver 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 or an authorised officer directs it, a new badge must be purchased with a current photograph.</li> <li>5. The driver must report the loss of their badge to the authority within 48 hours and purchase a replacement.</li> <li>6. Each day, before taking charge of the vehicle, the driver must undertake a walkaround check as prescribed by the Licensing Authority. The walkaround check must be recorded and produced to an authorised officer on request. Records must be kept for a minimum of 15 months.</li> <li>7. Whilst driving a private hire vehicle, the driver must be able to provide immediate proof, to a police officer or authorised officer of any Licensing Authority of hire and reward insurance.</li> <li>8. The driver is required to submit to the Licensing Authority, within 48 hours, information that the Licensing Authority may consider necessary to determine whether the driver remains fit and proper to hold a licence.</li> </ol>
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<p><b>n)</b> Drivers must undertake an inspection of any vehicle that they are driving whilst working as a private hire driver. This inspection must be undertaken at least weekly and before the first carriage of fare paying passengers in the vehicle whilst it is being driven by the driver. The checks to be carried out by the driver must include all vehicle maintenance items listed in the annex to the Highway Code entitled 'vehicle maintenance, safety and security'. In addition, a check must be made to ensure that all plates, signage and notices that are required by Sandwell MBC licensing conditions are appropriately fixed / attached to the vehicle. A record must be made by the driver to confirm that the checks have been undertaken; this record must be available for inspection by an authorised officer of the council.</p> <p><b>o)</b> The Licence holder shall ensure that the Private Hire and Hackney Carriage Licensing Policy – "The Handbook" is complied with in every respect.</p> <p><b>4. FARES AND FARECARDS</b></p> <p><b>a)</b> The driver of a <b>private hire vehicle</b> must ensure that a notice is visibly displayed for the benefit of passengers to the effect that in the absence of a published fare scale, the fare should be agreed between passenger(s) and driver before commencement of the journey. When a fare scale is used that fare scale must be displayed and must be a similar size to the fare cards carried by Hackney Carriages and must give an accurate reflection of the charge, including any specific additions (i.e.</p>		<p>9. The driver is required to attend any training that the Licensing Authority reasonably requires, at their own expense, with any assessment successfully completed. The driver must inform the Licensing Authority of the outcome of any assessment within 48 hours.</p> <p><b>DBS Update Service</b></p> <p>10. The driver is required to evidence continuous registration with the DBS Update Service and have the Licensing Authority 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.</p> <p>11. Should the driver's certificate status on the DBS Update Service change, or the holder change their name, the driver is required to provide evidence to the Licensing Authority that they have applied for a new DBS certificate within 48 hours.</p> <p>12. The driver must provide any DBS certificates, issued for the position of 'Other workforce – taxi driver' to the Licensing Authority within 48 hours of receipt.</p> <p>13. The driver must not undertake any journeys if the Licensing Authority does not have permission to check the status of the driver's DBS certificate.</p>
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<p>Bank Holiday and after midnight loading) the customer may be expected to pay.</p> <p><b>b)</b> The driver must not, if driving a licensed vehicle fitted with a taximeter, cause the fare recorded thereon to be cancelled or concealed until the hirer has had the opportunity of examining it and has paid the fare.</p> <p><b>c)</b> The driver must not demand from any hirer of a <b>private hire vehicle</b> a fare in excess of any previously agreed for that hiring between the hirer and the operator or if the vehicle is fitted with a taximeter and there has been no previous agreement as to the fare, the fare shown on the face of the taximeter.</p> <p><b>d)</b> The driver must, if requested by the hirer, provide a written receipt for the fare paid, such receipt to bear the name and address of the proprietor of the vehicle together with the badge number of the driver.</p> <p><b>5. PASSENGERS</b></p> <p><b>a)</b> The driver must not cause or suffer or permit to be conveyed in a licensed vehicle a greater number of persons exclusive of the driver than the number of persons specified in the licence issued in respect of that licensed vehicle. In addition the driver must ensure that seat belt legislation is complied with in respect of all children conveyed in the vehicle.</p> <p><b>b)</b> The driver must not allow to be conveyed in the front of a licensed vehicle:</p> <ul style="list-style-type: none"> <li>• more than one person unless the vehicle is manufactured to carry two front seat passengers and seat belts are fitted for both passengers, or</li> </ul>		<p><b>Conduct</b></p> <p>14. The driver must wear the licence badge issued by the Licensing Authority on the authority's issued lanyard around their neck, with the driver's name and photo visible whilst undertaking private hire work.</p> <p>15. The driver must not request or retain any personal contact information or attempt to establish a personal relationship with passengers.</p> <p>16. The driver must not use any offensive, abusive, profane, insulting, discriminatory language or behaviour but shall behave in a civil and orderly manner, as well as co-operating with reasonable requests from officers authorised by other licensing authorities. The driver shall permit the vehicle to be inspected by an authorised officer of any local authority or police officer at any time.</p> <p>17. The driver must maintain a high standard of personal hygiene.</p> <p>18. Smoking of any kind including e-cigarettes and vapes is not permitted by anyone in the vehicle at any time. 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.</p> <p>19. The driver may be required to undergo drug and/or alcohol testing at any time.</p>
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<ul style="list-style-type: none"> <li>• any person between the ages of 10 and 18 years old, unless the passenger is part of a group that includes at least one person over the age of 18, or all other passenger seats in the vehicle are occupied by persons under the age of 18.</li> </ul> <p><b>c)</b> The driver must not, without the consent of the hirer of the vehicle, convey or permit to be conveyed any other person in that vehicle.</p> <p><b>d)</b> The driver must provide all reasonable assistance to passengers and especially those with a disability. The Equality Act 2010 places the following duties on licensed drivers:</p> <p><b>6. DUTY TO ASSIST PASSENGERS IN WHEELCHAIRS</b></p> <p>S.165 of the Equality Act 2010 places a duty on drivers of designated taxis or private hire vehicles, unless an exemption certificate has been issued under S.166 of the Equality Act 2010, to:</p> <ul style="list-style-type: none"> <li>• Carry the passenger while in the wheelchair;</li> <li>• Not to make any additional charge for doing so;</li> <li>• If the passenger chooses to sit in a passenger seat to carry the wheelchair;</li> <li>• To take such steps as are necessary to ensure that the passenger is carried in safety and reasonable comfort; and</li> <li>• To give the passenger such mobility assistance as is reasonably required.</li> </ul> <p><b>7. DUTY TO CARRY GUIDE DOGS AND ASSISTANCE DOGS</b></p>		<p><b>20.</b> If the driver has an exemption certificate issued under Section 171 of the Equality Act 2010, this must face outwards from the front windscreen of the vehicle and be passed to any blind passengers upon request. The driver must notify their operator of the exemption certificate.</p> <p><b>21.</b> The driver must not drive if they are tired and must stop in a safe place to rest (not an emergency area or on a hard shoulder of a motorway) if they feel sleepy.</p> <p><b>22.</b> The driver must report any safeguarding concerns, suspicious packages or any other criminal wrongdoing to their private hire vehicle operator and (where appropriate) the local authority designated safeguarding contact. Where there is an immediate risk to passengers, the driver must call the police on 999.</p> <p><b>23.</b> The driver must not use radio scanner equipment or speed trap detectors.</p> <p><b>24.</b> The driver must ensure that no signs, flags, mascots, notices, advertisements, plates, marks, numbers, letters, figures, symbols, emblems or devices whatsoever are displayed on, in, or from a private hire vehicle they are driving. No items are to be hung or attached to the rear-view-mirror.</p>
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<p>Under the Equality Act 2010, the driver must not fail or refuse to carry out a booking by or on behalf of a person with disabilities who is accompanied by an 'assistance dog' unless the driver has a Medical Exemption granted by the Licensing Authority and is displaying the Exemption Certificate in the approved manner or in the vehicle.</p> <p>Any animal belonging to or in the custody of any passenger should remain with that passenger and be conveyed in the front or rear of the vehicle. Drivers are advised to have a blanket / towel which is kept in the boot of the licensed vehicle to be used where he/she may have concerns about excess dog hair being left in the vehicle.</p> <p><b>8. FOUND PROPERTY</b></p> <p>The driver shall ensure that the vehicle is searched at the end of every hiring to ensure that property has not been left behind by the passenger. If the driver discovers property left in the vehicle, they must make every attempt to immediately return it to the hirer. If this is not possible the driver must inform their Operator that they have the property in their possession. If the Operator does not hold any contact details for the hirer, the property must be immediately handed-in at the nearest Police Station.</p> <p><b>9. MEDICAL CONDITION(S)</b></p> <p><b>a.</b> In the case of a medical condition that affects the licence holder's ability to drive safely, the licence holder must stop driving immediately and report the matter to the Taxi Licensing Office within one working day.</p>		<p>25. The driver must not use a private hire vehicle if its tyres, including the spare/kit, do not comply with the vehicle manufacturer's specifications and the requirements of the Road Vehicles (Construction and Use) Regulations 1986, as amended. This includes tyre condition and the minimum tread depth of 2 mm required by Sandwell Council. Tyres must not have been manufactured more than ten years ago.</p> <p>26. The driver must not use a private hire vehicle with a 3D, 4D, ghost or sticker vehicle registration plate.</p>
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<p><b>b.</b> The licence holder will successfully complete a medical examination on a 3 yearly basis. On attaining the age of 65, the licence holder shall complete the medical on an annual basis. Certain medical conditions may result in the Medical Officer requiring the licence holder to undergo more frequent examinations, at the licence holder's expense.</p> <p>10. <b>CONVICTIONS, CAUTIONS, ARREST ETC.</b> The licence holder must notify the Taxi Licensing Office <b>in writing within 7 days (48 hours for sexual, dishonesty, violence or motoring convictions or any arrest for whatever reason)</b> providing full details of any conviction, bind over, caution, warning, reprimand or arrest for any matter (whether or not charged) imposed on him / her during the period of the licence. An arrest for any sexual offence, any offence involving dishonesty or violence and <u>any</u> motoring offence will result in the review by the Licensing Sub Committee of the licence holders suitability to continue to hold a licence.</p> <p><b>What should be reported:</b></p> <ul style="list-style-type: none"> <li>• <b>Any conviction (criminal or driving matter);</b></li> <li>• <b>Any caution (issued by the Police or any other agency);</b></li> <li>• <b>Issue of any Magistrates Court summonses against you;</b></li> </ul>		<p>27. 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.</p> <p><b>Before a journey</b></p> <p>28. The driver must make their face clearly visible to passengers, to allow for verification against the photograph on their driver badge.</p> <p>29. The driver must collect the passenger punctually from the nearest legally accessible carriageway to the pickup location.</p>
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<ul style="list-style-type: none"> <li>• Issue of any Fixed Penalty Notice (FPN), or Notice of Intended Prosecution (NIP) for any matter;</li> <li>• Any harassment or other form of warning or order within the criminal law including anti-social behaviour orders or similar;</li> <li>• Arrest for any offence (whether or not charged).</li> <li>• Any acquittal following a criminal case heard by a court.</li> </ul> <p>11. FIXED PENALTY NOTICES</p> <p>The licence holder must notify the Taxi Licensing Office in writing of any Fixed Penalty Notice (FPN) or Notice of Intended Prosecution (NIP) within <b>7 days of the receipt of such a notice</b>. The notice must be produced to the Taxi Licensing Office. The licence holder must subsequently produce his/her driving licence to the Taxi Licensing Office, together with any court, fixed penalty office, or DVLA correspondence immediately following receipt of confirmation that the endorsement has been placed on the drivers licence records, or in any case <b>within 8 weeks of the date of the original offence</b>. An on-line DVLA licence check will be carried out by the Taxi Licensing Office.</p>		<p>30. The driver must make themselves known to passengers upon arrival at the pick up point and provide assistance in identifying the vehicle to any disabled passenger who requests it, at no extra charge.</p> <p>31. If required, the driver must help passengers enter the vehicle, along with any of their luggage, mobility aids and pushchairs etc. The driver 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 securely carry any mobility aids and wheelchairs, at no extra charge.</p> <p>32. Passengers must be allowed to sit in their choice of licensed seat in the vehicle. The driver must not allow more passengers in the vehicle than the licensed capacity of the vehicle.</p> <p>33. The driver must treat trainee assistance dogs as though they were assistance dogs.</p> <p>34. The driver must ensure that passengers are aware of any cashless payment methods before the journey commences, which must be accepted and may not incur additional costs, unless it is a business credit card.</p>
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<p>This includes all motoring offences – whether endorsable or not and requirements to attend a Speed Awareness Course. This means that licence holders are required to notify the Taxi Licensing Office if they opt to attend a speed awareness course rather than have their licence endorsed.</p> <p><b>Arrest for any Offence</b></p> <p>Whether charged or not the licence holder must notify the Taxi Licensing Office within 48 hours of their arrest for an alleged offence(s). An arrest for any sexual offence, any offence involving dishonesty or violence and any motoring offence will result in the review of the licence holders suitability to hold a licence.</p> <p><b>12. DISCLOSURE AND BARRING SERVICE ONLINE UPDATE SERVICE</b></p> <p>All licence holders must subscribe to the Disclosure and Barring Service Online Update Service. Any costs associated with maintaining this subscription must be met by the licence holder.</p> <p>The driver must give permission for the council to undertake checks of their DBS status should the council consider it necessary to do so. The council will use the update service to monitor the criminal record of drivers.</p> <p>In the event that a driver is not permitted to subscribe to the update service, they will be subject to an enhanced DBS check every 6 (six) months with all associated costs funded by the driver.</p> <p><b>13. CHANGE OF OPERATOR</b></p>		<p>35. If the vehicle has a panic-switch activated recording system, the driver must make passengers aware of how to activate the switch.</p> <p>36. The destination must be confirmed with the passengers before setting-off.</p> <p>During a journey</p> <p>37. The driver must, unless requested by the passenger, drive to the destination by the cheapest route for the passenger.</p> <p>38. Any changes to the expected route are to be advised to the passenger.</p> <p>39. The driver must wear clean clothes, in good condition without any graphics or words of an offensive or political nature. The upper part of the arms and shoulders must be covered.</p> <p>40. The driver must wear shoes which cover the foot completely to the ankle.</p> <p>41. Radio or sound reproducing instrument or equipment, other than that for sending or receiving messages in connection with the operation of the vehicle, may not be played in the vehicle unless requested by the passenger.</p>
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<p>The licence holder must notify the Taxi Licensing Office <b><i>in writing within 3 days</i></b> of any change of operator through whom he/she works.</p> <p>14. CHANGE OF ADDRESS</p> <p>The licence holder must notify the Taxi Licensing Office <b><i>in writing within 3 days</i></b> of any change of his/her address taking place during the period of the licence, whether permanent or temporary.</p> <p>15. CUSTOMER AND OTHER PERSONAL INFORMATION</p> <p>Drivers must ensure that any personal information obtained during the course of their business is stored securely, and only retained for as long as is absolutely necessary. Access to this information must be restricted to those that will use it for the purpose for which it has been collected.</p> <p>Personal information must not be used for any other purpose other than that for which it was collected without the express permission of the individual to which the information relates.</p> <p>For example, telephone numbers provided by customers so that they can be alerted / updated by SMS text message with regard to a booking they have made must only be used for this purpose. The information must not be retained by the driver after the text message has been sent, and / or used for any other purpose (such as unsolicited marketing calls</p>		<p>42. The driver must report any concerns they have over a child or an adult who appears to be under the control, or being negatively influenced by, any person who places them or someone else in harm or at risk of committing criminal offences. Reports should be made to a relevant authority/safeguarding organisation as soon as possible and at most within 24 hours. If there is an immediate risk, the driver must call 999.</p> <p>43. The driver must not eat during the journey but may drink water if it is safe to do so. It is for the driver to determine if they wish to allow passengers to eat or drink in the vehicle. The driver must not chew anything that might impair their driving.</p> <p>44. Passengers must be dropped off in a safe and lawful location, which does not obstruct traffic, as close as practicable to their destination.</p> <p>After a journey</p> <p>45. The driver must support customers to use card readers or count their change.</p> <p>46. If requested by the passenger, a clear, legible written receipt must be provided including the driver's name or licence number, the vehicle registration or licence number, date and time of the journey, along with the fare paid and the operator which accepted the booking.</p>
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**16. OCCASIONS WHEN LICENSED DRIVERS ARE NOT UTILISING THEIR LICENSES FOR AN EXTENDED PERIOD OF TIME**

If circumstances are such that a licensed driver does not intend to work as a private hire driver in Sandwell for a period exceeding 4 weeks, they must surrender their licence to the Taxi Licensing Office. The identification badges and licence must be surrendered as soon as it becomes clear that the driver will not be working for a period exceeding this time.

Once the Taxi Licensing Office is in receipt of the badges and licence, the licence will be suspended until such time as the driver is in a position to commence work again. The council reserve the right to undertake any checks in relation to the driver that may be required to ensure that the driver remains a fit and proper person to hold a licence. Such checks may include a medical examination, DBS disclosure and checks with other agencies. Where an applicant has spent three or more continuous months outside the UK once their licence has been issued, that they should provide criminal records information from that country or a "Certificate of Good Character" on their return. This can be obtained by visiting the following website -

<https://www.gov.uk/government/publications/criminal-records-checks-for-overseas-applicants>

Examples of circumstances that may require the surrender of the licence include:

- 47. When the journey has completed, the driver must ensure that all passengers have safely exited the vehicle, away from traffic, along with any of their luggage, mobility aids and pushchairs etc. before setting off.
- 48. The driver must search the vehicle at the end of each journey for any lost property before setting off, which is to be reported to the operator for that booking immediately and taken to that operator within 48 hours.

**Additional Conditions**

- 49. The second badge is to be clearly displayed in the front of the vehicle with the name and photograph visible.
- 50. The licence holder must return their badge(s) to the Licensing Authority when surrendering their licence or within seven days of the licence expiring.
- 51. The licence holder must take all reasonable steps to ensure the safety of passengers entering or conveyed in or alighting from the vehicle, especially those passengers with a disability.
- 52. The driver must not demand from any hirer of a private hire vehicle, a fare in excess of any previously agreed for that hiring between the hirer and the operator or if the vehicle is fitted with a taximeter and there has been no previous agreement as to the fare, the fare shown on the face of the taximeter.

<ul style="list-style-type: none"> <li>• The driver intends to spend an extended period of time outside of the UK.</li> <li>• The driver is ill or unable to work for some other reason.</li> </ul> <p><b>This is not an exhaustive list.</b></p> <p><b>17. DUTY TO COOPERATE ON REGULATORY MATTERS</b></p> <p>Licensed drivers must co-operate with authorised officers of the council and Police Officers in all matters relating to the regulation of the licensed vehicle trade. However, nothing in this condition affects the driver's statutory protection afforded by other legislation. Any driver who fails to comply with any reasonable request or obstructs an authorised officer when carrying out their duties may be liable to prosecution.</p> <p><b>18. APPEARANCE OF DRIVER</b></p> <p>If a licensed driver alters their appearance significantly (for example by growing / removing a beard or moustache, changing hair colour etc.), they must attend the Taxi Licensing Office at the earliest opportunity to return their existing Licence Identification badges and obtain replacement Licence Identification badges.</p> <p><b>19. ACCIDENTS</b></p> <p>If at any time the vehicle is involved in an accident, however minor, the driver must inform the Taxi Licensing Office of this fact as soon as possible and in any event within 1 working day (by telephone or email). An accident report form (available from the Taxi Licensing Office) must then be completed and</p>		<p>53. The licence holder must notify the Licensing Authority in writing of any change of operator through whom he/she works within 48 hours.</p> <p>54. If a licence has been suspended or revoked, identification badges and licence must be returned to the office immediately</p> <p>55. Any driver who will not be working for a period in excess of 4 weeks should return their badges to the Licensing Office until such time that they are ready to start work again.</p> <p>56. The driver must not do anything that may impair their driving in any way.</p> <p><b>NOTES</b></p> <p><b>a)</b> These conditions should be read in conjunction with the provisions of Part II of the Local Government (Miscellaneous Provisions) Act 1976.</p> <p><b>b)</b> Any person who commits an offence against any of the provisions of the Act of 1976 pursuant to Section 76 may be liable on summary conviction to a fine not exceeding level 3 on the standard scale or to such other penalty as expressly provided in the Act. The driver should ensure compliance at all times.</p> <p><b>c)</b> The use of a vehicle not licensed as a private hire vehicle to fulfil any private hire booking is prohibited even if no fare is charged for the journey or irrespective of when, how and to whom any fare is payable.</p>
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<p>submitted to the Taxi Licensing Office within 72 hours of the accident occurring (except in exceptional circumstances when the report must be made as soon as possible after the 72 hours deadline – an example of an exceptional circumstance would be that the driver is incapacitated due to the accident and physically unable to make the notification).</p>		<p><b>d)</b> If at any time the conduct of the driver leads to concerns by the Council as to whether they remain a ‘fit and proper’ person to hold a licence, the Council will investigate the conduct and if satisfied that the driver is no longer a ‘fit and proper’ person the driver licence may be suspended and subsequently revoked.</p> <p><b>e)</b> Failure to declare any conviction within the required timescale together with the nature of the conviction will be taken into account in deciding whether a licence holder is a ‘fit and proper’ person to hold a licence. This may result in the suspension, revocation, or refusal to renew the private hire driver licence.</p> <p><b>f) ANY INFRINGEMENT OF THE LICENSING CONDITIONS COULD LEAD TO SUSPENSION OR REVOCATION OF THE LICENCE.</b></p> <p><b>g) ANY PERSON AGGRIEVED BY ANY CONDITION SPECIFIED IN THE LICENCE MAY APPEAL TO A MAGISTRATES’ COURT WITHIN 21 DAYS OF ISSUE.</b></p>
<p><b>3 HACKNEY CARRIAGE AND PRIVATE HIRE VEHICLE LICENCE</b> This section of the Policy should be read in conjunction with the additional policy document ‘supplementary vehicle testing criteria’.</p>	<p>Updating to reflect new DfT guidance</p>	<p><b>3 HACKNEY CARRIAGE AND PRIVATE HIRE VEHICLE LICENCE</b> This section of the Policy should be read in conjunction with the ‘supplementary vehicle testing criteria’.</p>

		<p>When determining whether or not the services offered and/or vehicle requires licensing, consideration will be given to the guidance issued by the Department for Transport and which can be viewed at <a href="https://www.gov.uk/government/publications/taxi-and-private-hire-vehicle-licensing-best-practice-guidance/private-hire-vehicle-licensing-guidance-note">https://www.gov.uk/government/publications/taxi-and-private-hire-vehicle-licensing-best-practice-guidance/private-hire-vehicle-licensing-guidance-note</a></p>
<p><b>3.1 MAKING A VEHICLE APPLICATION</b>  This section will provide all the information you will require to license a Hackney Carriage or Private Hire vehicle in Sandwell.  All Hackney Carriage and Private Hire vehicles in Sandwell must pass the Council's Vehicle Test before a licence can be issued.  Before you attend for your appointment at the Taxi Licensing Office, you must ensure that you bring the following items with you.</p> <ul style="list-style-type: none"> <li>• The completed application form. Signed or stamped by the Licensed Operator you are going to work for. From 1<sup>st</sup> June 2022 the Licensing Authority will only accept applications for a 1 year vehicle licence.</li> <li>• The complete DVLA (V5) Vehicle Registration document (Log Book)*</li> <li>• A valid, original insurance document.</li> <li>• Your full, current driving licence issued by the DVLA.</li> </ul>	Updating the way the team are working	<p><b>3.1 MAKING A VEHICLE APPLICATION</b>  This section will provide all the information you will require to license a Hackney Carriage or Private Hire vehicle in Sandwell.  All Hackney Carriage and Private Hire vehicles in Sandwell must pass the Council's Vehicle Test before a licence can be issued.  Please submit your application online uploading all the documents detailed below into your application. We will email your operator to confirm that you are working for them. Please note that we cannot process your application until it is complete, and payment has been made, and a response has been received from your operator.</p>



<ul style="list-style-type: none"> <li>• The current licence fee (A current fee schedule is available from the Taxi Licensing Office and available on our website).</li> <li>• Your meter calibration certificate (Hackney Carriages only).</li> <li>• If your vehicle has been converted to run on Liquefied Petroleum Gas (LPG) you must also produce a safety certificate issued within the last twelve months from a UKLPG approved installer.</li> <li>• If your vehicle is fitted with a tail-lift you must also produce a LOLER safety inspection certificate issued within the last six months.</li> <li>• Basic DBS Certificate that is less than one month old (see notes below) to be submitted with applications. If a company, to be submitted for all Directors/partners.</li> </ul> <p><b>VEHICLE KNOWLEDGE TEST</b></p> <p>If you do not hold a drivers licence issued by Sandwell MBC, relevant to the type of vehicle licence you have applied for, you will be required to pass a vehicle knowledge test based on the law and licence conditions relating to the type of vehicle licence you have applied for.</p> <p>You will only be allowed 3 attempts to pass the knowledge test. Failure to pass the knowledge test within 3 attempts will normally result in refusal to issue a licence. You will not normally be allowed to apply again for a vehicle licence until 12 months have passed since the last unsuccessful knowledge test.</p>		<p>You will be required to bring relevant documents to any scheduled appointment. These will have been notified to you by email. Failure to bring any required documents will result in delays to your application being processed and may result in additional costs. Please ensure that you also bring the vehicle that you wish to licence, to your “pick up plates” appointment.</p> <p><b>Documents Required:</b></p> <ul style="list-style-type: none"> <li>• <b>Vehicle Full Test Pass Certificate</b></li> <li>• The complete DVLA (V5) Vehicle Registration document (Log Book)*</li> <li>• A valid, original insurance document.</li> <li>• Your full, current driving licence issued by the DVLA.</li> <li>• The current licence fee (A current fee schedule is available from the Taxi Licensing Office and available on our website).</li> <li>• Your meter calibration certificate (Hackney Carriages only).</li> <li>• If your vehicle has been converted to run on Liquefied Petroleum Gas (LPG) you must also produce a safety certificate issued within the last twelve months from a UKLPG approved installer.</li> </ul>
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<p><b>IMPORTANT NOTICE</b> The Taxi Licensing Office cannot issue refunds.</p> <p><b>VEHICLE KNOWLEDGE TEST</b> If you do not hold a drivers licence issued by Sandwell MBC, relevant to the type of vehicle licence you have applied for, you will be required to pass a vehicle knowledge test based on the law and licence conditions relating to the type of vehicle licence you have applied for. You will only be allowed 3 attempts to pass the knowledge test. Failure to pass the knowledge test within 3 attempts will normally result in refusal to issue a licence. You will not normally be allowed to apply again for a vehicle licence until 12 months have passed since the last unsuccessful knowledge test.</p>		<ul style="list-style-type: none"> <li>• If your vehicle is fitted with a tail-lift you must also produce a LOLER safety inspection certificate issued within the last six months <b>or a safety check certificate if the vehicle has an integrated electric ramp.</b></li> <li>• Basic DBS Certificate that is less than <b>three</b> months <b>s</b> old (see notes below) to be submitted with applications, if a company, to be submitted for all Directors/partners.</li> <li>• <b>In the event that the application is submitted for a hire company, the DVLA code check will be required for each licensed driver going into the vehicle along with insurance cover PRIOR to the Council approving the use of the vehicle for accident purposes and be applied to each licensed driver that has use of this vehicle.</b></li> </ul> <p>If you forget any of the above items when you attend the Taxi Licensing Office, <b>your licence will not be issued.</b></p> <p><b>IMPORTANT NOTICE</b> The Taxi Licensing Office cannot issue refunds <b>for a vehicle licence once issued.</b></p> <p><b>VEHICLE KNOWLEDGE TEST</b></p>
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<p><b>3.1.1 LOG BOOKS</b></p> <p>You must produce the logbook (V5) for your vehicle, at the time of your appointment.</p> <p>If the log book is <b>NOT</b> in the name of the applicant, or the applicant's name and/or address is recorded incorrectly, it will only be accepted by the Taxi Licensing Office if the applicant agrees to complete the change of keeper information and allows the document to be sent to the DVLA, Swansea.</p> <p>Please note Sandwell MBC will only licence vehicles that meet the M1 vehicle standard therefore you must ensure that the vehicle categorisation displayed on the log-book is M1.</p>	<p>Updating the way log books can be updated on line and acceptable vehicle category</p>	<p><b>3.1.1 LOG BOOKS</b></p> <p>If the log book is <b>NOT</b> in the name of the applicant, or the applicant's name and/or address is recorded incorrectly, <b>you must complete the change of registered keeper details requirement and submit to the DVLA.</b></p>

		<p>Please note Sandwell MBC will only licence vehicles that meet the M1 vehicle standard and this category must be displayed on the log-book. In the event that a car has been imported to this country from abroad, the DVSA have confirmed that the vehicle can only ever be eligible for a passenger car (M1) IVA test, and this must be reflected on the V5 for all vehicles over 10 years old. This information is currently displayed at section k on the logbook and vehicles that do not display this information, must have a separate IVA test or they will not be licensed. An IVA Certificate will therefore only be required for converted vehicles.</p>
<p><b>3.2 NEW APPLICATIONS</b> If you are licensing a vehicle for the first time, there are a number of things you need to consider.</p> <ul style="list-style-type: none"> <li>• Private Hire or Hackney Carriage?</li> <li>• Is the vehicle suitable? (See pages 3.11 to 3.18 -Vehicle Criteria)</li> <li>• Is the vehicle a 'Brand New' vehicle? (See page 3.7)</li> <li>• Will the vehicle pass the test? (Also see additional policy document entitled 'Supplementary Vehicle Testing Criteria')</li> </ul>	<p>Updating the way the team are working and reflecting that other approved garages can now be used for testing.</p>	<p><b>3.2 NEW APPLICATIONS</b> If you are licensing a vehicle for the first time, <b>please consider the following:</b></p> <ul style="list-style-type: none"> <li>• Is the vehicle suitable? (See section <b>3.8 for Private Hire Vehicles</b> and <b>3.9 for Hackney Carriages</b>)</li> <li>• Is the vehicle a 'Brand New' vehicle? (See page <b>3.6 – Buying a vehicle</b>)</li> </ul> <p><b>When you submit the application, you are required to upload a copy of your vehicle full test pass certificate as outlined at section 3.5 of the policy.</b> <b>You should book a garage appointment with one of the Councils approved garages.</b></p>

When you have chosen your vehicle, you should contact the Taxi Licensing Office to arrange an appointment to submit the application if not submitting online. If you are unsure about the suitability of your vehicle you should contact the Taxi Licensing Office for advice.

It will not be necessary to purchase a vehicle before submitting it for approval.

When you submit the application, you will be given an appointment for the vehicle to be tested.\*

You should attend the garage appointment **on time** with the vehicle clean and tidy, and in a suitable condition for use as a Hackney Carriage or Private Hire Vehicle. If the interior, including boot area, or exterior of the vehicle are dirty the vehicle examiner may refuse to carry out the test and you will have to pay for the vehicle to be re-inspected

When the vehicle passes the test, you can use the drop-in service to be issued with your Hackney Carriage or Private Hire Vehicle plates and licence (subject to the application process being completed and the production of valid Private Hire/Hackney Carriage Insurance).

If the vehicle fails the test, you can use the drop-in service to book an appointment to have the vehicle retested. You may have to pay a retest fee before this appointment can be made.

\*If the vehicle is 'Brand New', the vehicle will undergo a visual inspection by Authorised Taxi Licensing Officers only.

When the application has been processed and all documents have been received and accepted, you will be sent an email to book an appointment to collect your Hackney Carriage or Private Hire Vehicle plates and licence. Please ensure that you bring your vehicle to be licensed with you to your appointment.

	Clarification	<b>3.3.1 BRAND NEW VEHICLES</b> Brand new vehicles will be required to have a “Full Test” prior to a licence being issued.
	New Section to reflect that a vehicle can only be licensed by one Council	<b>3.3.2 DUAL PLATING</b> This Licensing Authority will NOT licence a vehicle that is currently plated/licensed with another Local Authority. Vehicles found to be licensed with another Local Authority, whilst licensed with Sandwell Metropolitan Borough Council will have the vehicle licence automatically revoked and enforcement action may also be taken. Each Licensing Authority sets both its own conditions and vehicle requirements that vary for each Local Authority. Legislation states a licensed driver can only drive a vehicle which is licensed by the same Licensing Authority that issued the driving licence. It is the applicant’s responsibility to ensure that the vehicle is not licensed by another authority.
<b>3.3 NEW APPLICATIONS</b> If you are licensing a vehicle for the first time, there are a number of things you need to consider. <ul style="list-style-type: none"> <li>• Private Hire or Hackney Carriage?</li> <li>• Is the vehicle suitable? (See pages 3.11 to 3.18 -Vehicle Criteria)</li> <li>• Is the vehicle a ‘Brand New’ vehicle? (See page 3.7)</li> <li>• Will the vehicle pass the test? (Also see additional policy document entitled ‘Supplementary Vehicle Testing Criteria’)</li> </ul>	Updated guidance and paragraph numbers	<b>3.3 NEW APPLICATIONS</b> If you are licensing a vehicle for the first time, please consider the following: <ul style="list-style-type: none"> <li>• Is the vehicle suitable? (See section 3.9 for Private Hire Vehicles and 3.10 for Hackney Carriages)</li> <li>• Is the vehicle a ‘Brand New’ vehicle? (See page 3.6 – Buying a vehicle)</li> <li>• Will the vehicle pass the test? (Also see additional policy document entitled ‘Supplementary Vehicle Testing Criteria’)</li> </ul>

<p>When you have chosen your vehicle, you should contact the Licensing Office to arrange an appointment to submit the application if not submitting online. If you are unsure about the suitability of your vehicle you should contact the Licensing Office for advice.</p> <p>It will not be necessary to purchase a vehicle before submitting it for approval.</p> <p>When you submit the application, you will be given an appointment for the vehicle to be tested.*</p> <p>You should attend the garage appointment <b>on time</b> with the vehicle clean and tidy, and in a suitable condition for use as a Hackney Carriage or Private Hire Vehicle. If the interior, including boot area, or exterior of the vehicle are dirty the vehicle examiner may refuse to carry out the test and you will have to pay for the vehicle to be re-inspected</p> <p>When the vehicle passes the test, you can use the drop-in service to be issued with your Hackney Carriage or Private Hire Vehicle plates and licence (subject to the application process being completed and the production of valid Private Hire/Hackney Carriage Insurance).</p> <p>If the vehicle fails the test, you can use the drop-in service to book an appointment to have the vehicle retested. You may have to pay a retest fee before this appointment can be made.</p> <p>*If the vehicle is 'Brand New', the vehicle will undergo a visual inspection by Authorised Licensing Officers only.</p>		<p>When you submit the application, you are required to upload a copy of your vehicle full test pass certificate as outlined at section 3.5 of the policy.</p> <p>You should book a garage appointment with one of the Councils approved garages.</p> <p>When the application has been processed and all documents have been received and accepted, you will be sent an email to book an appointment to collect your Hackney Carriage or Private Hire Vehicle plates and licence.</p> <p>Please ensure that you bring your vehicle to be licensed with you to your appointment.</p>
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	<p>New Section following a number of issues experienced with hire companies not notifying the Council when the vehicle is in use and returning the plates to the office when it is not on hire</p>	<p><b>3.3.3 APPLICATIONS FROM CAR HIRE/ACCIDENT MANAGEMENT COMPANIES</b></p> <p>3.3.4 Applications for the grant of a private hire or hackney carriage vehicle licence will be accepted from Hire/Accident Management Companies; however, additional requirements will apply.</p> <p>3.3.5 A hire company vehicle can only be used if the accident vehicle it is replacing/covering is not roadworthy and has been suspended by the licensing team, or the vehicle is off the road due to the accident repair work being carried out.</p> <p>3.3.6 The application and all necessary documents must be in the name of the vehicle proprietor (Hire Company).</p> <p>3.3.7 A replacement vehicle will only be issued on a like for like basis i.e. the same number of seats.</p> <p>3.3.8 Process – The vehicle proprietor (hire company) must apply for the vehicle licence via the online portal and provide all the required documents via the portal. The hire company must confirm that they have contacted the operator for whom the driver works to make them aware of the vehicle details.</p> <p>3.3.9 Licence Duration – Licences for hire vehicles will be issued for no longer than 3 (three) months.</p>
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		<p>3.3.10 Plates will only be released if the accident has been reported by the driver and the plates returned for the vehicle involved in the accident, unless the driver has provided a prior explanation on why they cannot be returned has both been received and accepted by the Taxi Licensing Office.</p> <p>3.3.11 The licence plates remain the property of Sandwell Metropolitan Borough Council and <b>MUST BE RETURNED</b> to the Taxi Licensing Office when the vehicle is returned to the hire company/off hired after each hiring. The vehicle licence will then be suspended until the next hire/end of licence.</p> <p>3.3.12 In the event that a company has not returned plates when requested, no further plates will be released until such time as they are received.</p> <p>3.3.13 Failure to comply with these guidelines will result in future applications being referred to Licensing Committee for consideration as to whether or not the Hire Company is considered a 'fit and proper' organisation to hold a vehicle licence.</p> <p>Hire Vehicles will be subject to the following additional conditions:</p> <ol style="list-style-type: none"> <li>1. The vehicle plates remain the property of Sandwell Metropolitan Borough Council and should be returned to the taxi licensing team at the end of each hiring.</li> </ol>
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		<ol style="list-style-type: none"><li>2. The vehicle is only to be hired for accident cover whilst the licensed drivers' car is off the road and/or being repaired.</li><li>3. For each new hiring, the vehicle licence holder must inform both the Taxi Licensing Office and the driver's operator that the vehicle is going on hire and the driver must collect the plates from the Taxi Licensing Office, by way of a booked appointment, once proof of insurance for that vehicle that covers the driver going into the vehicle has been produced. Plates will only be released if the accident has been reported and the plates returned for the vehicle involved in the accident, unless a prior explanation on why they cannot be returned has been both received and accepted by the Taxi Licensing Office.</li><li>4. As only the licensed driver can report the accident, accident reports submitted by the hire company will not be accepted.</li><li>5. This Authority does not dual plate vehicles and in the event that it is found that the vehicle is currently licensed by another authority and that licence is still "live" whilst the licence holder still has Sandwell plates, then the licence will be cancelled with immediate effect and no part of the licence fee will be refunded.</li></ol>
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		<p>6. In the event that there are any outstanding plates that have been requested from your company and not returned, no further plates will be released until such time as all plates requested have been returned.</p>
<p><b>3.3 RENEWAL APPLICATIONS</b>  The renewal of a license is the applicants responsibility. If you are making a renewal application, you will receive the following information approximately six weeks before the expiry of the licence.</p> <ul style="list-style-type: none"> <li>• Notification letter, with a pre-booked appointment included.</li> <li>• An application form.</li> </ul> <p>The appointment includes both an office and a garage appointment. This means that you can make your application, pay the fee, have the vehicle tested and, subject to the vehicle passing the test, collect your new plates and licence, all in one visit. If you cannot attend your pre-booked appointment at the time and date given, you should telephone the Taxi Licensing Office immediately to rearrange. Failure to do so may result in the Taxi Licensing Office being unable to offer you an alternative appointment before the expiry of your licence.  <b>You will not be allowed to renew your licence more than one month prior to its expiry.</b></p>	<p>Updating the way the team are now working</p>	<p><b>3.4 RENEWAL APPLICATIONS</b>  The renewal of a licence is the applicant's responsibility. If you are making a renewal application, licence holders will receive a renewal reminder approximately six weeks before the expiry of the licence.  At the point of submitting your application you should provide all necessary supporting documentation as outlined in the application process and pay the application fee.  Once your application has been received and processed in full, you will be sent an email to book an appointment to collect your new vehicle plates.  If you cannot attend the appointment to collect your new vehicle plates at the time booked, you should log back into your online account immediately to rearrange your appointment.  Please note you should not continue to work if your plates have expired. Expired plates remain the property of Sandwell Council and should be returned either on expiry of your licence or at your appointment. Failure to return plates will result in enforcement action being taken.</p>

<p><b>IF YOU ARE LATE SUBMITTING YOUR RENEWAL APPLICATION, YOU WILL ONLY BE ABLE TO APPLY TO RENEW THE LICENCE IF YOU DO SO WITHIN 14 DAYS OF THE EXPIRY AND ONLY IN EXCEPTIONAL CIRCUMSTANCES. ANY APPLICATION SUBMITTED MORE THAN 14 DAYS AFTER THE EXPIRY OF THE PREVIOUS LICENCE WILL BE TREATED AS A NEW APPLICATION. THIS MAY MEAN THAT YOUR VEHICLE NO LONGER COMPLIES WITH COUNCIL POLICY THEREFORE IT IS ESSENTIAL THAT YOU RENEW YOUR LICENCE BEFORE IT EXPIRES.</b></p>		<p><b>As reminders of licence expiry are sent out more than four weeks in advance, if you allow your licence to expire before submitting a further application, any future application for a licence will be treated as a new application. There are no days of grace, applications to renew <b>MUST</b> be submitted before a current licence expires.</b></p> <p><b>Once a licence application has been either determined by committee or issued, we are unable to issue a refund for the application fee. If a deposit has been paid for the licence, this will only be refunded once all plates have been returned to the Taxi Licensing Office. Deposit refund requests should be sent to <a href="mailto:taxi_licensing@sandwell.gov.uk">taxi_licensing@sandwell.gov.uk</a></b></p>
<p><b>3.5 VEHICLE TESTING</b>  Vehicle testing is carried out at the Council's Transport Depot in Waterfall Lane, Cradley Heath, on the same site as the Taxi Licensing Office. Some larger or specialist vehicles may be sent to another testing station if the Council's facility is too small to safely examine them.  If you are licensing a vehicle for the first time, or your current licence is due for renewal, your vehicle will be subjected to a test. This test will be undertaken in accordance with the Supplementary Vehicle Testing Criteria.</p>	<p>Updating the way the team are working and changes to the testing regime</p>	<p><b>3.5 VEHICLE TESTING</b>  Vehicle testing must be carried out by one of the garages on the Council's approved provider framework – please see webpages for details of approved garages. All garages on the framework can carry out a Full Vehicle Test, but Vehicle Accident Checks, where required, and Interim Safety Checks can only be carried out by Fleet Services, who are based at Waterfall Lane, Cradley Heath.</p>

There are three types of test, the details of which are listed below:

### Full Test

The full test lasts about 1 hour and includes a full MOT, together with a taxi test. The taxi test covers items such as the general condition of the vehicle both in terms of the vehicles bodywork and interior condition, possible accident damage and the examination of items such as the first aid kit and fire extinguisher.

### Interim Vehicle Check

Interim Vehicle Checks are designed to ensure that licensed vehicles are suitably maintained throughout the lifetime of their licence. The Interim Vehicle Check lasts about half an hour and includes the taxi test. The number of Interim Vehicle Checks your vehicle will be subjected to are outlined in the table over the page. If your vehicle fails any of the tests or you fail to attend for your appointment and/or have failed to give 24 hours notice of being unable to attend, a further test fee will be required. If the application is submitted after the expiry of the licence, the vehicle will be subject to a full test.

	Brand New Vehicle	Vehicle under 5 years old	Vehicle over 5 years old
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If you are licensing a vehicle for the first time, or your current licence is due for renewal, your vehicle will be subjected to a test. This test will be undertaken in accordance with the Supplementary Vehicle Testing Criteria. There are **two** types of tests, the details of which are listed below:

### Full Test

The full test includes a full MOT, together with a policy compliance test. The policy compliance test covers items such as the general condition of the vehicle both in terms of the vehicles bodywork and interior condition, possible accident damage etc.

This test must be completed prior to a licence being issued. From **DATE TO BE INSERTED** vehicles will no longer be required to carry either a first aid kit or fire extinguisher.

### Interim Vehicle Safety Check

Interim Vehicle Checks are designed to ensure that licensed vehicles are suitably maintained throughout the lifetime of their licence and are required at the six month point of the licence.

For replacement vehicles, if there is 6 months or more to run on the licence, the vehicle will require an interim safety check at the midpoint of the licence. For vehicles that have been transferred, the test will still be applicable at the midpoint and the licence cannot be transferred if the interim safety check is overdue/still outstanding.

Application	Taxi Licensing Officer check	Full test	Full test
6 months	Interim check	Interim check	Interim check
Renewal	Full Test	Full Test	Full test

\*For the purposes of testing a “Brand New” vehicle shall mean any vehicle that is the current registration mark and has travelled less than 1000 miles. As you can see from the above table, the age of your vehicle will affect how often your vehicle is checked and the amount of money you will have to pay for your licence.

**You should ensure that you attend for your scheduled Interim Vehicle Checks, as failure to do so may result in your Licence being suspended.**

**VEHICLE EXAMINATION CERTIFICATES SHALL ONLY BE VALID FOR A PERIOD OF TWO WEEKS. IF THE VEHICLE IS NOT LICENSED DURING THAT PERIOD IT WILL BE SUBJECT TO ANOTHER TEST AT THE COST OF THE APPLICANT OR LICENCE HOLDER BEFORE THE LICENCE CAN BE ISSUED.**

If your vehicle fails any of the tests you will need to follow the recommendations of the garage and then re-book your vehicle to be retested. If the application is submitted after the expiry of the licence, the vehicle will be subject to a full test.

Officers will also carry out spot checks on vehicles prior to a licence being issued, so please ensure that you bring your vehicle to your appointment to be checked. Failure to bring your vehicle with you will delay the issue of any licences.

	Brand New Vehicle	Vehicle under 5 years old	Vehicle over 5 years old
Application	Full Test	Full Test	Full Test
6 months	Interim Check	Interim Check	Interim Check
Renewal	Full Test	Full Test	Full Test

<p><b>If a licensed vehicle fails a vehicle inspection at Waterfall Lane due to defects which warrant the licence being suspended with immediate effect, the vehicle identification plates and window stickers must be immediately removed from the vehicle and returned to the Taxi Licensing Office before the vehicle leaves the testing station. Likewise if a licensed vehicle is inspected by an authorised officer and that officer deems the vehicle to have serious defects which warrant an immediate suspension of the licence. The vehicle identification plates and window stickers must be immediately removed from the vehicle and handed to the authorised officer.</b></p>		<p>For existing vehicles that are already licenced, from the point that this policy is adopted, in the event that a vehicle fails either 2 consecutive interim safety or 2 consecutive full tests, it will not be relicensed when the licence expires and the grandfather rights will lapse for any vehicle that does not meet the Euro standards.</p> <p><b>You should ensure that you undertake your Interim Vehicle Check, as failure to do so may result in your Licence being suspended.</b></p> <p><b>VEHICLE EXAMINATION CERTIFICATES SHALL ONLY BE VALID FOR A PERIOD OF 28 CALENDAR DAYS. IF THE VEHICLE IS NOT LICENSED DURING THAT PERIOD, IT WILL BE SUBJECT TO ANOTHER TEST TO BE PAID BY THE APPLICANT OR LICENCE HOLDER BEFORE THE LICENCE CAN BE ISSUED.</b></p> <p><b>If a licensed vehicle fails a vehicle inspection due to defects which warrant the licence being suspended with immediate effect, the vehicle identification plates and window stickers must be immediately removed from the vehicle and returned to the Taxi Licensing Office within 1 working day of the vehicle inspection.</b></p>
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		<p><b>Likewise, if a licensed vehicle is inspected by an authorised officer and that officer deems the vehicle to have serious defects which warrant an immediate suspension of the licence, the vehicle identification plates and window stickers must be immediately removed from the vehicle and handed to the authorised officer.</b></p> <p><b>Section 68 tests/accident checks MUST be carried out by Fleet Services, Waterfall Lane, Cradley Heath and the cost of any tests should be paid direct to Fleet Services. Driver Vehicle Checks. Checks from other garages will not be accepted.</b></p> <p>The driver should undertake a walkaround check before a vehicle is used each day. Where more than one driver will use the vehicle during the day's running, the driver taking charge of a vehicle should make sure it is roadworthy and safe to drive by carrying out their own walkaround check. A copy of the check should be kept inside the vehicle for 30 days and then retained for a further 15 months and be made available on request to an authorised officer. A copy of the Department for Transport's recommended check form can be downloaded from the Sandwell Council Taxi Licensing Web Pages.</p>
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	Clarification on the expectation for vehicles that carry wheelchairs	<b>3.5.1 ATTENDANCE FOR A FULL TEST OR INTERIM SAFETY TEST APPOINTMENT</b> When attending both the Full Test and the Interim Safety Check, the vehicle must be configured in the layout that you wish the vehicle to be licensed for. If you wish to carry both wheelchairs and seated passengers, the seats must be in the vehicle and all fixings for safely securing wheelchairs both present and marked with that vehicle registration number. Only seats approved for that vehicle will be acceptable and all seats must be clearly marked with the vehicle registration number. This layout must then be maintained for the duration of the licence. In the event that you wish to change the configuration after the licence has been issued, you will be required to present your vehicle and pay for a further interim safety check, for the layout to be checked and the configuration approved. In the event that the maximum number of passengers to be carried then changes, there will be a charge for the issue of both a revised/amended licence and plates.
<b>3.6 BUYING A VEHICLE</b> Certain vehicles are unsuitable to be used as Hackney Carriages or Private Hire Vehicles. The Council has adopted criteria that all vehicles licensed in Sandwell have to meet.		<b>3.6 BUYING A VEHICLE</b> Certain vehicles are unsuitable to be used as Hackney Carriages or Private Hire Vehicles. The Council has adopted criteria that all vehicles licensed in Sandwell have to meet.

<p><b>You should read the “criteria for applicants” section of this booklet, located on pages 3.11 to 3.18 and the additional policy document entitled ‘Supplementary Vehicle Testing Criteria’, before buying a vehicle, to ensure that your chosen vehicle complies with the Council’s requirements.</b></p> <p><b>If you are in any doubt as to the suitability of your chosen vehicle, please telephone the Taxi Licensing Office. We will be happy to give you advice before you make any financial outlay.</b></p> <p>Most car dealers will be happy to allow you to present the vehicle at the Taxi Licensing Office to ensure it is suitable, prior to purchase.</p> <p>The Council cannot be held responsible for any costs you may incur as a result of purchasing a vehicle that is unsuitable for use as a Hackney Carriage or Private Hire Vehicle.</p>		<p><b>Before you buy a vehicle you</b> should read the “criteria for applicants” section of this <b>policy</b>, located in section 3.9 and the ‘Supplementary Vehicle Testing Criteria’ <b>at section 4</b>, to ensure that your chosen vehicle complies with the Council’s requirements.</p> <p><b>If you are in any doubt as to the suitability of your chosen vehicle, please telephone the Taxi Licensing Office. We will be happy to give you advice before you make any financial outlay.</b></p> <p>The Council cannot be held responsible for any costs you may incur as a result of purchasing a vehicle that is unsuitable for use as a Hackney Carriage or Private Hire Vehicle.</p>
	<p>New section introduced following the issue of guidance issued by the DfT and to improve air quality in the Borough</p>	<p><b>3.6.1 VEHICLE EMISSIONS</b></p> <p><b>All existing vehicle licence holders at the time that the new policy is adopted will have “grandfather rights” for their currently licenced vehicle. To preserve the grandfather rights, any applications to renew MUST have been submitted and paid for prior to the current licence expiring. Any applications received after the expiry date will be treated as a new application and the emissions policy will be applied. In the event that a licence</b></p>

	<p>Existing licensed vehicles will be allowed to continue to be licensed, but to improve the air quality the new emission requirements will be introduced for all new and replacement vehicles immediately</p>	<p>holder sells that licensed vehicle and applies to licence a new or replacement vehicle then these “new to the licence holder” vehicles will have to comply with the new emissions policy. If a licence holder wishes to transfer the vehicle licence to another licence holder, unless it meets with the new emissions policy, the vehicle will not be able to be transferred and will cease to be licensed. For existing vehicles that are already licenced, from the point that this policy is adopted, in the event that a vehicle fails either 2 consecutive interim safety or 2 consecutive full tests, it will not be relicensed when the licence expires and the grandfather rights will lapse for any vehicle that does not meet the Euro standards. (Need to check that we are able to do this in case of challenge)</p> <p>From (date to be inserted but suggest 1 month after the new policy is adopted) the following emissions policy will apply:</p> <ul style="list-style-type: none"> <li>• All petrol vehicles must meet as a minimum Euro 4 standards*</li> <li>• All diesel vehicles must meet as a minimum Euro 6 standards*</li> <li>• All gas vehicles must meet as a minimum Euro 6 standards*</li> <li>• All hybrid/electrical vehicles where they have a diesel or petrol engine must meet the standards detailed above for their fuel type.</li> </ul>
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		<p>Any new, transfer and replacement applications received will have to meet new policy requirements.</p> <p>*Vehicle Euro Ratings are detailed on the vehicle log book (V5) usually at the bottom of Page 2 entitled "Exhaust Emissions" and appear on all log books issued after September 2018 and the above requirements meet the current minimum emissions standards for the Clean Air Zones that do not incur a charge for entering/driving in the zones. Vehicles purchased before this date will be required to provide proof of their Euro Rating. <a href="#">HPI   Euro Emission Standards, Euro 6 Diesel Emissions Standards Explained</a> will confirm Euro rating information only if you enter the vehicle registration and can currently be used by anyone free of charge.</p> <p>From 1<sup>st</sup> January 2030, all new and replacement vehicle licence applications whether private hire or hackney carriage must be either Full Electric or Zero Emissions. An exception may be made for novelty vehicles and stretch limousines, but these applications will be determined by an Licensing Management Panel or the Licensing Sub Committee should an application be received and may be required to undertake an emissions test to meet an agreed standard set by the Licensing Committee/Panel.</p>
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<p><b>3.7 IMPROVEMENTS TO VEHICLE STANDARDS</b> In order to improve the service offered to members of the public, the Council has agreed the following changes in Policy:</p> <p><b>Vehicle Identification -Hackney Carriages</b> From 1 September 2015, the Council will only grant a hackney carriage licence if, to the satisfaction of the Licensing Manager or the Legal Manager, the vehicle is black in appearance. This policy only relates to new applications for a hackney carriage licence for non-purpose built hackney carriages i.e. van or MPV conversions. Existing Sandwell MBC licensed hackney carriages that are not black may still continue to be licensed providing the vehicle licence has not expired for more than 14 days and only in exceptional circumstances. Purpose built London-style hackney carriages can be any colour.</p> <p><b>Vehicle Identification – Private Hire Vehicles</b> From 1 September 2015, with the exception of Minibuses and Multi Purpose Vehicles (MPV's), the Council will grant a private hire vehicle licence for any colour vehicle. Minibuses and MPV type vehicles may be any colour apart from black. A licence will not be issued for a Minibus or MPV if the vehicle's paintwork could be mistaken for being black.</p>	<p>Guidance issued by the DfT asks that authorities consider licensing non-purpose built vehicles whilst insuring that they can not be mistaken for private hire, hence the retention of the no black PHV policy on MPVs and minibuses.</p>	<p><b>3.7 VEHICLE IDENTIFICATION</b></p> <p><b>Hackney Carriages</b> Purpose built London-style hackney carriages can be any colour. If the proposed vehicle is not purpose built, i.e. converted from a van or MPV, the vehicle must be black. All hackney carriage vehicles must have the light up "taxi bubble" built in sign. The rear casing of the taxi bubble light must match the paintwork of the vehicle. The front of the bubble light must be able to be illuminated and display the word "TAXI" in black lettering on an amber or orange coloured lens. All vehicles must have side loading wheelchair access on the near side (kerb side) of the vehicle. Stickers displaying the word "TAXI" in yellow lettering MUST be displayed on all sides of the exterior of the vehicle with the lettering at least 3 inches in height if the vehicle is NOT purpose built.</p> <p><b>Private Hire</b> Minibuses and Multi-Purpose Vehicles (MPV's) can be any colour except black. A licence will not be issued for a Minibus or MPV if the vehicle's paintwork could be mistaken for being black. Saloon cars can be any colour.</p>
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<p>Any vehicle that is black in colour which has the appearance of a hackney carriage or in the opinion of the Licensing Manager or the Legal Manager could be mistaken for being a hackney carriage will not be licensed as a private hire vehicle by the authority.</p> <p><b>Age Policy</b> Applicants will be able to make an application for a vehicle of any age however the age of the vehicle will still determine the level of licence fee and the number of Interim Vehicle Checks that the vehicle will be subject to. (Further information on Interim Vehicle Checks is available on pages 3.6 and 3.7).</p> <p><b>Window Stickers</b> All Sandwell MBC licensed vehicles must display a self-adhesive sticker along the top edge of the window glass of each rear passenger door. The sticker will confirm that the vehicle is a licensed vehicle and that smoking is not allowed in the vehicle. The stickers must be displayed at all times that the vehicle is in use on the road (even if it is not being used for work).</p> <p><b>Internal Vehicle Sign</b> All hackney carriage and private hire vehicles will be required to display a sign inside the licensed vehicle informing passengers how and who to make a complaint to – the sign to be provided by Sandwell MBC and to be visible at all times when the vehicle is available for hire and reward.</p> <p><b>Roof Signs &amp; Operator door signs.</b></p>	<p>DfT guidance suggests that roof signs should only be permitted on Hackney carriage vehicles to avoid confusion</p>	<p>Any vehicle that is black in colour which has the appearance of a hackney carriage or in the opinion of an Authorised Officer of the Council could be mistaken for being a hackney carriage will not be licensed as a private hire vehicle by this authority. If you are in any doubt, please contact the Licensing Authority who may require you to present the vehicle for inspection at the office.</p> <p><b>Operator door signs.</b> The licensed operator must ensure that all vehicles working through the base display door signs/stickers clearly identifying the name and telephone number of the company. In the event that the operator operates solely through an 'app', reference to the 'app' will be accepted instead of a phone number on the door sign. Roof signs on private hire vehicles are NOT permitted.</p>
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<p>With effect from 1 October 2017, the council will recall all council supplied roof signs. The licensed operator will have the discretion to decide if vehicles working through their business are required to display an illuminated roof sign of the operator's choice. If using roof signs the operator must ensure that the roof sign displays, as a minimum, the name and telephone number of the Operator. The Operator base name must be displayed at the front of the roof sign and the telephone number on the rear of the roof sign. All letters and numbers must be at least 1 inch in height and clearly distinguishable. If the operator decides not to use roof signs, the operator must ensure that all vehicles working through the base display door signs/stickers clearly identifying the name and telephone number of the company.</p> <p>Limousines and Speciality/Novelty vehicles will be exempt from displaying company signage.</p>		
	New section outlining process in more detail	ACCIDENTS

		<p>If at any time the vehicle is involved in an accident, however minor, the driver must inform the Taxi Licensing Office of this fact as soon as possible by email. An accident report form (available <a href="#">on the Sandwell Council's web pages</a>) must then be completed and submitted to the Taxi Licensing Office within 72 hours of the accident occurring (except in exceptional circumstances when the report must be made as soon as possible after the 72 hours deadline – an example of an exceptional circumstance would be that the driver is incapacitated due to the accident and physically unable to make the notification).</p> <p>The accident report should be accompanied by pictures of the accident damage, with at least one of the pictures containing the vehicle registration number. If you are unable to provide a picture of the vehicle registration number, please contact the Taxi Licensing Office for advice.</p> <p>Accident forms must be completed and submitted by the licence holder, as notifications of accidents from a third party will not be accepted.</p> <p>If you are intending to hire a vehicle whilst your accident damage is assessed by your insurance company and fixed, you will be required to return your plates to the Taxi Licensing Office before the accident vehicle is hired.</p>
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<p><b>3.8.1 SALOON CARS</b></p> <p>a) All vehicles must be suitable in size, type and design for use as a Private Hire Vehicle. No Private Hire Vehicle can have more than 8 passenger seats. Authorised Officers of the Council will decide the number of passengers the vehicle is licensed to carry, using the following criteria:</p> <ul style="list-style-type: none"> <li>• The number of opening doors.</li> <li>• The rear passenger compartment dimensions.</li> <li>• The access and exit routes from the vehicle.</li> <li>• The number of passenger seats</li> </ul> <p>b) The passenger compartment of the vehicle must be of a suitable standard to ensure that a passenger's journey is comfortable and safe. To ensure that this is the case, the vehicle must fulfil the following:</p> <ul style="list-style-type: none"> <li>• All seats and carpets must be free from tears and holes. The interior of the vehicle must be kept clean and tidy at all times.</li> <li>• All retractable windows function correctly and fully.</li> <li>• The vehicle has forward facing seats only, except as mentioned below in the paragraph <b>3.8.2</b> relating to Small Minibuses and Multi-Purpose Vehicles (MPVs).</li> <li>• The vehicle is accessible to all passengers, including the elderly.</li> <li>• The vehicle is fully fitted with functioning seatbelts that comply with all legal requirements.</li> </ul>	<p>Updating the vehicle criteria</p>	<p><b>3.8.1 SALOON CARS</b></p> <p>a) All vehicles must be suitable in size, type and design for use as a Private Hire Vehicle. No Private Hire Vehicle can have more than 8 passenger seats. Authorised Officers of the Council will decide the number of passengers the vehicle is licensed to carry, using the following criteria:</p> <ul style="list-style-type: none"> <li>• The <b>vehicle must have 4 opening doors.</b></li> <li>• The rear passenger compartment dimensions <b>must be able to accommodate passengers comfortably.</b></li> <li>• The number of passengers <b>carried will be determined by the size of the seats in the vehicle</b></li> </ul> <p>b) The passenger compartment of the vehicle must be of a suitable standard to ensure that a passenger's journey is comfortable and safe. To ensure that this is the case, the vehicle must fulfil the following:</p> <ul style="list-style-type: none"> <li>• All seats and carpets must be free from tears and holes. The interior of the vehicle must be kept clean and tidy at all times.</li> <li>• All <b>windows that are capable of being opened must be fully functional.</b></li> <li>• The vehicle has forward facing seats only, except as mentioned below in <b>Section 3.9.2</b> relating to Small Minibuses and Multi-Purpose Vehicles (MPVs).</li> </ul>
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<ul style="list-style-type: none"> <li>• The vehicle must be a right hand drive (except in limousines, and speciality or novelty vehicles as mentioned below on pages 3.14 and 3.15).</li> </ul> <p>c) <b>The exterior of the vehicle should promote a positive image of the Private Hire Fleet in Sandwell.</b> To ensure that this is the case, the vehicle must fulfil the following criteria:</p> <ul style="list-style-type: none"> <li>• With effect from 1 September 2015, any vehicle which is subject of a new application for a Private Hire Vehicle licence may be any colour.</li> <li>• The vehicle must be reasonably free of dents and scratches. The vehicle must be free from corrosion. Any accident damage must be repaired to a professional standard. For further guidance please see 'Supplementary Vehicle Testing Criteria'.</li> <li>• The exterior of the vehicle must be kept clean and tidy at all times, including the registration plates and licence identification plates.</li> </ul> <p>d) There are a number of other elements that you will have to satisfy in order to obtain a Private Hire Vehicle Licence. These are outlined below:</p> <ul style="list-style-type: none"> <li>• The vehicle must be equipped with a suitable first aid kit and fire extinguisher and both must be permanently marked with the vehicle's registration number.</li> </ul>		<ul style="list-style-type: none"> <li>• The vehicle must be a right hand drive (except in limousines, and speciality or novelty vehicles as mentioned below on <b>Sections 3.9.3 and 3.9.4</b>).</li> </ul> <p>c) <b>The exterior of the vehicle should promote a positive image of the Private Hire Fleet in Sandwell.</b> To ensure that this is the case, the vehicle must fulfil the following criteria:</p> <ul style="list-style-type: none"> <li>• <b>All parts of the vehicle must be reasonably free of dents and scratches and kept in a clean and tidy condition. The vehicle must be free from corrosion. Any accident damage must be repaired to a professional standard. For further guidance please see 'Supplementary Vehicle Testing Criteria'.</b></li> </ul> <p>d) There are a number of other elements that you will have to satisfy in order to obtain a Private Hire Vehicle Licence. These are outlined below:</p> <ul style="list-style-type: none"> <li>• <b>The vehicle should have the means to continue a journey in the event of a puncture, or the equipment to effect a tyre change.</b></li> </ul>
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<ul style="list-style-type: none"> <li>• The use (in emergencies only) of space-saver, run flat tyres or puncture repair kits for all vehicles that are manufactured and delivered with such tyres or kits as standard;</li> <li>• In the case where a Liquefied Petroleum Gas (LPG) conversion is considered suitable, and the tank occupies the usual site of the spare wheel, the vehicle will be exempt from the requirement to carry a spare wheel (matching those fitted to the vehicle) or a manufacturers space-saver wheel, provided an appropriate and adequate tyre sealant is carried safely in the vehicle for emergencies. A written tyre contract may also be in force. The tyre contract should be available for inspection either at the Taxi Licensing Office, or on request by an Authorised Officer or a Police Officer;</li> <li>• All other licensed vehicles must either carry a spare wheel matching those fitted to the vehicle and an appropriate means of changing the wheel OR there must be a current tyre contract in force;</li> <li>• That Multi-Purpose Vehicles (MPVs) are only suitable for conversion to LPG if the tank is situated in the spare wheel doughnut, in licensed vehicles.</li> <li>• The vehicle must have a valid vehicle excise licence (road tax).</li> <li>• The boot is empty, tidy, clean and capable of carrying luggage.</li> </ul>		<ul style="list-style-type: none"> <li>• In the case where a Liquefied Petroleum Gas (LPG) conversion is considered suitable, and the tank occupies the usual site of the spare wheel, the vehicle will be exempt from the requirement to carry a spare wheel (matching those fitted to the vehicle) or a manufacturers space-saver wheel, provided <b>that the vehicle has the means to continue the journey in the event of a puncture.</b></li> <li>• That Multi-Purpose Vehicles (MPVs) are only suitable for conversion to LPG if the tank is situated in the spare wheel doughnut, in licensed vehicles.</li> <li>• The vehicle must have a valid vehicle excise licence (road tax).</li> <li>• The boot is empty, tidy, clean and capable of carrying luggage.</li> <li>• The vehicle must not be of such a design or appearance as to lead any person to believe that it is a Hackney Carriage.</li> <li>• The vehicle must not have tinted or blacked out windows, which were fitted after manufacture. Tint film must not be applied to any of the windows of the vehicle.</li> <li>• The vehicle is covered by a policy of insurance incorporating cover for use as a private hire vehicle and covering passenger indemnity.</li> </ul>
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<ul style="list-style-type: none"> <li>• The vehicle must not be of such a design or appearance as to lead any person to believe that it is a Hackney Carriage.</li> <li>• The vehicle must not have tinted or blacked out windows, which were fitted after manufacture. Tint film must not be applied to any of the windows of the vehicle.</li> <li>• The vehicle is covered by a policy of insurance incorporating cover for use as a private hire vehicle and covering passenger indemnity.</li> <li>• NB. The Taxi Licensing Office will not accept copied or faxed insurance documents as proof of valid insurance cover. Only original documents issued by the broker/insurance company will be accepted. The Taxi Licensing Office will accept electronic copies of insurance certificates or cover notes if the document is in an acceptable format and has been emailed directly to the Taxi Licensing Office by the broker/insurance company.</li> <li>• In the case of any driver and/or any vehicle insurance cover notes or certificates the Taxi Licensing Office must receive written evidence that the driver and vehicle are covered on the policy. Written confirmation may be by insurance schedule or email confirmation from the broker/insurance company.</li> </ul>		<ul style="list-style-type: none"> <li>• In the case of any driver and/or any vehicle insurance cover notes or certificates the Taxi Licensing Office must receive written evidence that the driver and vehicle are covered on the policy. Written confirmation may be by insurance schedule or email confirmation from the broker/insurance company and/or the policy holder. In the event that the insurance is in a company name i.e the private hire operator, and it does not list the vehicles in the schedule, confirmation can only be received from a Director of the named company/policyholder. Whilst confirmation of the vehicles operated will be accepted from the named private hire operator, at least every four months the operator MUST produce the schedule of vehicles licensed that has been produced and that is held by the insurance company. Failure to produce will delay the approval and issuing of future licence applications received after the four month period until it is produced.</li> <li>• The vehicle must pass any vehicle examination test carried out on behalf of the Authority.</li> <li>• The applicant must produce all documents/information requested by the Taxi Licensing Office.</li> </ul>
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<ul style="list-style-type: none"> <li>• The vehicle must pass any vehicle examination test carried out on behalf of the Authority.</li> <li>• The applicant must produce all documents/information requested by the Taxi Licensing Office.</li> <li>• The full fee must be paid.</li> <li>• If the vehicle is a LPG gas conversion, any application for a Private Hire vehicle licence must be accompanied with a LPG safety certificate or annual service report issued within the previous 12 months. Only safety certificates or annual service reports issued by UKLPG Approved Autogas Installers will be accepted.</li> <li>• In the case of wheel chair accessible vehicles, the vehicle must be equipped with suitable wheel chair restraints. Any detachable wheel chair restraints must be permanently marked with the vehicle's registration number.</li> <li>• In the case of vehicles that do not have integrated wheel chair ramps, the ramps must be permanently marked with the vehicle's registration number.</li> </ul> <p>Once the vehicle is licensed you are responsible for the following:</p> <ul style="list-style-type: none"> <li>• The Licence holder must not be in breach of any of the conditions of the licence during its lifetime.</li> </ul>		<ul style="list-style-type: none"> <li>• The full fee must be paid.</li> <li>• If the vehicle is an LPG gas conversion, any application for a Private Hire vehicle licence must be accompanied with an LPG safety certificate or annual service report issued within the previous 12 months. Only safety certificates or annual service reports issued by UKLPG Approved Autogas Installers will be accepted.</li> <li>• In the case of wheelchair accessible vehicles, the vehicle must be equipped with suitable wheelchair restraints. Any detachable wheelchair restraints must be permanently marked with the vehicle's registration number <b>and safely stored in the vehicle at all times.</b></li> <li>• In the case of vehicles that do not have integrated wheelchair ramps, the ramps must be permanently marked with the vehicle's registration number.</li> </ul> <p>Once the vehicle is licensed you are responsible for the following:</p> <ul style="list-style-type: none"> <li>• The Licence holder must not be in breach of any of the conditions of the licence during its lifetime.</li> <li>• The driver of the vehicle must be a licensed Sandwell Private Hire Driver and must be <b>identifiable</b> to the Taxi Licensing Office.</li> </ul>
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<ul style="list-style-type: none"> <li>• The driver of the vehicle must be a licensed Sandwell Private Hire Driver and must be identified to the Taxi Licensing Office.</li> <li>• The vehicle must be operated through a Sandwell licensed Private Hire Operator.</li> <li>• The applicant must successfully complete all parts of the knowledge test.</li> </ul> <p>In addition to the above criteria, certain types of vehicles have additional or separate requirements. These are listed below:</p>		
<p><b>3.8.2 MINIBUSES AND MULTI-PURPOSE VEHICLES (MPVs)</b></p> <p>From 1 September 2015, Minibuses and MPVs can be any colour apart from black. A new licence will not be issued for a Minibus or MPV if the vehicle's paintwork could be mistaken for being black. The law requires Private Hire Vehicles to be clearly distinguishable from Hackney Carriages. If the public may be mistaken for believing that the vehicle is a hackney carriage a licence will not be issued.</p> <ul style="list-style-type: none"> <li>• Any seatbelts fitted to the vehicle must meet the appropriate vehicle inspectorate standard.</li> <li>• Vehicles with M1 type approval, which have a rear facing second row (of three rows of seats) fitted at manufacture and which have three point seat belts on all seats at manufacture, may be licensed as private hire vehicles.</li> </ul>	<p>Confirming that this type of vehicle can not be black and why in line with DfT guidance</p>	<p><b>3.9.2 MINIBUSES AND MULTI-PURPOSE VEHICLES (MPVs)</b></p> <ul style="list-style-type: none"> <li>• Minibuses and MPVs can be any colour apart from black. A new licence will not be issued for a Minibus or MPV if the vehicle's paintwork could be mistaken for being black. The law requires Private Hire Vehicles to be clearly distinguishable from Hackney Carriages. <b>A licence will not be issued if the vehicle could be mistaken for a Hackney Carriage.</b></li> <li>• Any seatbelts fitted to the vehicle must meet the appropriate vehicle inspectorate standard.</li> <li>• Vehicles with M1 type approval, which have a rear facing second row (of three rows of seats) fitted at manufacture and which have three point seat belts on all seats at manufacture, may be licensed as private hire vehicles.</li> </ul>

<ul style="list-style-type: none"> <li>• In order to ensure that the vehicle does not appear to be a hackney carriage the vehicle must not have a bulkhead behind the first row of seats and if the second row of seats are rear facing they must not fold upright.</li> <li>• In the case of wheel chair accessible vehicles, if the vehicle does not have integrated wheel chair ramps, the ramps must be permanently marked with the vehicle's registration number.</li> <li>• In the case of wheel chair accessible vehicles, the vehicle must be equipped with suitable wheel chair restraints. Any detachable wheel chair restraints must be permanently marked with the vehicle's registration number.</li> </ul>		<ul style="list-style-type: none"> <li>• In order to ensure that the vehicle does not appear to be a hackney carriage the vehicle must not have a bulkhead behind the first row of seats and if the second row of seats are rear facing they must not fold upright.</li> <li>• In the case of wheelchair accessible vehicles, if the vehicle does not have integrated wheelchair ramps, the ramps must be permanently marked with the vehicle's registration number.</li> <li>• In the case of wheelchair accessible vehicles, the vehicle must be equipped with suitable wheelchair restraints. Any detachable wheelchair restraints must be permanently marked with the vehicle's registration number <b>and safely stored in the vehicle at all times.</b></li> <li>• <b>Where the vehicle has a third row of seats, should passengers be required to access via the middle row of seats, no one with a physical disability should be directed to use these seats and the operator should make the hirer aware that the seats may be smaller and not suitable for some adults to use. It will be up to the driver to risk assess who should use these seats and to explain how they operate and how to exit the vehicle in case of an emergency/accident etc. The driver should also offer assistance to passengers both entering and exiting these seats.</b></li> </ul>
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<p><b>3.8.3 LIMOUSINES</b></p> <p>The definition of a limousine for the purposes of Licensing in Sandwell is “any vehicle manufactured as a stretch vehicle, such as a Ford Lincoln, Volvo, Mercedes or equivalent, or any other vehicle deemed to be a limousine by the Licensing Manager or the Legal Manager”. The criteria for these vehicles is the same as for saloon cars, however:</p> <ul style="list-style-type: none"> <li>• Side facing and rear facing seats will be permitted, subject to adequate seatbelt installations being in place.</li> <li>• Left-hand drive Limousines will be acceptable.</li> <li>• The vehicle may be black in colour if the Licensing Manager or the Legal Manager is satisfied that the vehicle could not be mistaken for being a hackney carriage.</li> <li>• Tinted glass is permitted on all windows in the rear passenger compartment.</li> <li>• The Licensing Manager or the Legal Manager will determine applications for Limousines and may refer the application to the Committee where issues around public safety are raised.</li> </ul>	<p>Updating who can authorise such applications</p>	<p><b>3.8.3 LIMOUSINES</b></p> <p>The definition of a limousine for the purposes of Licensing in Sandwell is “any vehicle manufactured as a stretch vehicle, such as a Ford Lincoln, Volvo, Mercedes or equivalent, or any other vehicle deemed to be a limousine by an Authorised Officer of the Council”. The criteria for these vehicles is the same as for saloon cars, however:</p> <ul style="list-style-type: none"> <li>• Side facing and rear facing seats will be permitted, subject to adequate seatbelt installations being in place.</li> <li>• Left-hand drive Limousines will be acceptable.</li> <li>• The vehicle may be black in colour if an <b>Authorised Officer</b> of the Council is satisfied that the vehicle could not be mistaken for being a hackney carriage.</li> <li>• Tinted glass is permitted on all windows in the rear passenger compartment.</li> <li>• An <b>Authorised Officer</b> of the Council will determine applications for Limousines and may refer the application to the Committee where issues around public safety are raised.</li> </ul>
<p><b>3.8.5 ALL VEHICLES</b></p>	<p>Updating information on vehicle write offs</p>	<p><b>3.8.5 ALL VEHICLES</b></p> <p>Sandwell Council requires that all licensed</p>



<p>Sandwell Council requires that all licensed vehicles must reach at least M1 type approval safety standard. If documentation is not available to prove that a vehicle reaches this required standard, the vehicle must obtain a Single Vehicle Approval or Individual Vehicle Approval certificate from the Driver and Vehicle Standards Agency (D.V.S.A.).</p> <p><b>Sandwell Council will not license or re-license any vehicle that has been written off by an insurance company regardless of the category of write-off.</b></p>		<p>vehicles must reach at least M1 type approval safety standard. If documentation is not available to prove that a vehicle reaches this required standard, the vehicle must obtain a Single Vehicle Approval or Individual Vehicle Approval certificate from the Driver and Vehicle Standards Agency (D.V.S.A.).</p> <p><b>Please see Section 5.1 for information on vehicle write offs as only Cat N will be considered for licensing.</b></p>
<p><b>3.9 HACKNEY CARRIAGE CRITERIA</b></p> <p><b>Hackney Carriage vehicles are specific vehicles which are approved by the Council. The current list of vehicles approved for Hackney Carriage purposes is available at the Taxi Licensing Office.</b></p> <p><b>The Criteria for these vehicles is outlined below:</b></p> <p>a) All vehicles must be suitable in size, shape and design for use as a Hackney Carriage Vehicle. The maximum passenger seating capacity for the vehicle is 8. The number of passengers applicable for each vehicle type will be decided by Authorised Officers, using the following criteria:</p> <ul style="list-style-type: none"> <li>• The number of opening doors.</li> <li>• The rear passenger compartment dimensions.</li> <li>• The access and exit routes from the vehicle.</li> </ul>	<p>Updating the vehicle criteria</p>	<p><b>3.10 HACKNEY CARRIAGE CRITERIA</b></p> <p><b>Hackney Carriage vehicles are specific vehicles which are approved by the Council. The current list of vehicles approved for Hackney Carriage purposes is available at the Taxi Licensing Office.</b></p> <p><b>The criteria for these vehicles is outlined below:</b></p> <p>a) All vehicles must be suitable in size, shape and design for use as a Hackney Carriage Vehicle. The maximum passenger seating capacity for the vehicle is 8. The number of passengers applicable for each vehicle type will be decided by Authorised Officers, using the following criteria:</p> <ul style="list-style-type: none"> <li>• The number of opening <b>passenger</b> doors.</li> <li>• The rear passenger compartment dimensions <b>must be able to accommodate passengers comfortably.</b></li> </ul>

<p>b) The passenger compartment of the vehicle must be of a suitable standard to ensure that a passenger's journey is comfortable and safe. To ensure that this is the case, the vehicle must fulfil the following:</p> <ul style="list-style-type: none"> <li>• The vehicle must have side-loading wheelchair access. Vehicles with rear-loading wheelchair access are not acceptable.</li> <li>• The vehicle is accessible to all passengers, including the elderly and passengers with disabilities.</li> <li>• All seats and carpets must be free from tears and holes. The interior of the vehicle must be kept clean and tidy at all times.</li> <li>• The vehicle is fully fitted with functioning seatbelts that comply with all legal requirements.</li> <li>• All retractable windows function correctly and fully.</li> <li>• The vehicle must be a right hand drive.</li> </ul> <p>c) The exterior of the vehicle should promote a positive image of the Hackney Carriage Fleet in Sandwell. To ensure this is the case, the vehicle must fulfil the following criteria:</p> <ul style="list-style-type: none"> <li>• With effect from 1 September 2015, Any non-purpose built van/MPV converted vehicle which is subject of a new application for a Hackney Carriage licence must be Black. Purpose-built London style hackney carriages can be any colour.</li> </ul>		<ul style="list-style-type: none"> <li>• The number of passengers <b>carried will be determined by the size of the seats in the vehicle</b></li> </ul> <p>b) The passenger compartment of the vehicle must be of a suitable standard to ensure that a passenger's journey is comfortable and safe. To ensure that this is the case, the vehicle must fulfil the following:</p> <ul style="list-style-type: none"> <li>• The vehicle must have side-loading wheelchair access. Vehicles with rear-loading wheelchair access are not acceptable.</li> <li>• The vehicle is accessible to all passengers.</li> <li>• All seats and carpets must be free from tears and holes. The interior of the vehicle must be kept clean and tidy at all times.</li> <li>• The vehicle is fully fitted with functioning seatbelts that comply with all legal requirements.</li> <li>• <b>All windows that are capable of being opened must be fully functional</b></li> <li>• The vehicle must be a right hand drive.</li> </ul> <p>c) The exterior of the vehicle should promote a positive image of the Hackney Carriage Fleet in Sandwell. To ensure this is the case, the vehicle must fulfil the following criteria:</p>
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<ul style="list-style-type: none"> <li>• The vehicle must be reasonably free of dents and scratches. The vehicle must be free from corrosion. Any accident damage must be repaired to a professional standard. For further guidance please see 'Supplementary Vehicle Testing Criteria'.</li> <li>• The exterior of the vehicle must be kept clean and tidy at all times, including the registration plates and licence identification plates.</li> </ul> <p>d) There are a number of other elements that you will have to satisfy in order to obtain a Hackney Carriage Licence. These are outlined below:</p> <ul style="list-style-type: none"> <li>• The applicant must successfully complete all parts of the knowledge test.</li> <li>• The vehicle must be equipped with a suitable first aid kit and fire extinguisher and both must be permanently marked with the vehicle's registration number.</li> <li>• The vehicle must be equipped with suitable wheel chair restraints. Any detachable wheel chair restraints must be permanently marked with the vehicle's registration number.</li> <li>• In the case of vehicles that do not have integrated wheel chair ramps, the ramps must be permanently marked with the vehicle's registration number.</li> <li>• the use (in emergencies only) of space-saver, run flat tyres or puncture repair kits for all vehicles that are manufactured and delivered with such tyres or kits as standard;</li> </ul>		<ul style="list-style-type: none"> <li>• Any non-purpose built van/MPV converted must be Black. Purpose-built London style hackney carriages can be any colour.</li> <li>• All parts of the vehicle must be reasonably free of dents and scratches and kept in a clean and tidy condition. The vehicle must be free from corrosion. Any accident damage must be repaired to a professional standard. For further guidance, please see "Supplementary Vehicle Testing Criteria".</li> </ul> <p>d) There are a number of other elements that you will have to satisfy in order to obtain a Hackney Carriage Licence. These are outlined below:</p> <ul style="list-style-type: none"> <li>• The applicant must successfully complete all parts of the knowledge test.</li> <li>• The vehicle must be equipped with suitable wheelchair restraints. Any detachable wheelchair restraints must be permanently marked with the vehicle's registration number and be safely stored in the vehicle at all times. <ul style="list-style-type: none"> <li>• In the case of vehicles that do not have integrated wheelchair ramps, the ramps must be permanently marked with the vehicle's registration number.</li> <li>• The vehicle should have the means to continue a journey in the event of a puncture or the equipment to effect a tyre change.</li> </ul> </li> </ul>
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<ul style="list-style-type: none"> <li>• If the vehicle is a LPG gas conversion, any application for a Hackney Carriage licence must be accompanied with a LPG safety certificate or annual service report issued within the previous 12 months. Only safety certificates or annual service reports issued by UKLPG Approved Autogas Installers will be accepted.</li> <li>• in the case where an Liquefied Petroleum Gas (LPG) conversion is considered suitable, and the tank occupies the usual site of the spare wheel, that the vehicle be exempted from the requirement to carry a spare tyre matching those fitted to the vehicle, provided an alternative tyre or repair kit is carried safely on the vehicle for emergencies (without compromising luggage space), or a written tyre contract is in force. The tyre contract should be available for inspection either at the Taxi Licensing Office, or on request by an Authorised Officer or a Police Officer’;</li> <li>• all other licensed vehicles must either carry a spare wheel matching those fitted to the vehicle and an appropriate means of changing the wheel OR there must be a current tyre contract in force;</li> <li>• that Multi-Purpose Vehicles are only suitable for conversion to LPG if the tank is situated in the spare wheel doughnut, in licensed vehicles.</li> </ul>		<ul style="list-style-type: none"> <li>• If the vehicle is a LPG gas conversion, any application for a Hackney Carriage licence must be accompanied with a LPG safety certificate or annual service report issued within the previous 12 months. Only safety certificates or annual service reports issued by UKLPG Approved Autogas Installers will be accepted.</li> <li>• in the case where an Liquefied Petroleum Gas (LPG) conversion is considered suitable, and the tank occupies the usual site of the spare wheel, that the vehicle be exempted from the requirement to carry a spare tyre matching those fitted to the vehicle, provided <b>that the vehicle has the means to continue the journey in the event of a puncture</b> without compromising luggage space.</li> <li>• all other licensed vehicles must either carry a spare wheel matching those fitted to the vehicle and an appropriate means of changing the wheel OR <b>have the means to continue an onward journey in the event of a puncture</b>.</li> <li>• that Multi-Purpose Vehicles are only suitable for conversion to LPG if the tank is situated in the spare wheel doughnut, in licensed vehicles.</li> </ul>
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<ul style="list-style-type: none"> <li>• The vehicle has a valid vehicle excise licence. (road tax)</li> <li>• The boot is empty, tidy, clean and capable of carrying luggage.</li> <li>• The vehicle must not have tinted or blacked out windows, which were fitted after manufacture. Tint film must not be applied to any of the windows of the vehicle.</li> <li>• The vehicle is covered by a policy of insurance incorporating cover for use as a Hackney Carriage (Public Hire) and covering passenger indemnity. If the vehicle is also used to carry out pre-booked journeys the vehicle must also have insurance cover for Private Hire use.</li> <li>• NB. The Taxi Licensing Office will not accept copied or faxed insurance documents as proof of valid insurance cover. Only original documents issued by the broker/insurance company will be accepted. The Taxi Licensing Office will accept electronic copies of insurance certificates or cover notes if the document is in an acceptable format and has been emailed directly to the Taxi Licensing Office by the broker/insurance company.</li> </ul>		<ul style="list-style-type: none"> <li>• The vehicle has a valid vehicle excise licence (road tax).</li> <li>• The boot is empty, tidy, clean and capable of carrying luggage.</li> <li>• The vehicle must not have tinted or blacked out windows, which were fitted after manufacture. Tint film must not be applied to any of the windows of the vehicle.</li> <li>• The vehicle is covered by a policy of insurance incorporating cover for use as a Hackney Carriage (Public Hire) and covering passenger indemnity. If the vehicle is also used to carry out pre-booked journeys the vehicle must also have insurance cover for Private Hire use.</li> <li>• In the case of any driver and/or any vehicle insurance cover notes or certificates the Taxi Licensing Office must receive written evidence that the driver and vehicle are covered on the policy. Written confirmation may be on an insurance policy schedule or email confirmation from the broker/insurance company.</li> <li>• The vehicle must pass the vehicle examination carried out on behalf of the Authority.</li> </ul>
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<ul style="list-style-type: none"> <li>• In the case of any driver and/or any vehicle insurance cover notes or certificates the Taxi Licensing Office must receive written evidence that the driver and vehicle are covered on the policy. Written confirmation may be on an insurance policy schedule or email confirmation from the broker/insurance company.</li> <li>• The vehicle must pass the vehicle examination carried out on behalf of the Authority.</li> <li>• The applicant must produce all documents/information requested by the Taxi Licensing Office.</li> <li>• The full fee must be paid.</li> </ul> <p>Once the vehicle is licensed you are responsible for the following:</p> <ul style="list-style-type: none"> <li>• The Licence holder must not be in breach of any of the conditions of the licence during its lifetime.</li> <li>• The driver of the vehicle must be a licensed Sandwell Hackney Carriage Driver and must be identified to the Taxi Licensing Office.</li> <li>• The vehicle must be fitted with a taximeter capable of adjustment to the current Sandwell hackney fare rates. The applicant/Licence holder must supply a valid calibration meter certificate, in the form required by the Council, as evidence that the meter is set to the current Sandwell hackney fare tariff.</li> </ul>		<ul style="list-style-type: none"> <li>• The applicant must produce all documents/information requested by the Taxi Licensing Office.</li> <li>• The full fee must be paid.</li> </ul> <p>Once the vehicle is licensed you are responsible for the following:</p> <ul style="list-style-type: none"> <li>• The Licence holder must not be in breach of any of the conditions of the licence during its lifetime.</li> <li>• The driver of the vehicle must be a licensed Sandwell Hackney Carriage Driver and must be identifiable to the Taxi Licensing Office.</li> <li>• The vehicle must be fitted with a taximeter capable of adjustment to the current Sandwell hackney fare rates. The applicant/Licence holder must supply a valid calibration meter certificate, in the form required by the Council, as evidence that the meter is set to the current Sandwell hackney fare tariff. <b>A copy of the current tariff card is to be prominently displayed in the vehicle at all times.</b></li> </ul> <p>e) Sandwell Council requires that all licensed vehicles must reach at least M1 type approval safety standard. If documentation is not available to prove that a vehicle reaches this required standard, then the vehicle must obtain a Single Vehicle Approval or Individual Vehicle Approval certificate from the Driver and Vehicle Standards Agency (D.V.S.A.)</p>
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<p>e) Sandwell Council requires that all licensed vehicles must reach at least M1 type approval safety standard. If documentation is not available to prove that a vehicle reaches this required standard, then the vehicle must obtain a Single Vehicle Approval or Individual Vehicle Approval certificate from the Driver and Vehicle Standards Agency (D.V.S.A.)</p> <p>f) <b>Sandwell Council will not license or re-license any vehicle that has been written off by an insurance company regardless of the category of write-off.</b></p>		<p><b>f) Vehicles that have been written off - Sandwell Council will consider licensing Category N write offs, but the vehicle must pass all licence and safety checks before a licence can be issued. If the testers have any concerns about the condition of the vehicle, or the DVLA has flagged the vehicle as 'seriously damaged' the vehicle may not be tested or licensed.</b></p>
<p><b>3.10 HACKNEY CARRIAGES WORKING OUTSIDE THE BOROUGH OF SANDWELL</b></p> <p>By law a hackney carriage can only ply for hire in the borough in which it is licensed. A hackney carriage licence holder is also entitled to carry out pre-arranged bookings.</p> <p>In accordance with the legislation and case-law Sandwell MBC <u>will not license</u> anyone it believes intends to use a Sandwell licensed hackney carriage predominantly or entirely outside of the borough of Sandwell. Similarly Sandwell MBC will take action against any licence holder found to be working predominantly or entirely through a Private Hire Operator or Hackney Carriage Controller/Dispatcher outside of the borough of Sandwell.</p> <p><b>We will normally refuse to grant you a licence, or take action in relation to an existing licence, if:</b></p>	<p>Updating vehicle requirements and why a licence would be refused or action taken against an existing licence holder</p>	<p><b>3.11 HACKNEY CARRIAGES WORKING OUTSIDE THE BOROUGH OF SANDWELL</b></p> <p>By law a hackney carriage can only ply for hire in the borough in which it is licensed. A hackney carriage licence holder is also entitled to carry out pre-arranged bookings. <b>Pre-arranged bookings must not exceed the rate stated on the meter.</b></p> <p><b>We will normally refuse to grant you a licence, or take action in relation to an existing licence, if:</b></p> <ul style="list-style-type: none"> <li>• You are using or intend to use the vehicle to work predominantly or entirely through a Private Hire Operator or Hackney Carriage Controller/Dispatcher outside of the borough of Sandwell.</li> <li>• You have made a false statement in order to obtain a <b>Sandwell</b> licence.</li> </ul>

<ul style="list-style-type: none"> <li>• You are using or intend to use the vehicle to work predominantly or entirely through a Private Hire Operator or Hackney Carriage Controller/Dispatcher outside of the borough of Sandwell.</li> <li>• You have made a false statement in order to obtain a licence.</li> <li>• You have exhibited behaviour, which in the opinion of the Authority, is inappropriate to a licence holder and amounts to reasonable cause to show that you are not a fit and proper person to hold a vehicle licence.</li> </ul>		<ul style="list-style-type: none"> <li>• You have exhibited behaviour, which in the opinion of the Authority, is inappropriate to a licence holder and amounts to reasonable cause to show that you are not a 'fit and proper' person to hold a vehicle licence.</li> </ul>
<p><b>3.11 INSURANCE</b>  Before you can collect your Private Hire or Hackney Carriage Vehicle plates, you must satisfy the Council that the vehicle is adequately insured.  In order to do this you must produce a valid insurance cover-note or certificate to the Taxi Licensing Office, when you attend to collect your plates.  Sandwell Council consider insurance to be a major public safety issue. The implications of members of the public being transported in vehicles that are not appropriately insured are extremely serious.  It is important to understand that a licensed vehicle is always a licensed vehicle, therefore Private/Public Hire insurance cover must be maintained for the whole of the licence period.  The vehicle must not be driven by anybody who does not hold an appropriate Private Hire or Hackney Carriage Driver's Licence.</p>	<p>Updating the process to how the team are now working</p>	<p><b>3.12 INSURANCE</b>  Before you can collect your Private Hire or Hackney Carriage Vehicle plates, you must satisfy the Council that the vehicle is adequately insured.  In order to do this you must produce a valid insurance cover-note or certificate to the Taxi Licensing Office, when you attend to collect your plates <b>or have uploaded proof of insurance as part of the online application process.</b>  It is important to understand that a licensed vehicle is always a licensed vehicle, therefore Private/Public Hire insurance cover must be maintained for the whole of the licence period.  The vehicle must not be driven by anybody who does not hold an appropriate Private Hire or Hackney Carriage Driver's Licence.  You should consider the following when producing insurance documents:</p>



<p>You should consider the following when producing insurance documents:</p> <ul style="list-style-type: none"> <li>• Only original documents will be accepted. (Faxed or Copied Insurance Documents will not be accepted). The Taxi Licensing Office will accept electronic copies of insurance certificates or cover notes if the document is in an acceptable format and has been emailed directly to the Taxi Licensing Office by the broker/insurance company.</li> <li>• In the case of any driver and/or any vehicle insurance cover notes or certificates the Taxi Licensing Office must receive written evidence that the driver and vehicle are covered on the policy. Written confirmation may be on an insurance policy schedule or email confirmation from the broker/insurance company.</li> <li>• The document must cover the driver for the purposes of 'Hire and Reward'.</li> <li>• If you are making a renewal application, you must produce the relevant Private Hire or Hackney Carriage insurance document, to the Taxi Licensing Office, <b>at the time of application</b>.</li> <li>• The insurance cover on the vehicle <b>cannot</b> lapse.</li> <li>• Any licence holder who fails to insure their vehicle will have their licence suspended and will be unable to work until they have been referred to Committee.</li> </ul>		<ul style="list-style-type: none"> <li>• In the case of any driver and/or any vehicle insurance cover notes or certificates the Taxi Licensing Office must receive written evidence that the driver and vehicle are covered on the policy. Written confirmation may be on an insurance policy schedule or email confirmation from the broker/insurance company. <b>Whilst confirmation of the vehicles operated will be accepted from the named private hire operator, at least every four months the operator MUST produce the schedule of vehicles licensed that has been produced and that is held by the insurance company. Failure to produce will delay the approval and issuing of future licence applications received after the four month period until it is produced.</b></li> <li>• The document must cover the driver for the purposes of 'Hire and Reward'.</li> <li>• The insurance cover on the vehicle <b>cannot</b> lapse.</li> <li>• Any licence holder who fails to insure their vehicle will have their licence suspended.</li> </ul>
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<p><b>3.12 TRANSFER PROCEDURE</b>  <b>Selling a Licensed Vehicle</b>          If you sell your licensed vehicle to another licensed driver, you have full responsibility for all licence conditions, until the licence is transferred to the new owner. This can include additional costs or legal action.          In order to avoid any inconvenience, you should comply with the following procedure:</p> <ul style="list-style-type: none"> <li>• Contact the Taxi Licensing Office to inform them who is buying the vehicle and request a Transfer Form.</li> <li>• Sign the Transfer Form</li> <li>• The new owner (or both parties) should attend the Taxi Licensing Office with the current set of plates and the new insurance document.</li> </ul> <p><b>Buying a Licensed Vehicle</b>          If you are buying a licensed vehicle then you should attend the Taxi Licensing Office at the earliest opportunity.          When you attend the office, you should ensure that:</p> <ul style="list-style-type: none"> <li>• Both parties have completed the transfer form.</li> <li>• You can provide adequate insurance</li> <li>• You pass a knowledge test, if required</li> <li>• You have paid the necessary fee.</li> </ul>	<p>Updating the process on how the team are now working</p>	<p><b>3.13 TRANSFER PROCEDURE</b>  <b>Selling a Licensed Vehicle</b>          If you sell your licensed vehicle to another licensed driver, you have full responsibility for all licence conditions, until the licence is transferred to the new owner. <b>Failure to comply may result in enforcement action.</b>  <b>Buying a Licensed Vehicle</b>          If you are buying a licensed vehicle then <b>you should download an application form from the Council webpages and make an appointment to attend the Taxi Licensing Office at the earliest opportunity.</b>          When you attend the office, you should ensure that:</p> <ul style="list-style-type: none"> <li>• Both parties have completed <b>and signed</b> the transfer form.</li> <li>• You can provide adequate insurance</li> <li>• You <b>have passed</b> a knowledge test, if required</li> <li>• You have paid the necessary fee.</li> <li>• <b>Proof of transfer of ownership can be demonstrated</b></li> </ul> <p><b>It is hoped that the transfer process will move online shortly and when it does, the application should be completed and paid for using the on-line applications portal.</b></p>
<p><b>3.14 SECURITY SCREENS IN PRIVATE HIRE VEHICLES</b></p>	<p>Updating regulations and testing regime</p>	<p><b>3.15 SECURITY SCREENS IN PRIVATE HIRE VEHICLES</b>          The use of security screens in Private Hire</p>

<p>The use of polycarbonate security screens in Private Hire Vehicles shall be permitted providing the licence holder has produced evidence to the Taxi Licensing Office that the screen complies with European Safety Standards, e.g. 2000/4/EC. Advertising on the security screen shall be permitted providing the licence holder has received prior approval from the Licensing Manager or the Legal Manager. The advert must comply with the requirements set out in the Advertising Guidelines. Two A4 size posters displaying adverts can be displayed. Each advert must be displayed on the screen behind each front seat. See appendix A picture 1.</p>		<p>Vehicles shall be permitted providing the licence holder has produced evidence to the Taxi Licensing Office that the screen complies with European Safety Standards, e.g. 2000/4/EC. <b>The security screen must comply with regulation 100 of the Road Vehicles (Construction and Use) Regulations 1986. In the event that a screen is fitted it should be present at the time the vehicle is tested or if installed after the licence has been issued, an interim safety check will be required to check installation, for which there will be a charge.</b> Advertising on the security screen shall be permitted providing the licence holder has received prior approval from an Authorised Officer of the Council. The advert must comply with the requirements set out in the Advertising Guidelines. Two A4 size posters displaying adverts can be displayed. Each advert must be displayed on the screen behind each front seat. See appendix A picture 1.</p> <p><b>In the event that a security screen is fitted in a vehicle, then any passenger seats located in the front of the vehicle will not be permitted to be used for carrying passengers and this will be reflected on the vehicle plate capacity (i.e. only the seats in the rear of the vehicle will be permitted to be used for carrying passengers).</b></p>
<p><b>3.15 ADVERTISING IN/ON HACKNEY CARRIAGE AND PRIVATE HIRE VEHICLES</b></p>		<p><b>3.16 ADVERTISING IN/ON HACKNEY CARRIAGE AND PRIVATE HIRE VEHICLES</b></p>

<p>To be used when deciding whether to give consent to a Hackney Carriage licence holder for a request to advertise on the exterior or interior of a hackney carriage in accordance with Condition 11 of the licence.</p> <p>Also to be used when deciding whether to give consent to a Private Hire Vehicle licence holder for a request to advertise on CCTV Screens or a Security Screen in accordance with Condition 13 of the licence.</p> <p>Consent will not normally be given for an application by a licence holder for advertising in the following circumstances:</p> <ul style="list-style-type: none"> <li>• If the proposed advert does not comply with the current Advertising Code of Practice.</li> <li>• If the proposed advert is unlawful.</li> <li>• If the proposed advert is made of material which would obscure the driver's view.</li> <li>• If the proposed advert depicts text or images comprising or promoting the following: Political, ethical or religious messages, Sexual content, Nudity or indecent material or content, Illegal drugs, Alcoholic drinks, (but not anti 'drink-drive' messages).</li> </ul> <p>Each case will be considered on its own merits. The use of adverts on hackney carriages is controlled and enforced by condition number 11 of the hackney carriage licence, which states:</p>		<p>To be used when deciding whether to give consent to a Hackney Carriage or Private Hire licence holder for a request to advertise on the exterior or interior.</p> <p>Advertising will not be permitted without the express consent of the Taxi Licensing Office. Consent will not normally be given for an application by a licence holder for advertising in the following circumstances:</p> <ul style="list-style-type: none"> <li>• If the proposed advert does not comply with the current Advertising Code of Practice.</li> <li>• If the proposed advert is <b>not legally compliant</b>.</li> <li>• If the proposed advert would obscure the driver's view.</li> <li>• <b>If the proposed advert contains inappropriate text or images including but not limited to: Political</b>, ethical or religious messages, sexual content, nudity or indecent material or content, Illegal drugs, alcoholic drinks, (but not anti 'drink-drive' messages).</li> </ul> <p>Each case will be considered on its own merits. <b>Where the Taxi Licensing Office is unable to give consent for advertising the matters will be placed before the <b>Licensing Management Panel</b> or Licensing Sub Committee for determination.</b></p>
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<p><b><i>‘The licence holder shall not fix or cause to be fixed any roof sign, advertisement or other stickers/lettering without the express consent of the Taxi Licensing Office’.</i></b></p> <p>The use of adverts on Private Hire Vehicles is controlled and enforced by condition number 13 of the Private Hire Vehicle licence, which states <b><i>‘The licence holder shall not fix or cause to be fixed any advertisement or other stickers/lettering without the express consent of the Taxi Licensing Office, except in the case of an Operator’s own choice of roof sign’.</i></b></p> <p><b>Where the Taxi Licensing Office is unable to give consent for advertising the matters will be placed before the Licensing Sub Committee for determination.</b></p>		
<p><b>3.16 LICENCE CONDITIONS APPLICABLE TO PRIVATE HIRE VEHICLE HOLDERS</b></p> <p>This Licence is granted subject to the Local Government (Miscellaneous Provisions) Act 1976 and in addition the following conditions:</p> <p>1) The licence holder shall ensure that any person who drives the licensed vehicle is the holder of a Private Hire Drivers Licence issued by Sandwell Metropolitan Borough Council.</p> <p>2) The licence holder must ensure that the large and small Private Hire plates and how to make a complaint sign, issued by Sandwell Metropolitan Borough Council, are displayed in the following manner:</p>	<p>Updated conditions into a user friendly format and will become an appendix to the policy to be more easily accessed and found on the Council’s website.</p>	<p><b>LICENCE CONDITIONS APPLICABLE TO PRIVATE HIRE VEHICLE <b>LICENCE</b> HOLDERS</b></p> <p><b>The following conditions will be applied to all Private Hire Vehicles:</b></p> <p><b>Notification of Information to Licensing Authority</b></p> <p>1. The licence holder must notify the Licensing Authority within 48 hours of any changes to their name (including trading name), address, telephone number or email address.</p>

<ul style="list-style-type: none"> <li>• The large exterior plate must be securely attached to the rear of the vehicle.</li> <li>• The small interior plate must be displayed inside the vehicle in a position that is clearly visible to all passengers.</li> <li>• All vehicles must display a sign issued by Sandwell Metropolitan Borough Council inside the vehicle informing passengers how and who to make a complaint to and this sign is to be visible at all times the vehicle is available for hire and reward.</li> </ul> <p>3) Upon grant or renewal of the licence, the Licence holder shall ensure that, with effect from 1 September 2015, window stickers supplied by the Council are fixed to the windows of both rear passenger doors at all times that the vehicle is used on the road (even if it is not being used for work).</p> <p>4) The licence holder must ensure that either a roof sign or door signs/stickers or both are displayed on the vehicle. As a minimum, the name and telephone number of the Operator base must be displayed on the signage. All letters and numbers must be at least 1 inch in height and clearly distinguishable.</p> <p>5) The licence holder shall return both Private Hire Vehicle plates, window stickers, and roof-sign if issued by the council, to the Taxi Licensing Office within 7 days of being requested to do so by an Authorised Officer, and in any event, on expiry of the plates/or licence.</p>		<ol style="list-style-type: none"> <li>2. If the operator is a limited company or partnership, change of partners, directors, registered office address or intention to dissolve must be notified to the Licensing Authority within 48 hours.</li> <li>3. If the operator is a limited company or partnership and it is proposed that a new director or partner joins, the new director or partner must provide a basic DBS certificate dated within the last three months to the Licensing Authority for consideration prior to them being appointed or joining the partnership.</li> <li>4. If the operator, directors or partners change their name, they must notify the Licensing Authority and apply for a new DBS certificate declaring their current name and all previous names within 48 hours.</li> <li>5. The licence holder must notify the Licensing Authority within 48 hours of any:</li> </ol>
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<p>6) The licence holder shall permit the vehicle to be inspected by an Authorised Officer of the Council or a Police Officer, at any reasonable time.</p> <p>7) The licence holder shall submit the vehicle for inspection/testing by the Council's nominated testers, when required.</p> <p>8) The licence holder shall ensure that any accident or damage to the licensed vehicle is reported in writing, to the Taxi Licensing Office, within 72 hours.</p> <p>9) The licence holder shall not use the vehicle, if it has been suspended under the provisions of the Local Government (Miscellaneous Provisions) 1976.</p> <p>10) The licence holder shall maintain, at all times when a licence is in force, insurance cover in respect of passenger indemnity (i.e. Private Hire Insurance).</p> <p>11) The licence holder shall ensure that all documentation required for the Private Hire Operator records are available at the operating premises for inspection at all times.</p> <p>12) The licence holder shall provide the current, valid, original insurance document, on demand, to an Authorised Officer of the Council or a Police Officer.</p>		<ul style="list-style-type: none"> <li>a. Arrest, police investigations charge, bail conditions, bail extension summons, convictions (including foreign convictions), caution, warning, voluntary interview or interview under caution, child abduction warning notice, domestic violence prevention order, anti-social behaviour order, immigration penalty, fixed penalty notices or community resolution for any offence. This is applicable both for matters in the UK and overseas.</li> <li>b. A notice of intended prosecution, driving licence points, endorsements and disqualifications.</li> <li>c. Public Service Vehicle (PSV) Operator licence written warning, refusal, suspension or revocation.</li> <li>d. Invitation to attend a licence review or licence refusal, suspension or revocation by any other Licensing Authority. If the other licence is suspended or revoked immediately, Taxi Licensing must be notified immediately.</li> <li>e. Being added to the DBS Children's or Adults' Barred List.</li> <li>f. The vehicle being seized by police.</li> <li>g. Receipt of certificate of good conduct/character</li> </ul>
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<p>13) The licence holder shall not fix or cause to be fixed any advertisement or other stickers/lettering without the express consent of the Taxi Licensing Office, except in the case of an Operator's own choice of roof sign or door signs/stickers.</p> <p>14) The licence holder shall ensure that the number of passengers carried in the vehicle does not exceed that stated in the Licence.</p> <p>15) The vehicle must be operated through a Private Hire Operator licensed by Sandwell MBC. It is illegal to use the vehicle through a Private Hire Operator licensed by another borough.</p> <p>16) If the licence holder moves to a different base he/she must attend the Taxi Licensing Office, within 72 hours, to sign a new declaration confirming details of the Operator through whom the vehicle is being operated.</p> <p>17) The licence holder shall ensure that the vehicle complies with the criteria contained in the Policy, throughout the currency of the Licence.</p> <p>18) The licence holder shall ensure that the Vehicle Transfer Procedure contained in the Policy is complied with in every respect.</p> <p>19) The licence holder shall ensure that any roof rack or trailer attached to the vehicle is approved by the Taxi Licensing Office.</p>		<p>The licence holder must make this notification themselves, even if a third party has already notified the Licensing Authority of the information. If the licence holder is a limited company or partnership, full details should be given for any of the above imposed on the company, directors or partners. This is applicable both for matters in the UK and overseas and any information provided should be truthful and accurate.</p> <p>6. The licence holder must report the loss of their plate to the authority within 48 hours and purchase a replacement.</p> <p>7. The licence holder must notify the Licensing Authority as soon as reasonably practicable, and in any case within 72 hours, of the occurrence of any road traffic collision involving the vehicle and complete an accident reporting form.</p> <p>8. The licence holder must return the licence plates to the Licensing Authority when surrendering or within seven days of the licence's expiry.</p> <p>9. The licence holder must submit a copy of the certificate of insurance, covering the vehicle for hire and reward at any point in the licence's duration, to an authorised officer of the Licensing Authority within 48 hours of a request.</p>
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<p>20) The licence holder must ensure that tinted or blacked out windows are not fitted to the vehicle after manufacture and that tint films are not applied to any of the windows in the vehicle.</p> <p>21) The licence holder shall ensure that the Policy is complied with in every respect, during the currency of the Licence.</p> <p>22) The licence holder must inform the Taxi Licensing Office, in writing, within 72 hours, of any change of address and must ensure that all documents e.g. log-book, DVLA licence and insurance certificate are amended to display the new address and produced to the Taxi Licensing Office within 8 weeks of the notification.</p> <p>23) The licence holder shall ensure that nothing is stored or displayed on or in the vehicle without the prior permission of the Taxi Licensing Office. E.g. Flags, Religious Symbols, Christmas Decorations, amplifiers etc.</p> <p>24) The licence holder must ensure that the words Taxi(s), Cab(s), For Hire, or any other terminology that may lead the public to believe that the vehicle is a hackney carriage, are not displayed anywhere on or in the vehicle at any time.</p>		<p>10. The proprietor must submit the licence number of the private hire driver who was authorised and insured to use the vehicle at a specific time(s) to an authorised officer of the Licensing Authority within 48 hours of a request.</p> <p>11. If the vehicle is wheelchair accessible, the licence holder must ensure that anyone driving is properly trained in advance on the safe embarkation, transport and disembarkation of wheelchair users.</p> <p>12. If the vehicle is wheelchair accessible, the licence holder must ensure that they provide up to date information to the council for the public register, to include all operators that invite bookings for the vehicle.</p> <p>13. The licence holder is required to submit to the Licensing Authority, within 48 hours, information as the authority may reasonably consider necessary to determine whether the proprietor remains fit and proper to hold a licence.</p> <p>Maintenance of Vehicle</p> <p>14. The licence holder must ensure that the vehicle is maintained in a safe and roadworthy condition throughout the duration of the licence.</p>
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<p>25) No material alteration or change in the specification, design, condition or appearance of the vehicle shall be made subsequent to the inspection of the vehicle by the Council at any time while the licence is in force and at all times the vehicle shall comply with the specifications of the Council for a licensed private hire vehicle. (Vehicles which have been modified in any way from the manufacturer's standard of construction may not be considered suitable for licensing purposes depending upon the nature of the modification).</p> <p>26) Vehicles must not be fitted with Dual Fuel or 'after market' Liquid Petroleum Gas (LPG) systems unless they have been tested and certified by a recognised UKLPG Association accredited installer. The proprietor must notify the Taxi Licensing Office in writing if their vehicle has a LPG system fitted during the currency of a licence. The notification must be made within 5 working days, and include the production of a certificate referred to above. The vehicle must also appear on the UKLPG register.</p>		<p>15. The licence holder must ensure that the signage required to be displayed by the Licensing Authority on and in the vehicle remains in place and in good condition at all times.</p> <p>16. No material alteration or change in the specification, design, condition or appearance of the vehicle shall be made without the prior consent of the Licensing Authority. Where consent is obtained, the letter of approval must be kept within the vehicle.</p> <p>17. The licence holder must ensure that no signs, flags, mascots, notices, advertisements, plates, marks, numbers, letters, figures, symbols, emblems or devices whatsoever are displayed on, in or from the vehicle.</p> <p>18. No items are to be hung from or attached to the rear-view mirror.</p>
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<p>27) The proprietor/driver employed to drive the vehicle must ensure that the licensed vehicle has a weekly safety check carried out by the proprietor/driver or a person of their choosing. As a minimum this must be a visual check on all lights, oil, water, tyres, mirrors and seat belts. A written record must be made of each safety check, details of faults recorded and remedial action taken. The record must be signed by the person undertaking the safety checks and kept in the vehicle for a minimum of 30 days and then for a further six months by the proprietor. On being so required by a Police Officer or Authorised Officer or Vehicle Examiner the driver must produce, to that officer, the recorded weekly checks kept in the vehicle and the proprietor, on request by that officer, must produce those recorded checks in his/her possession and/or those kept in the vehicle.</p>		<p>19. The licence holder must ensure that the vehicle is equipped to allow the vehicle to be driven safely and legally following a tyre puncture. 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. This includes tyre condition and the minimum tread depth of 2 mm required by Sandwell Council. Tyres must not have been manufactured more than ten years ago.</p> <p>20. Unless an exemption is issued by the Licensing Authority, the private hire vehicle licence plate must be wholly visible and legible, securely and permanently fixed to the rear exterior of the vehicle, without obscuring the vehicle registration plate. Where an exemption is obtained, the exemption letter must be kept within the vehicle.</p> <p>21. The licence holder shall not fix or cause to be fixed any advertisement or other stickers/lettering without the express consent of taxi licensing, except for the Operator's door signs/stickers.</p> <p><b>Additional Private Hire Vehicle Licence Conditions</b></p> <p>22. CCTV in the vehicle is permitted as long as it has been notified to the taxi licensing team and complies with all relevant legislation</p>
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### 3.17 LICENCE CONDITIONS APPLICABLE TO HACKNEY CARRIAGE LICENCE HOLDERS

This licence is granted subject to the Local Government (Miscellaneous Provisions) Act 1976, Town Police Clauses Act 1847 and Public Health Act 1875 and in addition the following conditions:

1) The licence holder shall not cause the vehicle to which this licence relates, to be driven by any person, for any purpose, who does not hold a valid Hackney Carriage Driver's licence, issued by Sandwell Metropolitan Borough Council.  
2) The licence holder must ensure that the large and small Hackney Carriage plates and how to make a complaint sign, issued by Sandwell Metropolitan Borough Council, are displayed in the manner dictated by the Taxi Licensing Office at all times.

- The large exterior plate must be securely attached to the rear of the vehicle.
- The small interior plate must be displayed inside the vehicle in a position that is clearly visible to all passengers.
- All vehicles with licences issued must display a sign inside the vehicle informing passengers how and who to make a complaint to and this sign is to be visible at all times the vehicle is available for hire.

Updated conditions into a user friendly format and will become an appendix to the policy to be more easily accessed and found on the Council's website.

### 3.17 LICENCE CONDITIONS APPLICABLE TO HACKNEY CARRIAGE LICENCE HOLDERS Hackney Carriage Vehicle Conditions of Licence

This licence is granted subject to the Local Government (Miscellaneous Provisions) Act 1976, Town Police Clauses Act 1847 and Public Health Act 1875 and in addition the following conditions:

#### Notification of Information to the Licensing Authority

1. The licence holder must notify the Licensing Authority within 48 hours of any changes to their name (including trading name), address, telephone number or email address and must ensure that all documents e.g. log-book, DVLA licence and insurance certificate are amended to display the new address and are produced to the Licensing Office within 8 weeks of the notification.
2. If the licence holder is a limited company or partnership, change of partners, directors, registered office address or intention to dissolve must be notified to the Licensing Authority within 48 hours.

<p>3) The licence holder shall ensure both Hackney Carriage plates and window stickers are returned to the Taxi Licensing Office within 7 days of being requested to do so by an Authorised Officer, and in any event, on expiry of the plates/or licence.</p> <p>4) From 1 September 2015 upon grant or renewal of the licence, the licence holder shall ensure that window stickers supplied by the Council are fixed to windows of both rear passenger doors at all times that the vehicle is used on the road (even if it is not being used for work).</p> <p>5) The licence holder shall permit the vehicle to be inspected by an Authorised Officer of the Council or a Police Officer, at any reasonable time.</p> <p>6) The licence holder shall submit the vehicle for inspection/testing by the Council's nominated testers, when required.</p> <p>7) The licence holder shall ensure that any accident, involving the licensed vehicle, is reported in writing, to the Taxi Licensing Office, within 72 hours.</p> <p>8) The licence holder shall not cause the vehicle to be used, if it has been suspended under the Local Government (Miscellaneous Provisions) Act 1976.</p> <p>9) The licence holder shall maintain, at all times when a licence is in force, insurance cover in respect of passenger indemnity. (<b>i.e. Hackney Carriage insurance</b>).</p>		<p>3. If the licence holder is a limited company or partnership and it is proposed that a new director or partner joins, the new director or partner must provide a basic DBS certificate dated within the last three months to the Licensing Authority for consideration prior to them being appointed or joining the company/partnership.</p> <p>4. If the licence holder, director or partners change their name, they must notify the Licensing Authority and apply for a new DBS certificate declaring their current and all previous names within 48 hours.</p> <p>5. The licence holder must notify the Licensing Authority within 48 hours of any:</p> <p>a. Arrest, police investigation, charge, bail conditions, bail extension, summons, conviction (including foreign convictions), caution warning, voluntary interview or interview under caution, child abduction warning notice, domestic violence prevention order, anti-social behaviour order, immigration penalty, fixed penalty notices or community resolution order for any offence. This is applicable both for matters in the UK and overseas.</p>
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<p>10) The licence holder shall provide the current, valid, original insurance document, on demand, to an Authorised Officer of the Council or a Police Officer.</p> <p>11) The licence holder shall not fix or cause to be fixed any roof sign, advertisement or other stickers/lettering without the express consent of the Taxi Licensing Office.</p> <p>12) The licence holder shall ensure that the number of passengers carried in the vehicle does not exceed that stated in the Licence</p> <p>13) The licence holder shall ensure that the vehicle complies with the criteria contained in the Policy, throughout the currency of the Licence.</p> <p>14) The licence holder shall ensure that the Vehicle Transfer Procedure contained in the Policy is complied with in every respect.</p> <p>15) The Licence holder must ensure that the interior of the vehicle is plainly visible, at all times, from the outside of the vehicle. Heavily tinted or blacked out windows are therefore not permitted.</p> <p>16) The vehicle must be parked free of the adopted highway at all times when not in use.</p> <p>17) The licence holder shall ensure that the Policy is complied with in every respect, during the currency of the licence.</p>		<ul style="list-style-type: none"> <li>b. A notice of intended prosecution, driving licence points, endorsements or disqualifications.</li> <li>c. Public Service Vehicle (PSV) Operator licence written warning, refusal, suspension or revocation.</li> <li>d. Invitation to attend a licence review or licence refusal, suspension or revocation by another Licensing Authority. If the other licence is suspended or revoked immediately, this Licensing Authority must be notified immediately.</li> <li>e. Addition to the DBS Children's or Adults' Barred List.</li> <li>f. The vehicle is seized by the police.</li> <li>g. Receipt of a further certificate of good conduct.</li> </ul>
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<p>18) The licence holder shall ensure that the taxi meter fitted to the vehicle is always set to the current Sandwell hackney carriage tariff. If the Council changes the hackney carriage tariff the licence holder must produce a meter calibration certificate, confirming the meter has been amended to the new tariff, within 14 days of being requested to do so. Failure to do so may result in the licence being suspended.</p> <p>19) The licence holder must inform the Taxi Licensing Office, in writing, within 72 hours, of any change of address and must ensure that all documents e.g. log-book, DVLA licence and insurance certificate are amended to display the new address and produced to the Taxi Licensing Office within 8 weeks of the notification.</p> <p>20) The licence holder shall ensure that nothing is stored or displayed on or in the vehicle without the prior permission of the Taxi Licensing Office. E.g. Flags, Religious Symbols, Christmas Decorations, amplifiers etc.</p> <p>21) The vehicle may only be used to ply for hire in the borough of Sandwell. It is illegal to ply for hire outside of the borough. Similarly you may only use Hackney Carriage ranks or stands in the borough of Sandwell.</p> <p>22) The licence holder must not use the vehicle to carry out pre-booked journeys predominantly or entirely outside of the borough of Sandwell.</p>		<p>The licence holder must make this notification themselves, even if a third party has already notified the Licensing Authority of the information. This is applicable both for matters in the UK and overseas and where the licence holder has committed an offence overseas, the information they provide should be truthful and accurate. If the licence holder is a limited company or partnership, full details should be given for any of the above imposed on the company, directors or partners.</p> <p>6. The licence holder must report the loss of their plate to the Licensing Authority within 48 hours and purchase a replacement.</p> <p>7. The licence holder must notify the Licensing Authority as soon as reasonably practicable, and in any case within 72 hours of the occurrence of any road traffic collision involving the vehicle. The accident reporting form available on the taxi licensing webpages should be completed and returned to <a href="mailto:taxi_licensing@sandwell.gov.uk">taxi_licensing@sandwell.gov.uk</a></p> <p>8. The licence holder must return the licence plates to the Licensing Authority when surrendering or within seven days of the licence's expiry.</p>
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<p>23) If the licence holder is using the vehicle through a private hire operator, the licence holder must sign a declaration confirming the details of the Operator through whom the vehicle is being operated. If the licence holder moves to a different base he/she must attend the Taxi Licensing Office, within 72 hours, to sign a new declaration confirming details of the Operator through whom the vehicle is being operated.</p> <p>24) No material alteration or change in the specification, design, condition or appearance of the vehicle shall be made subsequent to the inspection of the vehicle by the Council at any time while the licence is in force and at all times the vehicle shall comply with the specifications of the Council for a licensed private hire vehicle. (Vehicles which have been modified in any way from the manufacturer's standard of construction may not be considered suitable for licensing purposes depending upon the nature of the modification).</p>		<p>9. The licence holder must submit a copy of the certificate of insurance, covering the vehicle for hire and reward at any point in the licence's duration, to an authorised officer of the licensing authority within 48 hours of a request.</p> <p>10. The licence holder must ensure that anyone driving is properly trained in advance on the safe embarkation, transport and disembarkation of wheelchair users.</p> <p>11. The licence holder is required to submit to the Licensing Authority, within 48 hours, information as the Licensing Authority may reasonably consider necessary to determine whether the proprietor remains fit and proper to hold the licence.</p> <p><b>Maintenance of Vehicle</b></p> <p>12. The licence holder must ensure that the vehicle is maintained in a safe and roadworthy condition throughout the duration of the licence.</p> <p>13. The licence holder must ensure that the signage required to be displayed by the Licensing Authority on and in the vehicle remains in place and in good condition at all times.</p>
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<p>25) Vehicles must not be fitted with Dual Fuel or 'after market' Liquid Petroleum Gas (LPG) systems unless they have been tested and certified by a recognised UKLPG Association accredited installer. The proprietor must notify the Taxi Licensing Office in writing if their vehicle has a LPG system fitted during the currency of a licence. The notification must be made within 5 working days, and include the production of a certificate referred to above. The vehicle must also appear on the UKLPG register.</p> <p>26) The proprietor/driver employed to drive the vehicle must ensure that the licensed vehicle has a weekly safety check carried out by the proprietor/driver or a person of their choosing. As a minimum this must be a visual check on all lights, oil, water, tyres, mirrors and seat belts. A written record must be made of each safety check, details of faults recorded and remedial action taken. The record must be signed by the person undertaking the safety checks and kept in the vehicle for a minimum of 30 days and then for a further six months by the proprietor. On being so required by a Police Officer or Authorised Officer or Vehicle Examiner the driver must produce, to that officer, the recorded weekly checks kept in the vehicle and the proprietor, on request by that officer, must produce those recorded checks in his/her possession and/or those kept in the vehicle.</p>		<p>14. No material alteration or change in specification, design, condition, appearance of the vehicle shall be made without the prior approval of the Licensing Authority. Where approval is obtained, the letter of approval must be kept within the vehicle.</p> <p>15. No material alteration or change in the specification, design, condition or appearance of the vehicle shall be made subsequent to the inspection of the vehicle by the Council at any time while the licence is in force. Vehicles which have been modified in any way from the manufacturer's standard of construction may not be considered suitable for licensing purposes depending upon the nature of the modification.</p> <p>16. The licence holder must ensure that no signs, flags, mascots, notices, advertisements, plates, marks, numbers, letters, figures, symbols, emblems or devices whatsoever are displayed on in or from the vehicle.</p> <p>17. No items are to be hung or attached to the rear-view mirror.</p>
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		<p>18. The licence holder must ensure that the vehicle is equipped to allow the vehicle to be driven safely and legally following a tyre puncture. 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. This includes tyre condition and the minimum tread depth of 2 mm required by Sandwell Council. Tyres must not have been manufactured more than ten years ago.</p> <p>19. The hackney carriage licence plate must be clearly legible, wholly visible, securely and permanently fixed to the rear exterior of the vehicle, without obscuring the vehicle registration plate. 3D, 4D, ghost or sticker vehicle registration plates are strictly prohibited and will normally result in the revocation of this licence.</p> <p>Contactless payments</p> <p>20. The licence holder shall ensure that passengers are able to make payment via contactless card payment.</p>
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		<p>25. The licence holder shall permit the vehicle to be inspected by an Authorised Officer of the Council or a Police Officer, at any reasonable time.</p> <p>26. The licence holder shall ensure that the number of passengers carried in the vehicle does not exceed that stated in the Licence.</p> <p>27. The licence holder shall ensure that the vehicle complies with the criteria contained in the Policy, throughout the duration of the Licence.</p> <p>28. The use of heavily tinted or blacked out windows or anything that would obscure seeing the inside of the vehicle is not permitted.</p> <p>29. The ramp and wheelchair restraints must be carried in the vehicle at all times and must be marked with the vehicle registration number.</p> <p>30. The licence holder shall ensure that the taxi meter fitted to the vehicle is always set to the current Sandwell hackney carriage tariff, unless a lower rate is being charged. A copy of the current tariff card is to be prominently displayed in the vehicle at all times.</p>
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		<p>31. The vehicle may only be used to 'ply for hire' in the Borough of Sandwell. It is illegal to 'ply for hire' outside of the Borough. Similarly you may only use Hackney Carriage ranks or stands in the Borough of Sandwell.</p> <p>32. Where the vehicle is used for prebooked journeys, the journeys must be predominantly in and around the Borough of Sandwell.</p> <p>33. The licence holder must notify the Licensing Authority in writing of any change of operator through whom he/she works within 48 hours.</p> <p>34. Vehicles must not be fitted with Dual Fuel or 'after market' Liquid Petroleum Gas (LPG) systems unless they have been tested and certified by a recognised UKLPG Association accredited installer. The licence holder must notify the Licensing Office in writing if their vehicle has an LPG system fitted during the duration of a licence. The notification must be made within 5 working days, and include the production of a certificate referred to above. The licence holder must ensure that the vehicle also appears on the UKLPG register.</p>
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<p><b>4 SUPPLEMENTARY VEHICLE TESTING CRITERIA</b></p> <p><b>4.1 EXTERIOR OF VEHICLE</b></p> <p>a) The exterior of the bodywork, the underside of the vehicle and the engine compartment must be in a suitable clean condition to allow for proper inspection of these areas.</p> <p>b) Check the operation of all external door catches and locks to ensure that all doors can be securely closed and easily opened. Check all door seals.</p> <p>c) Check all doors to ensure that they are properly aligned and will close easily.</p> <p>d) Ensure that the door hinges are in good condition allowing free movement of the door.</p> <p>e) Examine operation of check straps to ensure that the doors are restrained when opened.</p> <p>f) Examine the external paintwork for signs of damage, which adversely affects the appearance of the vehicle. The paintwork should be clean, in good condition and consistent and uniform over the whole vehicle. Two-tone colour and transfers are acceptable, provided that they are to the manufacturer's specification and factory fitted from new. See Appendix A picture 9. No advertisements or signs other than the company or operating name shall be displayed in or on the Private Hire Vehicle except where the Licensing Manager has given permission for an advert to be displayed on CCTV screens or a security screen. See Appendix A picture 1. Hackney Carriage Vehicles will be allowed to carry any livery subject to Council approval. Please see Guidance Notes (Page 56).</p>	<p>Criteria updated and removal of Appendix A</p>	<p><b>4 SUPPLEMENTARY VEHICLE TESTING CRITERIA</b></p> <p>Further information on acceptable seating configurations, paintwork, signage, taxi criteria floor coverings etc. can be found on the taxi licensing webpages.</p> <p><b>4.1 EXTERIOR OF VEHICLE</b></p> <p>a) The exterior of the bodywork, the underside of the vehicle and the engine compartment must be in a suitable clean condition to allow for proper inspection of these areas.</p> <p>b) All external door catches and locks must be in working order to ensure that all doors can be securely closed and easily opened. All door seals should be in good condition.</p> <p>c) All doors should be properly aligned and able to close easily.</p> <p>d) Door hinges must be in good condition to allow for free movement of the door.</p> <p>e) Door straps where present should be able to restrain doors safely when opened.</p>
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<p>g) Ensure that the rear boot lid opens and closes, and that the hinges and opening mechanism adequately support the lid when it is in the 'lifted' position and doesn't come into contact with rear screen.</p> <p>h) Check that all lights fitted are in working order.</p> <p>i) After-market tinted or blacked out windows are not acceptable. Tinted and anti-glare, manufacturer fitted only, windows are acceptable. Tint film must not be applied to any windows. Where considered appropriate Limousines and Speciality/Novelty Vehicles may be allowed heavily tinted or blacked out windows in the rear of the vehicle. Please see Guidance Notes (Page 48).</p> <p>j) Ensure that the front and rear bumpers are in good order and are securely fixed to the vehicles. Front Bull Bars are NOT ALLOWED</p> <p>k) Roof racks and box storage only allowed providing the carrier is of an approved type fitted to the roof guttering. It must not be used to carry weight in excess of the manufacturer's recommendation.</p> <p>l) Check that the vehicle has a wing mirror on both sides of the vehicle and that all mirror glass and housing are free of any damage or defects.</p> <p><b>PLEASE NOTE Hackney Carriage Vehicles can display adverts subject to Council approval. Private Hire Vehicles are not allowed to display any advert on the exterior of the vehicle other than the Operator's base name and telephone number.</b></p>		<p>f) <b>External paintwork should not be damaged.</b> The paintwork should be clean, in good condition and consistent and uniform over the whole vehicle. Two-tone colour and transfers are acceptable, provided that they are to the manufacturer's specification and factory fitted from new. No advertisements or signs other than the company or operating name shall be displayed in or on the Private Hire Vehicle except where an Authorised Officer of the Council has given permission for an advert to be displayed on CCTV screens or a security screen. Hackney Carriage Vehicles will be allowed to carry any livery subject to Council approval.</p> <p>g) <b>The rear boot lid must open and close, and the hinges and opening mechanism must adequately support the lid when it is in the 'lifted' position and not touch the rear screen.</b></p> <p>h) <b>All</b> lights fitted <b>must be in</b> working order.</p> <p>i) After-market tinted or blacked out windows are not acceptable. Tinted and anti-glare, manufacturer fitted only, windows are acceptable. Tint film must not be applied to any windows.</p> <p>j) <b>Front and rear bumpers must be in good order and be securely fixed to the vehicle. Front Bull Bars are not permitted.</b></p>
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#### 4.2 EXTERIOR OF VEHICLE - REASONS FOR FAILURE

- a) Contamination preventing proper inspection. (If the vehicle is in a dirty condition the test will not be carried out).
- b) Defective door catches which prevent a door opening and closing properly. (The vehicle will fail the test where defects in a door seal are considered to be likely to cause rain penetration, excessive draught and excessive road noise inside the vehicle or represent a trip hazard to users of the vehicle).
- c) Poorly fitted doors to vehicle.
- d) Defective door hinges
- e) Check straps that prevent the doors from opening fully or does not retain the door in its open position.
- f) Corrosion or damage to the vehicle body or structure, which adversely affects the appearance and / or safety of the vehicle. (Engineers certification may be required to satisfy the vehicle examiner that the repairs have been properly carried out).  
Generally poor damaged paintwork to the vehicle. (Taxi Licensing Office to be consulted if required).  
Two-tone paintwork, which is not to manufacturer's specification. Please see Appendix A picture examples 9. Any advertisements found on or in a Private Hire Vehicle or Hackney Carriage Vehicle that have not been approved. **PLEASE SEE NOTES BELOW.**
- g) Worn hinges to boot lid, defective boot lock, and weak or defective boot opening device.

k) Roof racks and box storage **are** only allowed providing the carrier is of an approved type fitted to the roof guttering. It must not be used to carry weight in excess of the manufacturer's recommendation.

l) **Wing mirrors must be present on both sides of the vehicle and all mirror glass and housing should be free of any damage or defects.**

**PLEASE NOTE Hackney Carriage Vehicles can display adverts subject to Council approval. Private Hire Vehicles are not allowed to display any advert on the exterior of the vehicle other than the Operator's base name and telephone number.**

<p>h) Inoperable or inefficient reversing or front fog lights. (Lights may be inefficient intensity when incorrect bulbs have been fitted. Any lamp fitted must work correctly and be properly aligned).</p> <p>i) Heavily tinted or blacked out windows on vehicles that do not have appropriate authorisation. Tint film. Please see guidance notes (Page 75).</p> <p>j) Damaged or inadequately secured front or rear bumpers. Bull Bars Fitted.</p> <p>k) Carrier/roof box not of an approved type. Carrier/roof box not fitted correctly to the roof guttering. Carrier/roof box insecure.</p> <p>l) Missing mirrors or any damage or defects to mirrors.</p> <p><b>PLEASE NOTE Hackney Carriage Vehicles can display adverts subject to Council approval. Private Hire Vehicles are not allowed to display any advert on the exterior of the vehicle other than the Operator's base name and telephone number.</b></p>		
<p><b>4.3 TAXI SIGNS, PRIVATE HIRE ROOF SIGNS AND LICENCE PLATES</b></p> <p>a) Inspect the vehicle licence plate fixed to the rear of the vehicle for signs of damage or excessive wear, and ensure that the licence details/numbers are clearly legible, and not obscured by tow bars etc.</p> <p>b) Examine the plate fixing to the vehicle to ensure that it is securely fixed. Ensure that the plate is securely fixed in a prominent position to the external rear bodywork of the vehicle, (provision normally allotted).</p>	<p>Guidance has been updated</p>	<p><b>4.2 TAXI SIGNS, PRIVATE HIRE ROOF SIGNS AND LICENCE PLATES</b></p> <p>a) <b>The large vehicle licence plate must be securely fixed in a prominent position to the rear exterior/bodywork of the vehicle. It should not show any signs of damage or excessive wear. The licence details/numbers must be clearly legible, and not obscured by tow bars etc.</b></p>

c) Private Hire Operators will decide if vehicles working through their company are required to display a roof sign supplied by the operator. If a roof sign is displayed it must be capable of illumination at night. The roof sign must display the operator base name on the front and the base telephone number on the rear.

d) Private Hire Vehicles that do not display a roof sign are required to display door magnets, door stickers or sign writing applied to both sides of the vehicle displaying the name and telephone number of the operator. Letters and numbers should be at least 1 inch in height and clearly distinguishable.

e) All hackney carriages must display a permanently fixed 'TAXI' bubble light which is integrated into the roof of the vehicle. The rear casing of the taxi bubble light must match the paintwork on the vehicle. The front of the bubble light must be able to be illuminated and must display the word 'TAXI' in black lettering on an amber or orange coloured lens.

**4.4 TAXI SIGNS, PRIVATE HIRE ROOF SIGNS, & LICENCE PLATES - REASONS FOR FAILURE**

a) A plate that does not conform to the Council's standards affixed to the vehicle. A plate, which is damaged or has lettering which, is not clearly legible or obscured by a tow bar.

b) Insecure plate fixing.

c) Private hire vehicle's roof sign is cracked, broken or does not fully illuminate. The roof sign does not display the operator base name on the front and the base telephone number on the rear.

b) Private Hire Vehicles are required to display door magnets, door stickers or sign writing applied to both sides of the vehicle displaying the name and telephone number/app details of the operator they are working for. Letters and numbers should be at least 1 inch in height and clearly distinguishable.

c) All hackney carriages must display a permanently fixed 'TAXI' bubble light which is integrated into the roof of the vehicle. The rear casing of the taxi bubble light must match the paintwork on the vehicle. The front of the bubble light must be able to be illuminated and must display the word 'TAXI' in black lettering on an amber or orange coloured lens.

d) The small internal plate should be displayed in the front left hand side of windscreen of the vehicle with the "dayglow" side pointing inwards. The internal plate should be placed so that it does not obscure the driver's vision.

e) Complaint and vehicle number signs should be displayed inside the rear compartment of the vehicle on the side windows with the licence number facing outwards.

e) 3D, 4D gel plates, sticker and stealth vehicle registration plates are not permitted.

<p>d) Any Private Hire Vehicle that is not displaying either a roof sign or door magnets/sign writing/self-adhesive stickers displaying the name and telephone number of the operator. Letters and numbers should be at least 1 inch in height and clearly distinguishable.</p> <p>e) Absence of 'TAXI' bubble light or the taxi bubble light is detachable. The bubble light is cracked, broken, or does not fully illuminate. The taxi bubble light is poorly painted or does not match the colour of the rest of the vehicle. The lens is not amber or orange in colour. The taxi sign is a rectangular magnetic roof sign resembling those fitted to private hire vehicles.</p>		
<p><b>4.5 TYRES AND SPARE WHEEL</b></p> <p>a) Examine the tyres for signs of damage or excessive wear, and ensure that each tyre has a minimum tread depth of 2mm across the central <math>\frac{3}{4}</math> of the tread around the complete circumference of the tyre. Advice to be given when tyres are at 3mm.</p> <p>b) It is acceptable for the wording 'Taxi' to be embossed onto the tyres of Hackney Carriages.</p> <p>c) All four wheels (Inc alloys) must be of the same design including alloy wheel centre discs. Vehicles without alloys must have wheel trims fitted. All wheel trims must be matching, free of cracks and missing pieces, and securely fixed.</p>	<p>Guidance has been updated</p>	<p><b>4.3 TYRES AND SPARE WHEEL</b></p> <p>a) Tyres must not show signs of damage or excessive wear, and each tyre must have a minimum tread depth of 2mm across the central <math>\frac{3}{4}</math> of the tread around the complete circumference of the tyre. Advice to be given when tyres are at 3mm.</p> <p>b) It is acceptable for the wording 'Taxi' to be embossed onto the tyres of Hackney Carriages.</p> <p>c) All four wheels (Inc alloys) must be of the same design including alloy wheel centre discs. Vehicles without alloys must have wheel trims fitted. All wheel trims must be matching, free of cracks and missing pieces, and securely fixed.</p>

<p>d) All vehicles (Except LPG converted vehicles – <b>PLEASE SEE NOTES BELOW</b>) must carry either a full sized spare wheel or have the original manufacturers space saver wheel which should carry the marking on either the tyre or wheel rim <b>‘Maximum speed 50 MPH’</b>. Space saver wheel must not be fitted to the vehicle at the time of test. It is acceptable for a vehicle to carry a tyre sealant instead of a spare wheel or space saver only if that is how the vehicle was manufactured.</p> <p>e) All four tyres fitted on the vehicle must be of the same size and specification. The spare wheel must be of the same size and specification. Some vehicles may have different sized tyres fitted to the front axle compared to that at the back axle. In these circumstances it is acceptable to carry an appropriate tyre sealant.</p> <p>f) Examine the presence of a jack and wheel brace provided with the vehicle to ensure that they are in good condition. Locking wheel nut adapter to be present at the time of test.</p> <p>g) Examine the presence of an appropriate and adequate tyre sealant that is suited to the size and type of tyre fitted on that vehicle.</p> <p>h) Tyre Sealant must be in good clean condition and within the expiry date, if applicable. The vehicles registration number must be permanently marked on the tyre sealant.</p>		<p>d) All vehicles (Except LPG converted vehicles – <b>PLEASE SEE NOTES BELOW</b>) must carry either a full sized spare wheel or have the original manufacturers space saver wheel which should carry the marking on either the tyre or wheel rim <b>‘Maximum speed 50 MPH’</b>. Space saver wheel must not be fitted to the vehicle at the time of <b>any vehicle</b> test. It is acceptable for a vehicle to carry a tyre sealant instead of a spare wheel or space saver only if that is how the vehicle was manufactured, <b>or if the vehicle has been converted to LPG</b>.</p> <p>e) All four tyres fitted on the vehicle must be of the same size and specification. The spare wheel must be of the same size and specification. Some vehicles may have different sized tyres fitted to the front axle compared to that at the back axle. In these circumstances it is acceptable to carry an appropriate tyre sealant.</p> <p>f) <b>All vehicles must carry a jack, wheel brace and locking wheel nut adaptor which must be in good condition.</b></p> <p>g) <b>Appropriate and adequate tyre sealant that is suited to the size and type of tyre fitted on that vehicle must be carried in the vehicle at all times.</b></p> <p>h) Tyre Sealant must be in good clean condition and within the expiry date, if applicable. The vehicles registration number must be permanently marked on the tyre sealant.</p>
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**PLEASE NOTE** Vehicles that have been converted to LPG will not be expected to carry either a full size spare wheel or a manufacturer's space saver wheel. However, they will be required to carry an appropriate and adequate tyre sealant made available for inspection at the time of the test to suit the size and type of tyre fitted on that vehicle and the tyre sealant must be in date.

#### 4.6 TYRES AND SPARE WHEELS - REASONS FOR FAILURE

- a) Damaged, worn or substandard or otherwise illegal tyres. Tread depth below 2mm. Advice to be given if tyre is between 2mm and 3mm.
- b) Taxi tyres on vehicles, which are not hackney carriages.
- c) All four wheels not of the same design. Missing, damaged or mis-matched wheel trims, missing centre discs on alloy wheels.
- d) No spare wheel. Space saver wheel not to manufacturer's specification and not clearly marked. In the case of vehicles manufactured with a tyre sealant, the vehicle will fail if the tyre sealant is not present, suitable or out of date.
- e) Tyre(s) found not to be of the same size or specification on the same axle.
- f) Failure to provide a suitable jack and/or wheel brace with the vehicle. Jack/wheel brace in poor condition. Locking wheel nut adapter not present.

i) Tyres must be less than 10 years old based on date of manufacture. The date of manufacture that is displayed on the sidewall of the tyre determines the date with the first two digits of the code representing the week of production during the year from 1 to 52 and the second two digits representing the year of manufacture. As an example, the picture below shows a tyre that was manufactured in week 40 in 2020:



<p>g) Failure to provide an appropriate and adequate tyre sealant that is suited to the size and type of tyre fitted to that vehicle.</p> <p>h) Date on tyre sealant expired or in a poor condition. Registration number not permanently marked on tyre sealant.</p> <p><b>PLEASE NOTE Vehicles that have been converted to LPG will not be expected to carry either a full size spare wheel or a manufacturer's space saver wheel. However, they will be required to carry an appropriate and adequate tyre sealant made available for inspection at the time of the test to suit the size and type of tyre fitted on that vehicle and the tyre sealant must be in date.</b></p>		
<p><b>4.7 BOOT (includes area behind rear seats in MPV's and Minibuses)</b></p> <p>a) Examine the interior for evidence of damage, corrosion or water ingress.</p> <p>b) Examine the boot floor covering to ensure that it is in good condition and that it offers adequate area for luggage carrying as well as protection to luggage from getting soiled.</p> <p>c) Examine the interior of the boot for accumulation of dirt, dust, grease, litter etc. or staining of any surface with which luggage may come into contact.</p> <p>e) The boot must be empty at all times however items can be stored under the boot floor covering where suitable space exists.</p>	<p>Guidance has been updated</p>	<p><b>4.4 BOOT (includes area behind rear seats in MPV's and Minibuses)</b></p> <p>a) <b>The vehicle interior should not be damaged or show signs of corrosion or water ingress.</b></p> <p>b) <b>The boot floor covering should be in good condition and offer an adequate area for luggage carrying as well as protection to luggage from getting soiled.</b></p> <p>c) <b>The interior of the boot should be clear of dirt, dust, grease, litter etc. or staining of any surface with which luggage may come into contact.</b></p> <p>e) <b>The boot must be empty at all times.</b>  <b>However,</b> items can be stored under the boot floor covering where suitable space exists.</p>

<p><b>PLEASE NOTE SOME VEHICLES THAT HAVE BEEN CONVERTED TO RUN ON LPG MAY NOT HAVE ADEQUATE LUGGAGE CARRYING SPACE. THIS IS ACCEPTABLE.</b></p> <p>4.8 BOOT (includes area behind rear seats in MPV's and Minibuses) - REASONS FOR FAILURE</p> <p>a) Damage or corrosion to the floor of the boot, inner wing panels or lid.</p> <p>b) Excessive wear, damage or staining to the boot floor covering.</p> <p>c) Accumulations of dirt, grease, rubbish etc., in the boot which could soil or damage luggage stored therein.</p> <p>d) The boot (above the boot floor covering) is not empty.</p> <p><b>PLEASE NOTE SOME VEHICLES THAT HAVE BEEN CONVERTED TO RUN ON LPG MAY NOT HAVE ADEQUATE LUGGAGE CARRYING SPACE. THIS IS ACCEPTABLE.</b></p>		<p><b>PLEASE NOTE SOME VEHICLES THAT HAVE BEEN CONVERTED TO RUN ON LPG MAY NOT HAVE ADEQUATE LUGGAGE CARRYING SPACE. THIS IS ACCEPTABLE.</b></p>
<p><b>4.9 ENGINE COMPARTMENT</b></p> <p>a) Inspect for excessive oil leaks. Check that any leakage of oil is within reasonable limits considering the age, mileage and service record of the vehicle.</p> <p>b) Where visible ensure that the radiator is properly secured to the vehicle and check for leaks.</p> <p>c) Where visible inspect all cooling system hoses visible in the engine compartment for leaks.</p> <p>d) Where visible Check all fluid levels are adequate.</p> <p>4.10 ENGINE COMPARTMENT - REASONS FOR FAILURE</p>	<p>Guidance has been updated</p>	<p><b>4.5 ENGINE COMPARTMENT</b></p> <p>a) There should not be any excessive oil leaks. Any leakage of oil should be within reasonable limits considering the age, mileage and service record of the vehicle.</p> <p>b) The radiator must be properly secured in the vehicle and free from leaks.</p> <p>c) All cooling system hoses visible in the engine compartment should be free from leaks.</p> <p>d) All fluid levels must be adequately filled.</p>



<p>a) Excessive oil leaks which are liable to cause a smell through burning or likely to contaminate the road surface.</p> <p>b) A leaking or inadequately secured radiator</p> <p>c) Leaking and significantly worn or deteriorated hoses not secured that it is likely to chafe to cause premature failure.</p> <p>d) Any fluid level is inadequate.</p>		
<p><b>4.11 CLUTCH AND TRANSMISSION</b></p> <p>a) Test the clutch for satisfactory operation.</p> <p>b) Where visible inspect the clutch/gear change linkage for undue wear.</p> <p>c) Where visible inspect the clutch hydraulic system and cylinders.</p> <p>d) Test gearbox mountings for security. Check that any gearbox oil leakage is within reasonable limits considering the age, mileage and service record of the vehicle.</p> <p>e) Inspect rear axle for oil leaks. Check that any leakage of rear axle oil is within reasonable limits considering the age, mileage and service record of the vehicle.</p> <p><b>4.12 CLUTCH AND TRANSMISSION - REASON FOR FAILURE</b></p> <p>a) Clutch judder, grab or slipping outside normal limits.</p> <p>b) Linkages are so worn that they are likely to fail.</p> <p>c) Undue corrosion and leaks.</p> <p>d) Mountings corroded/contaminated as likely to fail, leaking oil that is liable to cause a smell through burning or contaminate the road surface.</p>	<p>Guidance has been updated</p>	<p><b>4.6 CLUTCH AND TRANSMISSION</b></p> <p>a) The clutch must be operational.</p> <p>b) The clutch/gear change linkage where visible should not show signs of undue wear.</p> <p>c) The clutch, hydraulic system and cylinders must all be operational.</p> <p>d) Gearbox mountings must be secure. Any leakage of gearbox oil should be within reasonable limits considering the age, mileage and service record of the vehicle.</p> <p>e) The rear axle should not have excessive oil leaks. Any leakage of rear axle oil should be within reasonable limits considering the age, mileage and service record of the vehicle.</p>

e) Liable to cause a smell through burning or contaminate the road surface.		
<b>4.13 STEERING/SUSPENSION</b> a) Specially modified or lowered suspension that does not conform to manufacturer's specification is not allowed. b) Steering wheels that do not conform to the manufacturer's specification are not allowed. <b>4.14 STEERING/SUSPENSION REASONS FOR FAILURE</b> a) Where a suspension has been lowered that it gives passengers an uncomfortable or hard ride. b) Where a steering wheel has been fitted incorrectly or that it affects the control or manoeuvrability of the vehicle.	Guidance has been updated	<b>4.7 STEERING/SUSPENSION</b> a) Specially modified or lowered suspension that does not conform to manufacturer's specification is not allowed. b) Steering wheels that do not conform to the manufacturer's specification are not allowed.
<b>4.15 INTERIOR OF VEHICLE</b> a) Inspect the seats (including driver's seat) and upholstery for general condition. Check that all seats, upholstery trim and carpets are clean, odourless, sound and not stained. Check for holes and tears. Check there are no sharp edges, which would be likely to cause injury or damage to the driver or passengers. Check roof lining for dirt, holes, missing parts. <b>Car seat covers may be installed in the vehicle but they must be removed prior to the vehicle test in order that the seats can be fully inspected.</b> b) Remove any loose mats from the floor and examine the carpets for signs of water leakage or water ingress. Ensure mats and carpets are free of tears or holes.	Guidance has been updated	<b>4.8 INTERIOR OF VEHICLE</b> a) <b>The seats (including driver's seat) and upholstery must be in good condition and seats, upholstery trim and carpets should be clean, odourless, and free from rips, stains and tears. There should be no sharp edges on seats, which would be likely to cause injury or damage to the driver or passengers. Roof lining should be clean, free from holes, and not have any missing parts. Car seat covers may be installed in the vehicle but they must be removed prior to the vehicle test in order that the seats can be fully inspected.</b>

<p>c) Check each of the passenger seats within the vehicle to ensure that all the squab cushions and backrests are in good condition and offer proper support to the passenger.</p> <p>d) Check that courtesy lights are fitted and working correctly.</p> <p>e) Examine the interior rear view mirror and ensure that it is securely fixed, clear and no ornamental objects hanging from the bracket.</p> <p>f) Ensure heaters and demisters are adequately working.</p> <p>g) Examine the brake and clutch pedal anti slip rubber pedal covers for signs of excessive wear.</p> <p>h) Check that all seat belts and clasps (including covers) are free from defects.</p> <p>i) Check that there are no broken or missing parts inside the vehicle. E.g. Broken door handles, window winders, speaker covers, air vents, grab handles, door trims.</p> <p>j) Check the condition of all windows. Check the operation of all windows ensuring that they can be fully lowered and raised easily. (Exceptions are in the case of safety of the passengers).</p> <p>k) Check the operation of all the door release catches to ensure that the doors can be easily opened from within the vehicle.</p> <p>l) Check that all childproof locks are working correctly.</p> <p>m) Check to ensure that the dash and panel lights are working so that they illuminate instrument and dials.</p>		<p>b) Carpets and mats should be in good condition and not show signs of water leakage or water ingress and must be free of tears or holes.</p> <p>c) The passenger seats within the vehicle including the squab cushions and backrests must be in good condition and offer proper support to the passenger.</p> <p>d) All courtesy lights must be fitted and working correctly.</p> <p>e) The interior rear-view mirror should be securely fixed, clear and with no ornamental objects hanging from the bracket.</p> <p>f) All heaters and demisters must be working.</p> <p>g) The brake and clutch pedal anti slip rubber pedal covers should not show signs of excessive wear.</p> <p>h) All seat belts and clasps (including covers) must be free from defects and fully operational.</p> <p>i) There should be no broken or missing parts inside the vehicle. E.g. Broken door handles, window winders, speaker covers, air vents, grab handles, door trims etc.</p> <p>j) All opening windows should be fully operational and capable of being fully lowered/opened and raised/closed easily.</p> <p>k) All door release catches should be fully operational and capable of being easily opened from within the vehicle.</p> <p>l) All childproof locks should be fully functioning.</p>
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<p>n) Ensure that all panel warning lights extinguish when the engine is running.</p> <p>o) Any ramp provided with the vehicle to assist disabled passengers must be present and clearly marked with the registration number of the vehicle.</p> <p>p) Check that a suitable First Aid Kit and Fire Extinguisher are present and have been permanently marked with the vehicles registration number.</p> <p>q) All Hackney Carriage and Private Hire Vehicles must display a 'No Smoking' sign in a prominent position in each compartment of the vehicle in which people can be carried. The signs must show the international 'No Smoking' symbol at least 70mm in diameter. See Guidance Notes (Page 44) and notes below</p> <p><b>It is recommended that for most standard Hackney Carriage and Private Hire Vehicles <u>two</u> signs are sufficient to comply with these requirements.</b></p> <p>4.16 INTERIOR OF VEHICLE - REASONS FOR FAILURE</p> <p>a) A vehicle, which is in dirty condition with accumulation of dust, litter, debris etc., or staining to carpets or upholstery (unacceptable smells of vomit, food or other contaminants). Seats which are dirty, torn or holed. Floor that is not covered by adequate carpets or mats. Carpet is so badly worn that it is likely to cause a danger to passengers. Roof lining is dirty or torn. Missing grab handles. Holes in roof due to missing parts.</p>		<p>m) <b>All dash and panel lights must be working so that they illuminate instruments and dials.</b></p> <p>n) <b>All panel warning lights must</b> extinguish when the engine is running.</p> <p>o) Any ramp provided with the vehicle to assist disabled passengers must be present and clearly marked with the registration number of the vehicle.</p> <p>p) <b>If the vehicle is a wheelchair accessible vehicle, all wheelchair harnesses/restraints must be present, be capable of being securely attached to the anchorage points and clearly and permanently marked with the vehicle registration number.</b></p>
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<p>b) Evidence of water leakage or water ingress into the vehicle from either rainwater penetration or leaking coolant from vehicle heater system.</p> <p>c) Loose seating, inadequate padding. Upholstery which is in poor condition and /or offers poor support to passengers.</p> <p>d) Faulty interior light fittings.</p> <p>e) A loose, damaged or missing rear view mirror.</p> <p>f) Defective heater/windscreen demister (controls that cannot be adjusted from cold to hot and fan assistance does not function).</p> <p>g) The anti-slip rubber pedal covers are missing, incomplete, loose, worn smooth or to the metal.</p> <p>h) Damaged seat belts or seat belt clasps.</p> <p>i) Broken or missing parts inside the vehicle. E.g. Broken door handles, window winders, speaker covers, air vents, grab handles, door trims.</p> <p>j) Window winder/slides that do not allow windows to be easily lowered/raised or slide.</p> <p>k) Ineffective interior door release catches.</p> <p>l) Ineffective child proof locks (doors still opening when locks activated).</p> <p>m) Dash and instrument panel not illuminated.</p> <p>n) Warning lights still visible when engine running. Any Red lights will result in a licence being refused/suspended. Any Yellow/Amber lights will result in the applicant/licence holder being allowed time to rectify the problem.</p> <p>o) Missing ramps or ramp not marked with vehicle registration number.</p>		
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<p>p) First Aid Kit and/or Fire Extinguisher missing, inadequate, dirty or not permanently marked with the vehicles registration number.</p> <p>q) 'No Smoking' signs are not present or found to not be in a prominent position in each compartment of the vehicle in which people can be carried. The diameter of international no-smoking sign is less than 70mm.</p> <p>See Paragraph 3.7 Window Stickers and notes below.</p> <p><b>It is recommended that for most standard Hackney Carriage and Private Hire Vehicles <u>two</u> signs are sufficient to comply with these requirements.</b></p>		
<p><b>4.17 WHEELCHAIR ACCESSIBLE TAXIS – ADDITIONAL CRITERIA</b></p> <p>a) In the case of new applications for converted vehicles. The vehicle must be black in colour.</p> <p>b) The vehicle must have side-loading wheel chair access on the near side (kerb side) of the vehicle.</p> <p>c) There must be sufficient space between the front of the rear seat and the partition for a wheelchair to turn.</p> <p>d) A means to secure both the chair and the wheelchair occupant must be provided and found to be in good working order. The wheel chair restraints must be permanently marked with the vehicles registration number.</p> <p>e) Appropriate ramps must be carried within the vehicle at all times and must be permanently marked with the registration number of the vehicle.</p>	<p>Guidance has been updated</p>	<p><b>4.9 WHEELCHAIR ACCESSIBLE TAXIS – ADDITIONAL CRITERIA</b></p> <p>a) In the case of new applications for converted vehicles, the vehicle must be black in colour. Purpose built hackney carriages can be any colour.</p> <p>b) The vehicle must have side-loading wheelchair access on the near side (kerb side) of the vehicle.</p> <p>c) There must be sufficient space in the passenger compartment for a wheelchair to turn.</p>

<p>f) Check for condition of belts, buckles, ramps and any associated fittings.</p> <p>g) All hackney carriages must display a permanently fixed 'TAXI' bubble light which is integrated into the roof of the vehicle. The rear casing of the taxi bubble light must match the paintwork on the vehicle. The front of the bubble light must be able to be illuminated and must display the word 'TAXI' in black lettering on an amber or orange coloured lens.</p> <p>h) All hackney carriages must be full hackney carriage specification. They must have a fully sealed bulkhead which separates the driver compartment from the passenger compartment. The second row of seats must fold completely upright against the bulkhead.</p> <p>i) The vehicle must have yellow high-visibility grab handles to aid passengers when entering or exiting the vehicle.</p> <p>j) Stickers displaying the word 'TAXI' in yellow lettering must be displayed on all sides of the exterior of the vehicle. The lettering must be at least 3 inches in height and clearly distinguishable. (Not required for Purpose Built London Style Cabs).</p> <p><b>4.18 WHEELCHAIR ACCESSIBLE TAXIS REASONS FOR FAILURE</b></p> <p>a) The vehicle is not Black in colour (New applications for converted vehicles only).</p> <p>b) The vehicle does not have side-loading wheelchair access on the near side (kerb side) of the vehicle.</p>		<p>d) Restraints to secure both the chair and the wheelchair occupant must be provided and <b>kept</b> in good working order. The wheelchair restraints must be permanently marked with the vehicle's registration number, <b>and be kept in the vehicle at all times.</b></p> <p>e) Appropriate ramps must be carried within the vehicle at all times and must be permanently marked with the registration number of the vehicle.</p> <p>f) <b>All belts, buckles, ramps and any associated fittings must be maintained in good working order.</b></p> <p>g) All hackney carriages must display a permanently fixed 'TAXI' bubble light which is integrated into the roof of the vehicle. The rear casing of the taxi bubble light must match the paintwork on the vehicle. The front of the bubble light must be able to be illuminated and must display the word 'TAXI' in black lettering on an amber or orange coloured lens.</p> <p>h) All hackney carriages must have a fully sealed bulkhead which separates the driver compartment from the passenger compartment. The second row of seats must fold completely upright against the bulkhead.</p> <p>i) The vehicle must have yellow high-visibility grab handles to aid passengers when entering or exiting the vehicle.</p>
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<p>c) Insufficient space between the front of the rear seat and the partition for a wheelchair to turn.</p> <p>d) No means of securing the chair and occupant to the vehicle, or present but not in good working order, or not permanently marked with vehicles registration number.</p> <p>e) Ramps not carried on the vehicle and not permanently marked with the vehicle registration number or plate number.</p> <p>f) Belts frayed, damaged or inoperative locking mechanisms. Ramps not structurally sound.</p> <p>g) Absence of 'TAXI' bubble light or the taxi bubble light is detachable. The bubble light is cracked, broken, or does not fully illuminate. The taxi bubble light is poorly painted or does not match the colour of the rest of the vehicle. The lens is not amber or orange in colour. The 'TAXI' lettering on the bubble light lens is not black in colour. The taxi sign is a rectangular magnetic roof sign resembling those fitted to private hire vehicles.</p> <p>h) The vehicle has not been converted to full hackney carriage specification. The interior does not resemble a London-Style Taxi. Missing or partial bulkhead. The driver compartment is not separated from the passenger compartment. The second row of seats does not fold completely upright and flush against the bulkhead or the springs are broken on the hinges and the seat does not return to an upright position.</p>		<p>j) Stickers displaying the word 'TAXI' in yellow lettering must be displayed on all sides of the exterior of the vehicle. The lettering must be at least 3 inches in height and clearly distinguishable. (Not required for Purpose Built London Style Cabs).</p>
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<p>i) The vehicle does not have yellow high-visibility grab handles to aid passengers when entering or exiting the vehicle.</p> <p>J) The vehicle does not have stickers displaying the word 'TAXI' in yellow lettering displayed on all sides of the exterior of the vehicle. The lettering must be at least 3 inches in height and clearly distinguishable. (Not required for London Style Cabs).</p>		
<p><b>4.19 LPG FUEL</b></p> <p>a) A certificate of conformity in line with the Code of Practice of the LPG Gas Association Regulations must be provided at the time of test. Certificate issued must be from a UKLPG approved garage. Please see sample certificate Appendix A, picture 2.</p> <p>b) Check security and condition of fuel pipes. All LPG vehicles must undergo an annual service or safety check by a UKLPG approved installer every twelve months. A UKLPG annual service report or safety certificate, dated within the last twelve months, must be produced on each vehicle application.</p> <p><b>PLEASE NOTE - SOME UKLPG CERTIFICATES MAY VARY AND MAY NOT BE EXACTLY IN THE SAME FORMAT AS SHOWN IN THE EXAMPLE IN APPENDIX A, PICTURE 2. AS LONG AS THE CERTIFICATE HAS BEEN ISSUED BY A UKLPG APPROVED GARAGE IT CAN BE ACCEPTED.</b></p>	<p>Guidance has been updated</p>	<p><b>4.10 LPG FUEL</b></p> <p>a) <b>A certificate of conformity in line with the Code of Practice of the LPG Gas Association Regulations must be provided for all installations. The certificate</b> issued must be from a UKLPG approved garage in line with the code of practice of the UKLPG Association Regulations.</p> <p>b) <b>All of fuel pipes must be maintained in good condition.</b> All LPG vehicles must undergo an annual service or safety check by a UKLPG approved installer every twelve months. A UKLPG annual service report or safety certificate, dated within the last twelve months, must be produced on each vehicle application. <b>Reference to brand new LPG vehicles removed as no longer being made and many garages are getting rid of LPG in favour of electric chargers</b></p>

**IF A VEHICLE HAS HAD A NEW GAS CONVERSION FITTED, A CERTIFICATE MUST BE PRODUCED SHOWING THAT IT HAS BEEN INSTALLED BY A UKLPG APPROVED GARAGE AND IN LINE WITH THE CODE OF PRACTICE OF THE UKLPG ASSOCIATION REGULATIONS.**

**ALL BRAND NEW VEHICLES WITH FACTORY FITTED LPG GAS CONVERSIONS WILL NOT BE REQUIRED TO PRODUCE A UKLPG GAS CERTIFICATE DURING ITS FIRST YEAR OF PLATING BUT THEY MUST BE ENTERED ON THE UKLPG VEHICLE REGISTER. AFTER THE FIRST YEAR THE LICENCE HOLDER MUST PRODUCE A SAFETY CHECK CERTIFICATE OR AN ANNUAL SERVICE REPORT CARRIED OUT BY A UKLPG APPROVED GARAGE FOR EVERY YEAR THAT THE VEHICLE IS LICENSED.**

#### **4.20 L.P.G FUEL REASONS FOR FAILURE**

- a) No evidence of certificate of conformity or incorrect documentation. Please see sample certificate in Appendix A, picture 2.
- b) Fuel pipes and fittings that are not secured and likely to chafe.

**PLEASE NOTE - SOME UKLPG CERTIFICATES MAY VARY AND MAY NOT BE EXACTLY IN THE SAME FORMAT AS SHOWN IN THE EXAMPLE ON APPENDIX A, PICTURE 2. AS LONG AS THE CERTIFICATE HAS BEEN ISSUED BY A UKLPG APPROVED GARAGE IT CAN BE ACCEPTED.**

<p><b>IF A VEHICLE HAS HAD A NEW GAS CONVERSION FITTED, A CERTIFICATE MUST BE PRODUCED SHOWING THAT IT HAS BEEN INSTALLED BY A UKLPG APPROVED GARAGE AND IN LINE WITH THE CODE OF PRACTICE OF THE UKLPG ASSOCIATION REGULATIONS. ALL BRAND NEW VEHICLES WITH FACTORY FITTED LPG GAS CONVERSIONS WILL NOT BE REQUIRED TO PRODUCE A UKLPG GAS CERTIFICATE DURING ITS FIRST YEAR OF PLATING BUT THEY MUST BE ENTERED ON THE UKLPG VEHICLE REGISTER. AFTER THE FIRST YEAR THE LICENCE HOLDER MUST PRODUCE A SAFETY CHECK CERTIFICATE OR AN ANNUAL SERVICE REPORT CARRIED OUT BY A UKLPG APPROVED GARAGE FOR EVERY YEAR THAT THE VEHICLE IS LICENSED.</b></p>		
<p><b>4.21 TAIL LIFTS REASONS FOR FAILURE</b>  a) You must produce a certificate of inspection and weight test not more than six months old at the time of test. A valid <b>LOLER</b> (Lifting Operations and Lifting Equipment Regulation 1998) certificate must be produced at the time of the test. Please see Appendix A, Pictures 3, 4 and 5.</p>	<p>Guidance has been updated</p>	<p><b>4.11 TAIL LIFTS/INTEGRATED RAMP</b>  a) You must provide a certificate of inspection and weight test issued within the last <b>12</b> months. A valid <b>LOLER</b> (Lifting Operations and Lifting Equipment Regulation 1998) certificate must be produced at the time of each vehicle test.  b) In the event that the vehicle has an integrated electric ramp, you must produce a certificate of inspection that has been issued within the last 6 months that confirms that both the ramp and electrics to the ramp have been tested and are fit for purpose.</p>

<p><b>5 VEHICLE GUIDANCE NOTES</b></p> <p><b>5.1 WRITE OFFS</b></p> <p>All vehicles subject to a new vehicle application should have no damage affecting the structural safety of the vehicle. <b>Any vehicle written off for insurances purposes will not be licensed, regardless of category unless the vehicle was licensed by Sandwell prior to being written off and following repair has passed an MOT and Sandwell licensed vehicle test. Category A and B write offs will not be licensed under any circumstance</b></p> <p><b>From 1 October 2017 Vehicle Salvage Codes are as follows:</b></p> <p><b>A – (SCRAP)</b> -This vehicle has been inspected by an appropriately qualified person, declared unsuitable or beyond repair and has been identified to be crushed in its entirety.</p> <p>Definition -This vehicle is deemed not suitable to be repaired. Must be crushed without any parts being removed. This vehicle will be classed as waste.</p> <p><b>B – (BREAK)</b> -This vehicle has been inspected by an appropriately qualified person and declared unsuitable or beyond repair.</p> <p>Definition -The vehicle is deemed not suitable to be repaired. Usable parts can be recycled. This vehicle will be classed as waste.</p> <p><b>S – (STRUCTURAL) Repairable</b> -This vehicle has been inspected by an appropriately qualified person and declared suitable for repair.</p>	<p>Guidance has been updated</p>	<p><b>5 VEHICLE GUIDANCE NOTES</b></p> <p><b>5.1 WRITE OFFS</b></p> <p>All vehicles subject to a new vehicle application should have no damage affecting the structural safety of the vehicle. <b>Category N write offs will be considered for licensing as long as they pass all licence and safety checks. Category A, B and S write offs will not be licensed under any circumstances. In the event of existing licensed vehicles that are categorized as S, grandfather rights will remain with the existing licence holder only. This means that the licence cannot be transferred to another licence holder and will cease to be eligible to be licensed in the event that the licence lapses or it fails two consecutive vehicle tests.</b></p> <p><b>The insurance write off category Codes are as follows:</b></p> <p><b>A – (SCRAP) VEHICLE CANNOT BE REPAIRED</b> -The entire vehicle has to be crushed.</p> <p><b>B – (BREAK) VEHICLE CANNOT BE REPAIRED</b> -The bodyshell has to be crushed, but some parts may be permitted to be salvaged</p> <p><b>S – (STRUCTURAL) Vehicle Repairable</b> -The vehicle has sustained structural damage and can be repaired but must be repaired to a roadworthy condition.</p>
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<p>Definition -Repairable vehicle which has sustained damage to any part of the structural frame or chassis and the insurer/self-insured owner has decided not to repair the vehicle.</p> <p><b>N – (NON STRUCTURAL) Repairable</b> -This vehicle has been inspected by an appropriately qualified person and declared suitable for repair.</p> <p>Definition -Repairable vehicle which has not sustained damage to the structural frame or chassis and the insurer/self-insured owner has decided not to repair the vehicle. While the damage to the vehicle has been noted as non-structural, there may still be some safety critical items that require replacement e.g. steering and suspension parts.</p> <p><b>Please Note If the vehicle to be tested flags the DVLA ‘seriously damaged’ marker the vehicle will not be tested. Additionally, if testers have any concerns about the condition of a vehicle the vehicle may not be tested or licensed.</b></p>		<p><b>N – (NON STRUCTURAL) Vehicle Repairable</b></p> <p>-The vehicle can be repaired and has not sustained damage to the structural frame or chassis, but the cost of the repairs is excessive and may include the replacement of some safety critical items.</p> <p><b>Please Note If the vehicle to be tested flags with the DVLA ‘seriously damaged’ marker the vehicle will not be tested. Additionally, if testers have any concerns about the condition of a vehicle the vehicle may not be tested or licensed.</b></p>
<p>5.2 TINTED WINDOWS</p> <p>For safety reasons it should be possible to observe the driver and passengers being carried. Many vehicles are used for the carriage of children and vulnerable persons, and for this reason tinted windows that prevent clear vision into the vehicle shall not be permitted.</p>	<p>Updated guidance</p>	<p>5.2 TINTED WINDOWS</p> <p>For safety reasons it should be possible to observe the driver and passengers being carried. Many vehicles are used for the carriage of children and vulnerable persons, and for this reason tinted windows that prevent clear vision into the vehicle shall not be permitted.</p>

<p>Only manufacturer fitted tinted and anti-glare windows are acceptable and all Hackney Carriage and Private Hire Vehicles must allow at least 75% of light transmitted through the windscreen and at least 70% of light to be transmitted through the driver's window and front passenger window.</p>		<p>Only manufacturer fitted tinted and anti-glare windows are acceptable and all Hackney Carriage and Private Hire Vehicles must allow at least 75% of light transmitted through the windscreen and at least 70% of light to be transmitted through the driver's window and front passenger window. <b>After market tinting will not be permitted under any circumstances.</b></p>
<p><b>5.3 MODIFICATIONS/CONVERTED VEHICLES</b>  All vehicles shall comply in all respects with the requirements of the Motor Vehicle (Type Approval) Regulations 1980, Motor Vehicle (Type Approval) Regulations (Great Britain) 1984 and the Road Vehicles (Construction and Use) Regulations 1986. In addition, all vehicles must comply in all respects with the British and European Vehicle Regulations and be type approved to the requirements of the M1 category of European Whole Type Approval 70/156/EEC as amended.  The Council will licence any of the purpose built 'London Style Black Cabs' i.e. LTI's, TX's, Metro Cabs' etc providing they meet all other requirements.  Any non-purpose built (specially converted) Hackney Carriage will only be licensed at the Licensing Manager's discretion. Non-Purpose built Hackney Carriage Vehicles must be: 1) Black in colour 2) Have a Whole European Type Approval Certificate 3) Have a Low Volume Type Approval Certificate  <b>Please see the list of all approved Purpose Built and converted Hackney Carriages on Page 81.</b></p>	<p>Updated guidance</p>	<p><b>5.3 MODIFICATIONS/CONVERTED VEHICLE<sup>S</sup></b>  All vehicles shall comply in all respects with the requirements of the Motor Vehicle (Type Approval) Regulations 1980, Motor Vehicle (Type Approval) Regulations (Great Britain) 1984 and the Road Vehicles (Construction and Use) Regulations 1986. In addition, all vehicles must comply in all respects with the British and European Vehicle Regulations and be type approved to the requirements of the M1 category of European Whole Type Approval  The Council will licence any of the purpose built 'London Style Black Cabs' i.e. LTI's, TX's, Metro Cabs' etc providing they meet all other requirements.  Any non-purpose built (specially converted) Hackney Carriage will only be licensed at an Authorised Officer of the Council's discretion. Non-Purpose built Hackney Carriage Vehicles must be: 1) Black in colour 2) Have a Whole European Type Approval Certificate 3) Have a Low Volume Type Approval Certificate.</p>

<p>Vehicles converted from vans which have a type approval other than M1 will not be acceptable unless they are presented with approved M1 certification for the resultant vehicle. If a vehicle has been registered with DVLA and issued with an appropriate registration index number, no change, structural alteration or rearrangement of detail shall be carried out to the vehicle unless such change shall have been subsequently granted M1 Whole Type Approval.</p> <p>Any Limousines, Imported and Converted vehicles from outside the EU will require an Individual Vehicle Approval (IVA) test irrespective of age.</p> <p>Any vehicles which have had their seating capacity reduced or increased in order to get a licence for Private Hire or Hackney Carriage must also have a Voluntary Individual Vehicle Approval (IVA) test carried out. In the first instance applicants must contact DVLA Swansea for the necessary application forms to be completed. They are then returned to DVLA Swansea -who then contacts the VOSA testing station who will then contact the applicant with an appointment for the vehicle to be inspected.</p> <p>All bolt holes where seats have been removed must be covered over. Any seats that have been added must be fitted to the manufactures specification and pass the IVA test and have all the necessary documentation in place.</p>		<p><b>Please see the list of all approved Purpose Built and converted Hackney Carriages at 5.9.</b></p> <p>Vehicles converted from vans which have a type approval other than M1 will not be acceptable unless they are presented with approved M1 certification for the resultant vehicle. If a vehicle has been registered with DVLA and issued with an appropriate registration index number, no change, structural alteration or rearrangement of detail shall be carried out to the vehicle unless such change shall have been subsequently granted M1 Whole Type Approval.</p> <p>Any Limousines, Imported and Converted vehicles from outside the EU will require an Individual Vehicle Approval (IVA) test irrespective of age.</p>
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<p><b>Please Note Drivers will have to produce a V5 logbook at the time of the test for inspection by the tester for any converted vehicles to ensure that the information contained within the logbook accurately reflects the conversion.</b></p> <p>All tail lifts whether underslung, internal or externally fitted, must have a Lifting Operations and Lifting Equipment Regulations 1998 (LOLER) Certificate issued every 6 months to ensure the lift is safe to use.</p> <p>Some people have tracking fitted in the vehicle floors to enable them to fit seating into the tracking in various configurations and also to secure wheelchairs that are being carried in the vehicle. The tracking and the seating used comes under scrutiny during the IVA test. The seats should also have seatbelts fitted.</p> <p>The IVA Certificate, the LOLER Certificate and amended DVLA V5 documents must all be produced to the Taxi Licensing Officer, before any licence can be granted on any conversions.</p>		<p>Any vehicles which have had their seating capacity reduced or increased in order to get a licence for Private Hire or Hackney Carriage must also have a voluntary Individual Vehicle Approval (IVA) test carried out. In the first instance applicants must <b>download an IVA Application form from</b> <a href="https://www.gov.uk/government/publications/iva-application-form-for-passenger-cars-iva-1c">https://www.gov.uk/government/publications/iva-application-form-for-passenger-cars-iva-1c</a>. <b>This form should be completed and sent to the DVSA through their online portal</b> <a href="https://www.gov.uk/apply-vehicle-approval">https://www.gov.uk/apply-vehicle-approval</a> <b>and pay their fee. A DVSA testing station will then contact the applicant with an appointment for the vehicle to be inspected.</b></p> <p>All bolt holes where seats have been removed must be covered over. Any seats that have been added must be fitted to the manufactures specification and pass the IVA test and have all the necessary documentation in place.</p> <p>All tail lifts whether underslung, internal or externally fitted, must have a Lifting Operations and Lifting Equipment Regulations 1998 (LOLER) Certificate issued every <b>12</b> months to ensure the lift is safe to use.</p> <p><b>In the event that the vehicle has an integrated electric ramp, you must produce a certificate of inspection that has been issued within the last 12 months that confirms that both the ramp and electrics to the ramp have been tested and are fit for purpose.</b></p>
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		<p>If your vehicle has tracking fitted on the vehicle floor, the tracking and the seating is assessed during the IVA test. The seats should also have seatbelts fitted.</p> <p>The IVA Certificate, the LOLER Certificate and amended DVLA V5 documents must all be produced to the Taxi Licensing Office, before any licence can be granted on any conversions.</p>
<p>5.4 MULTI-PURPOSE VEHICLES (MPV's) Sandwell MBC <b><u>will continue</u></b> licensing MPV type vehicles, and the use of all seats within them, provided all legal requirements are met. In doing so, however, we advise that the driver's attention is drawn to RoSPA's guidelines regarding passenger safety in MPV type vehicles.</p> <p>The Royal Society for the Prevention of Accidents Road Safety Advisory Group has investigated the safety of access and egress in Multi Purpose Vehicles that were used as passenger carrying vehicles. Their conclusions were:</p> <p><b><i>'It is the Society's view that all vehicles designed or used for public transport, and in this category we include both Hackney Carriage and Private Hire Vehicles, should provide adequate and ready means of access and egress to each and every seat. Thus the use of MPV's regardless of their size or configuration should enable each and any passenger to exit from the vehicle without recourse to other passengers leaving their seats, or for other seats to be stowed before the exit is made available'.</i></b></p>	Guidance updated	<p>5.4 MULTI-PURPOSE VEHICLES (MPV's) Sandwell MBC <b><u>will licence</u></b> MPV type vehicles, provided all legal requirements are met. In doing so, however, we advise that the driver's attention is drawn to RoSPA's guidelines regarding passenger safety in MPV type vehicles.</p> <p>The Royal Society for the Prevention of Accidents Road Safety Advisory Group has investigated the safety of access and egress in Multi Purpose Vehicles that were used as passenger carrying vehicles. Their conclusions were:</p>

<p>If drivers require advice on seating configurations, please see seating configurations diagram for MPV's on Appendix A, Picture 6.</p>		<p><b><i>'It is the Society's view that all vehicles designed or used for public transport, and in this category we include both Hackney Carriage and Private Hire Vehicles, should provide adequate and ready means of access and egress to each and every seat. Thus the use of MPV's regardless of their size or configuration should enable each and any passenger to exit from the vehicle without recourse to other passengers leaving their seats, or for other seats to be stowed before the exit is made available'.</i></b></p> <p>If drivers require advice on seating configurations, please see seating configurations diagram for MPV's on <a href="#">the taxi licensing website</a>.</p>
<p>5.7 GUIDANCE NOTES ON BODYWORK STANDARDS.</p> <p><b>General</b> The Council requires Hackney Carriages and Private Hire Vehicles which are licensed by it for the use of fare paying passengers to maintain a high standard of presentation.</p> <p><b>Paintwork</b> The Council recognises that vehicle paintwork can deteriorate with time and that paintwork is easily damaged yet costly and difficult to repair. The conditions relating to the standard of the paint finish reflect this.</p> <p><b>Uniform Colour</b></p>	<p>Guidance updated</p>	<p>5.7 GUIDANCE NOTES ON BODYWORK STANDARDS.</p> <p><a href="#">The Council requires licensed Hackney Carriages and Private Hire Vehicles to be kept to a high standard to present a positive image to customers.</a></p> <p><a href="#">When repairing vehicles, please ensure that identical paintwork colours are used, and that any repairs are carried out professionally and to a high standard. Scratches and dents that expose bare metal are not acceptable. Any areas of rust, flaking paint or corrosion are not acceptable.</a></p>

Paintwork should be uniform in colour over the whole of the vehicle. Where repairs have been carried out best practice body shop techniques should be followed to ensure that an identical colour match is obtained using recognised automotive re-finishing products.

#### **Gloss Finish**

Paintwork should have a gloss finish over the whole of the vehicle. Where the paintwork has begun to fade due to age and the effects of ultra violet degradation over large areas of the vehicle and where it cannot be returned to an acceptable level of gloss by the use of 'cutting' compounds, re-finishing may be required, particularly where a none uniform appearance results.

#### **Poor Workmanship**

Repairs should be carried out to a high standard. Defects which result from poor preparation or poor application of the paint finish are likely to result in the vehicle **not** reaching the required standard. Such defects include runs, 'orange peel', 'fish eyes', dust in the paint, orbital sander marks, poor paint coverage, overspray etc.

#### **'Cosmetic' Damage**

The Council recognises that vehicles suffer minor 'cosmetic' damage during day to day use and that this type of damage can be the most difficult and the most costly to repair. The conditions reflect that this type of defect is inevitable on Hackney Carriages and Private Hire Vehicles and permit areas of minor 'cosmetic' damage as detailed below.

Vehicles which have been damaged and had replacement panels fitted are acceptable as Hackney Carriages and Private Hire Vehicles provided that the repairs have been carried out to a high standard using the manufacturer's specification and using approved fittings. The colour of the replacement panel must match the other panels and any plastic door mouldings or transfers must also match. Replacement panels should be correctly aligned. They should be level with all adjacent panels and the gaps between panels should be uniform and similar to those between original panels.

The overall appearance of the vehicle will be assessed to determine the suitability of the vehicle. Compliance with the requirements may be achieved by repairing only some of the bodywork defects where this is to the advantage of the proprietor.

#### **Scratches**

Scratches should be no longer than 200 mm, and not deep enough to expose the bare metal. They should be no wider than 2 mm. **(A scratch is where the paint film is damaged, but there is no deformation of bodywork).**

#### **Small Dents**

Dents where the paintwork is broken are not acceptable. Dents, where the paintwork is **not** broken, should be no larger than 100 mm in diameter and no deeper than 10 mm at the deepest point.

#### **Rust Spots**

Any areas of rust/corrosion are not acceptable.  
*(A rust spot is a defect caused by oxidation of the metal due to a failure of the paint film to protect it but without obvious damage).*

#### **Flaking etc**

Areas of flaking paint or lacquer are not acceptable.  
*(Flaking is where an area of the paint or lacquer film loses its adhesion to the substrate due to poor preparation, contamination, water ingress etc).*

#### **Stone Chips**

Stone chips will not cause the vehicle to fail the test unless the paint film has been broken and rusting is evident.

*(A stone chip is a defect to the paint film caused by the impact of small stones 'thrown up' by other traffic etc).*

#### **Replacement Panels**

A 'panel' is the roof, front wing, rear wing, front door (including 'A' pillar), rear door (including 'B' pillar), bonnet (including the area below the windscreen), boot or tailgate, sill, front panel (including bumper), rear panel (including bumper).

Vehicles which have been damaged and had replacement panels fitted are acceptable as Hackney Carriages and Private Hire Vehicles provided that the repairs have been carried out to a high standard. The colour of the replacement panel must match the other panels and any plastic door mouldings or transfers must also match.

#### **Fitting**

Replacement panels (genuine or non-genuine) should be fitted to the vehicle manufacturer's specification using approved fittings.

#### **Alignment**

Replacement panels should be correctly aligned. They should be level with all adjacent panels and the gaps between panels should be uniform and similar to those between original panels.

#### **Smoking in Hackney Carriage & Private Hire Vehicles**

On 1<sup>st</sup> July 2007, England became 'smoke free'. The Health Act 2006 was introduced to protect employees and the public from the harmful effects of second-hand smoke which prohibited smoking in virtually all enclosed public spaces, workplaces and public and work vehicles.

It is illegal for the driver or any passengers to smoke in a licensed Hackney Carriage or Private Hire Vehicle at any time regardless of whether the vehicle is being used as a 'taxi' or for private use.

All Hackney Carriage and Private Hire Vehicles must display a 'No Smoking' sign in a prominent position in each compartment of the vehicle in which people can be carried. The signs must show the international 'No Smoking' symbol at least 70mm in diameter. There are no exemptions to these legal requirements.

Given the variety of vehicles licensed it is not possible to prescribe where 'No Smoking' signs should be located however, when deciding where to display the signs the following guidelines should be followed:

- Signs must be in a prominent position.
- There must be one sign in each compartment of the vehicle in which people can be carried.
- The driver's visibility is not impeded
- Signs do not obstruct air bag covers.

It is recommended that for most standard Hackney Carriage/Private Hire Vehicles, two signs are sufficient to comply with these requirements.

<p>Certain offences can be dealt with by way of a fixed penalty fine and some can lead to large fines if prosecuted and convicted by a court. Any licence holder caught smoking in their vehicle also risks action being taken in respect of their drivers licence. Licence holders should note council policy does not allow the use of vaping or e-cigarettes in the vehicle.</p>		
	<p>Removed from the bodywork section and new section created</p>	<p><b>5.8 Smoking in Hackney Carriage &amp; Private Hire Vehicles</b></p> <p>On 1 July 2007, the Health Act 2006 was introduced to protect employees and the public from the harmful effects of second-hand smoke and prohibited smoking in virtually all enclosed public spaces, workplaces and public and work vehicles.</p> <p>It is illegal for the driver or any passengers to smoke in a licensed Hackney Carriage or Private Hire Vehicle at any time regardless of whether the vehicle is being used as a 'taxi' or for private use.</p> <p>Any licence holder caught smoking in their vehicle also risks action being taken in respect of their driver's licence.</p> <p>Licence holders should note council policy also does not allow the use of vaping or e-cigarettes or any tobacco equivalent products in the licensed vehicle at any time.</p>

<p><b>5.8 SMBC APPROVED HACKNEY CARRIAGE VEHICLES</b></p> <p>The current approved list of Hackney Carriage Vehicles is shown below:</p> <p><b>Purpose Built ‘London Style’ Hackney Carriage Vehicles</b></p> <ul style="list-style-type: none"> <li>• All London style cabs (TX Series)</li> <li>• Metro Cabs (Manual, Auto, Auto Series II, Series III, TTT)</li> <li>• Carbodies (London Style -FX4, Fairway)</li> </ul> <p><b>Non-Purpose Built (Converted) Hackney Carriage Vehicles</b></p> <ul style="list-style-type: none"> <li>• Citroen Dispatch</li> <li>• Citroen Eurocab</li> <li>• Fiat Scudo</li> <li>• Fiat Eurocab</li> <li>• Fiat TW200 (Scudo Conversion)</li> <li>• Ford Tourneo Taxi</li> <li>• Mercedes Eurocab</li> <li>• Mercedes Vito</li> <li>• Nissan Primastar</li> <li>• Peugeot E7</li> <li>• Peugeot Expert</li> <li>• VW Eurocab (Transporter)</li> </ul>	<p>Additional vehicles added to the approved list</p>	<p><b>5.9 SMBC APPROVED HACKNEY CARRIAGE VEHICLES</b></p> <p>The current approved list of Hackney Carriage Vehicles is shown below:</p> <p><b>Purpose Built ‘London Style’ Hackney Carriage Vehicles</b></p> <ul style="list-style-type: none"> <li>• All London style cabs (TX Series)</li> <li>• Metro Cabs (Manual, Auto, Auto Series II, Series III, TTT)</li> <li>• Carbodies (London Style -FX4, Fairway)</li> </ul> <p><b>Non-Purpose Built (Converted) Hackney Carriage Vehicles</b></p> <ul style="list-style-type: none"> <li>• Citroen Dispatch</li> <li>• Citroen Eurocab</li> <li>• Fiat Scudo</li> <li>• Fiat Eurocab</li> <li>• Fiat TW200 (Scudo Conversion)</li> <li>• <b>Ford Allied Procab</b></li> <li>• Ford Tourneo Taxi</li> <li>• Mercedes Eurocab</li> <li>• Mercedes Vito</li> <li>• Nissan Primastar</li> <li>• Peugeot E7</li> <li>• <b>Peugeot Euro Taxi</b></li> <li>• Peugeot Expert</li> <li>• <b>Renault Traffic</b></li> <li>• <b>Vauxhall Vivaro</b></li> <li>• VW Eurocab (Transporter)</li> </ul>
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<p>These vehicles must be of the required design and specification, can only be <b>BLACK</b> in colour, must have either a 'Whole European Type Approval Certificate' or have a 'Low Volume Type Certificate', and must meet all the other criteria listed in this document.</p>		<p>These vehicles must be of the required design and specification, can only be <b>BLACK</b> in colour, must have either a 'Whole European Type Approval Certificate' or have a 'Low Volume Type Certificate', and must meet all the other criteria listed in this document.</p> <p>Other wheelchair accessible vehicles may be considered, but they must be <b>BLACK</b> – Please contact the Taxi Licensing Team for advice.</p>
<p><b>6 PRIVATE HIRE OPERATOR LICENCE</b>  <b>All application forms must be submitted by the applicant. Applications submitted by a third party will not be accepted.</b>          Before submitting an application, you must have obtained the following documents where necessary:</p> <ul style="list-style-type: none"> <li>• A Basic Disclosure Certificate. The Certificate must have been issued within 1 month of the date of application. A new Basic Disclosure Certificate must be produced every twelve months. (This is not required if you hold a current drivers licensed issued by Sandwell MBC and your DBS Enhanced Disclosure Certificate is still valid).</li> <li>• Planning permission for the premises where you intend to operate the business. If planning permission is not required you must receive confirmation in writing and produce it to the Taxi Licensing Office.</li> <li>• If applicable, a licence from Ofcom to use a radio communication system to communicate with the drivers working through the base.</li> </ul>	<p>Application process updated and new checks as per DfT guidance</p>	<p><b>6 PRIVATE HIRE OPERATOR LICENCE</b>  <b>Applications must be submitted online by the applicant. Applications submitted by a third party will not be accepted.</b>          Before submitting an application, you must have obtained the following documents where necessary:</p> <ul style="list-style-type: none"> <li>• A Basic Disclosure Certificate. The Certificate must have been issued within <b>3 months</b> of the date of application. A new Basic Disclosure Certificate must be produced every twelve months. (This is not required if you hold a current <b>driver licence</b> issued by Sandwell MBC and your DBS Enhanced Disclosure Certificate is still valid <b>and you are signed up to the DBS update service</b>). <b>A basic DBS should be supplied for all named managers and all Directors if the application is made in the name of a Company.</b></li> </ul>

<ul style="list-style-type: none"> <li>• Public Liability insurance (to the value of £2 million).</li> <li>• Employee Liability insurance (if you are employing staff to work at or through your business).</li> <li>• CSE Awareness &amp; Safeguarding Training Certificate from the Council's training provider.</li> <li>• Equality &amp; Disability Awareness Training Certificate from the Council's training provider.</li> </ul> <p>You must provide the above documents when submitting an application for a licence. Additionally you must also bring the following items:</p> <ul style="list-style-type: none"> <li>• The completed application form.</li> <li>• Your full, current driving licence issued by DVLA, Swansea. (This is required so we can check if you have any endorsements on your licence).</li> <li>• The current fee. (Please refer to the fee list attached to your application form)</li> <li>• Passport (if you currently have one).</li> <li>• Photographic identification i.e., a passport, DVLA photo card.</li> <li>• If you have lived overseas you must produce a criminal record check (from age 18) from the country/countries covering the period you lived in the country.</li> <li>• National Insurance Number.</li> </ul>		<ul style="list-style-type: none"> <li>• If the applicant or any of the Directors have lived outside of the UK in the last 10 years and have not provided a certificate of good conduct as part of a driver application, a Certificate of Good Conduct should be provided for all countries that they have resided in. The Certificate of Good Conduct must have been issued within the last 12 months and in the event that it has an expiry date that has passed, a new certificate will be required. In the event that the certificate of good conduct is not in English, the applicant will be responsible for any translation costs.</li> <li>• Planning permission for the premises where you intend to operate the business. If planning permission is not required you must receive confirmation of this from the Planning Department in writing and produce it to the Taxi Licensing Office.</li> <li>• If applicable, a licence from Ofcom to use a radio communication system to communicate with the drivers working through the base.</li> <li>• Public Liability insurance (to the value of £5 million).</li> </ul>
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<ul style="list-style-type: none"> <li>• All applicants for the grant or renewal of a licence must produce documentary evidence that they have the right to live and work in the United Kingdom.</li> </ul> <p>If you forget any of the above items when you attend the Taxi Licensing Office, your application will <b>not</b> be accepted.</p> <p>The application process requires you to undergo a number of tests and checks before a licence can be issued to you. These tests and checks are detailed below. An inspection of the premises will also take place. Where officers have concerns about the suitability of the premises the application will be referred to Committee.</p>		<ul style="list-style-type: none"> <li>• Employee Liability insurance (to the value of £5 million) (Only required if employing staff to work for or through the business).</li> <li>• CSE Awareness &amp; Safeguarding Training Certificate from the Council's training provider.</li> <li>• Equality &amp; Disability Awareness Training Certificate from the Council's training provider <b>required for the Operator, all managers and any staff in customer facing roles and any persons managing service delivery.</b></li> <li>• Knowledge Test Pass Certificate</li> <li>• A tax code to prove that your company is registered for tax obtained from <a href="https://www.gov.uk/guidance/complete-a-tax-check-for-a-taxi-private-hire-or-scrap-metal-licence">https://www.gov.uk/guidance/complete-a-tax-check-for-a-taxi-private-hire-or-scrap-metal-licence</a></li> <li>• A policy on the employment of ex-offenders which should be refreshed on each application to renew.</li> </ul> <p>You must provide the above documents when submitting an application <b>online</b> for a licence. Additionally you must also bring the following <b>original documents to your appointment</b>:</p> <ul style="list-style-type: none"> <li>• Photographic identification i.e., a passport, DVLA photo card.</li> </ul>
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		<ul style="list-style-type: none"> <li>• If you have lived overseas you must produce a criminal record check (if you have lived outside the UK in the last 10 years) from the country/countries covering the period you lived in the country. The Certificate of Good Conduct must have been issued within the last 12 months and in the event that it has an expiry date that has passed, a new certificate will be required.</li> <li>• National Insurance Number.</li> <li>• All applicants for the grant or renewal of a licence must produce documentary evidence that they have the right to live and work in the United Kingdom.</li> </ul> <p>If you forget any of the above items when you attend the Taxi Licensing Office for your appointment, your application may be delayed. The application process requires you to undergo a number of tests and checks before a licence can be issued to you. These tests and checks are detailed below. An inspection of the premises will also take place. Where officers have concerns about the suitability of the premises the application will be referred to Committee/Licensing Management Panel.</p>
<b>6.2 KNOWLEDGE TEST</b> To ensure that all your customers receive a consistently high level of service, you are required to pass a knowledge test.	Updating the knowledge test process and guidance	<b>6.2 KNOWLEDGE TEST</b> To ensure that all your customers receive a consistently high level of service, you are required to pass a knowledge test.

<p>The test is designed to assess your understanding of:</p> <ul style="list-style-type: none"> <li>• The Law, Council Policy and Licence Conditions.</li> <li>• Your responsibilities to the Council.</li> <li>• Your responsibilities to your employees, drivers and customers.</li> </ul> <p>To assess your understanding, we will ask 20 questions and you will need to answer at least 16 correctly. If you do not successfully complete this test, retests can be taken up to a maximum of 3 tests in total (i.e. 2 retests). <b>If you have failed the test 3 times, we will refuse to grant your licence.</b> You will not normally be able to reapply within 12 months of the date of your last unsuccessful test. Managers and Nominated Deputies will also be required to successfully complete the knowledge test before they can be considered as being suitable to fulfil this role.</p>		<p>The test is designed to assess your understanding of:</p> <ul style="list-style-type: none"> <li>• The Law, Council Policy and Licence Conditions.</li> <li>• Your responsibilities to the Council.</li> <li>• Your responsibilities to your employees, drivers and customers.</li> </ul> <p>To assess your understanding, we will ask a number of questions and you will need to answer at least 80% correctly. If you do not successfully complete this test, you will be required to take a retest. A maximum of 3 tests can be undertaken. A fee is payable for each test.</p> <p><b>If you have failed the test 3 times, we will refuse to grant your licence.</b> You will not normally be able to reapply within 12 months of the date of your last unsuccessful test. Managers and Nominated Deputies will also be required to successfully complete the knowledge test before they can be considered as being suitable to fulfil this role.</p> <p>Managers and Nominated Deputies will be able to reapply within 12 months of the date of their last unsuccessful test.</p>
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### 6.3 CRIMINAL RECORD CHECKS FOR OPERATORS, MANAGERS, DEPUTIES AND ALL STAFF WITH ACCESS TO PASSENGER DATA

**(This section does not apply to anyone who is a Sandwell MBC licensed driver).**

From 1 December 2017, all new applicants for a Private Hire Operators licence will be required to produce a valid Basic Disclosure Certificate prior to a licence being issued.

From 1 December 2017, existing holders of a Private Hire Operators licence will be required to produce a valid Basic Disclosure Certificate prior to a licence being renewed. If a company, a valid Basic Disclosure Certificate to be submitted for all Directors/partners.

Operators must meet the same standard as Drivers when considering criminal records. A Basic Disclosure Certificate must have been issued within one month of the application for a licence. Operators will be required to produce a new Basic Disclosure Certificate annually. Failure to produce evidence of a new Basic Disclosure Certificate prior to the previous one expiring may result in your licence being suspended.

Updating the process in line with how the team are working and clarification on how long a DBS is valid for.

### 6.3 CRIMINAL RECORD CHECKS FOR OPERATORS, MANAGERS, DEPUTIES AND ALL STAFF WITH ACCESS TO PASSENGER DATA

**All** applicants for a Private Hire Operators licence will be required to produce a valid Basic Disclosure Certificate prior to a licence being issued. **In respect of** a company, a valid Basic Disclosure Certificate to be submitted for all Directors/partners. **In the event that an operator and/or manager holds a driver's licence and is signed up to the DBS update service and the certificate is still valid, this will be accepted.**

A Basic Disclosure Certificate must have been issued within **the last 3 months** of the application for a licence. Operators will be required to produce a new Basic Disclosure Certificate **annually. Failure to produce evidence of a new Basic Disclosure Certificate prior to the previous one expiring will result in your Private Hire Operator Licence being reviewed.**

<p>From 1 December 2017, the Operator must ensure that all staff, working at the base, who have access to customer data, including the manager/deputy, are checked annually with regard to their criminal record. Staff working at the base must meet the same standard as Drivers and Operators when considering criminal records. Evidence of an employee's Basic Disclosure Certificate must be presented to an authorised officer on request. Operators and Call handlers at the base can handle sensitive information, such as details of vulnerable adults and children. They can also be aware of any houses that are empty if the occupant(s) are using a licensed vehicle. For these reasons it is essential that only suitable people are allowed to work at Private Hire Operator bases. Any person who either takes a booking or dispatches a vehicle will also be required to produce a copy of a basic DBS check for the Operator to retain at the premises.</p>		<p><b>T</b>he Operator must ensure that all staff, working at the base, who have access to customer data, including the manager/deputy, are checked annually with regard to their criminal record. Staff working at the base must meet the same standard as Drivers and Operators when considering criminal records. Evidence of an employee's Basic Disclosure Certificate must be presented to an authorised officer on request. Operators and Call handlers at the base can handle sensitive information, such as details of vulnerable adults and children. They can also be aware of any houses that are empty if the occupant(s) are using a licensed vehicle. For these reasons it is essential that only suitable people are allowed to work at Private Hire Operator bases. Any <b>other</b> person who either takes a booking or dispatches a vehicle will also be required to produce a copy of a basic DBS check for the Operator to retain at the premises.</p>
<p><b>6.4 REQUIREMENT FOR A LICENCE</b> A licensed hire vehicle must only be despatched to a customer by a Private Hire Operator who holds an operator's licence. Such a licence permits the operator to make provision for the invitation or acceptance of bookings for a licensed hire vehicle.</p>	<p>Updating to reflect the DfT guidance on when a licence will be required</p>	<p><b>6.4 REQUIREMENT FOR A LICENCE</b> A licensed <b>private</b> hire vehicle must only be despatched to a customer by a Private Hire Operator who holds an operator's licence. Such a licence permits the operator to make provision for the invitation or acceptance of bookings for a licensed <b>private</b> hire vehicle.</p>

<p>A Private Hire Operator must ensure that every licensed hire vehicle is driven by a person who holds a licence issued by the same Authority that issued the vehicle licence. This authority must be the same authority that issued the operator's licence.</p> <p>Any person who operates a Private Hire service must apply to the Council for a Private Hire Operator's Licence. The objective in licensing Private Hire Operators is the safety of the public, who will be using operators' premises, and vehicles and drivers, arranged through them.</p>		<p>When determining whether or not the services offered requires licensing, consideration will be given to the guidance issued by the Department of Transport and which can be viewed at <a href="https://www.gov.uk/government/publications/taxi-and-private-hire-vehicle-licensing-best-practice-guidance/private-hire-vehicle-licensing-guidance-note">https://www.gov.uk/government/publications/taxi-and-private-hire-vehicle-licensing-best-practice-guidance/private-hire-vehicle-licensing-guidance-note</a></p> <p>A Private Hire Operator must ensure that every licensed <b>private</b> hire vehicle is driven by a person who holds a licence issued by the same Authority that issued the vehicle licence. This authority must be the same authority that issued the operator's licence.</p>
<p><b>6.5 FITNESS AND PROPRIETY</b></p> <p>The Council will only issue licences to applicants that are deemed to be fit and proper. In assessing this, the Council will have regard to the following:</p> <p>Criminal record (including convictions, cautions, warnings and reprimands),</p> <p>Factors such as general character, non-criminal behaviour, honesty and integrity,</p> <p>Previous conduct (particularly in cases where the applicant holds or has previously held a licence issued by Sandwell Council),</p> <p>Business practices demonstrated by the applicant (for example standard of record keeping, compliance with other regulatory requirements, financial practices etc.)</p>	<p>Updating to detail other checks that will be carried out in line with DfT guidance</p>	<p><b>6.5 FITNESS AND PROPRIETY</b></p> <p>The Council will only issue licences to applicants that are deemed to be 'fit and proper'. In assessing this, the Council will have regard to the following:</p> <ul style="list-style-type: none"> <li>• <b>Arrest, police investigation, charge, bail conditions, bail extension, summons, convictions (including foreign convictions), caution, warning, voluntary interview or interview under caution, child abduction warning notice, domestic violence prevention order, anti-social behaviour related orders, immigration penalty, fixed penalty notices or community resolution for any offence. This is applicable both for matters in the UK and overseas.</b></li> </ul>



<p>In addition the Council will also consider further information sources such as the Police (including abduction notices), Children and Adult Safeguarding Boards, other licensing authorities and statutory agencies.</p> <p>If an application is received from a person that is not a driver licensed by Sandwell MBC, the applicant will be required to provide a Basic Disclosure from the Disclosure and Barring Service, and undertake the council's Equality &amp; Disability Awareness Training and also the CSE Awareness and Safeguarding Training (as required for licensed drivers). If the applicant is a company, a basic DBS is to be submitted for all Directors/partners. In the event that the basic DBS certificate contains any convictions, they will be considered in line with the Private Hire and Hackney Carriage Determination of Matters Policy Guidelines, which means the matter may need to be referred to the Licensing Committee for determination. If the applicant is a company, a hearing may be held with one, some or all of the individuals concerned. If a new partner /director joins the company, they will need to provide taxi licensing with a new basic DBS certificate within one month of taking up this position. (The DBS certificate to be no more than one month old).</p>		<ul style="list-style-type: none"> <li>• Factors such as general character, behaviour, honesty and integrity.</li> <li>• Previous conduct (particularly in cases where the applicant holds or has previously held a licence issued by Sandwell Council).</li> <li>• Business practices demonstrated by the applicant (for example standard of record keeping, compliance with other regulatory requirements, financial practices etc.).</li> <li>• <b>Consideration will be given to information from other sources</b> such as the Police, Children and Adult Safeguarding Boards, other licensing authorities and statutory agencies.</li> <li>• <b>Right to Work Checks.</b></li> <li>• <b>Companies House Checks.</b></li> <li>• <b>Tax Conditionality Checks.</b></li> <li>• <b>Details of vetting procedures for staff (Convictions Policy).</b></li> <li>• <b>Any breaches of Health and Safety Legislation.</b></li> <li>• <b>Whether the operator has complied with any decision of the court in respect of a driver(s).</b></li> <li>• <b>Any other licences held with other Local Licensing Authorities or DVSA.</b></li> </ul>
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<p>Similarly, all employees (i.e. call handlers etc.) working through the base will also be required to provide a Basic Disclosure from the Disclosure and Barring Service, and undertake the council's Equality &amp; Disability Awareness Training and also the CSE Awareness and Safeguarding Training (as required for licensed drivers).</p>		<p>If an application is received from a person that is not a driver licensed by Sandwell MBC, the applicant will be required to provide a Basic Disclosure from the Disclosure and Barring Service, and undertake the Council's Equality &amp; Disability Awareness Training and CSE Awareness and Safeguarding Training. If the applicant is a company, a basic DBS is to be submitted for all Directors/partners. In the event that the basic DBS certificate contains any convictions, they will be considered in line with the Private Hire and Hackney Carriage Determination of Matters Policy Guidelines, and may need to be referred to the Licensing Committee for determination. If the applicant is a company, <b>a representative(s) of the Company will be required to attend.</b>  <b>A new DBS certificate (that is no more than three months old) will be required should a new partner/director join the company.</b>  <b>All employees working through the base will also be required to undertake the council's Equality &amp; Disability Awareness Training and also the CSE Awareness and Safeguarding Training.</b></p>
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<p><b>6.6 INSURANCE</b> Before an application for a Private Hire Operator's licence is issued, the applicant shall produce evidence that they have taken out appropriate public liability insurance for the premises to be licensed. Where necessary, operators must also hold employers liability insurance.</p>	<p>Updating in line with the DfT guidance following queries from some of the smaller operators as to whether or not it is required.</p>	<p><b>6.6 INSURANCE</b> The Department of Transport Best Practice guidance issued in 2023 requires that all Private Hire Operators have valid Public Liability Insurance. If employing staff, Employers Liability insurance will also be required. These documents must be submitted with your application and on insurance policy renewal.</p>
<p><b>6.7 LICENCE CONDITIONS</b> The Council has power to impose such conditions on an operator's licence, as it considers reasonably necessary and these are set out at the end of this Section. However, where it is considered necessary, additional conditions may be imposed. In considering what is reasonably necessary the Council will take into account the aims and objectives of this policy. Operators must only use vehicles and drivers licensed by Sandwell Metropolitan Borough Council. Failure of the operator to adhere to the conditions of licence will lead to enforcement action.</p>	<p>Updating guidance</p>	<p><b>6.7 LICENCE CONDITIONS</b> The Council has the power to impose conditions on an operator's licence, as it considers reasonably necessary. In considering what is reasonably necessary the Council will take into account the aims and objectives of this policy. Operators must only use vehicles and drivers licensed by Sandwell Metropolitan Borough Council. Failure to comply with the conditions of licence will lead to enforcement action.</p>
<p><b>6.9 NEW MANAGEMENT OF COMPANY FOLLOWING REVOCATION OF A LICENCE</b></p>	<p>Updating as guidance rather than a condition of licence</p>	<p><b>6.9 NEW MANAGEMENT OF COMPANY FOLLOWING REVOCATION OF A LICENCE</b></p>

<p>Where a licence has been revoked, the Authority will not normally grant an application for an operator's licence within 12 months of the date of the revocation, when they are not satisfied that the management structure of the private hire company is not related to the management involved in the revoked licence and when the authority is not satisfied that the applicant is a fit and proper person to hold the licence. However, each application is to be considered on its own merits.</p>		<p>Where a licence has been revoked, the Authority will not normally grant an application for an operator's licence within 12 months of the date of the revocation. <b>This includes circumstances where the previous management is still involved/associated with the business.</b> However, each application is to be considered on its own merits.</p>
<p><b>6.10 PRIVATE HIRE OPERATORS</b>  <i><b>We will normally refuse to grant a licence, renew a licence, or take action in relation to an existing licence, if any of the following applies to the applicant or licence holder or the nominated deputy/manager:</b></i></p> <ul style="list-style-type: none"> <li>• You are under 21 years of age.</li> <li>• If your English or basic skills are below the required standard to pass the knowledge test, your application for a licence will be refused.</li> <li>• You or any employee has not successfully completed the Council's Equality &amp; Disability Awareness Training.</li> <li>• You or any employee has not successfully completed the Council's CSE Awareness &amp; Safeguarding Training.</li> <li>• You have previously been a licence holder with any local authority and that licence has been revoked during the past 12 months.</li> </ul>	<p>Updating guidance on when an application will not be renewed or action taken regarding an existing licence holder</p>	<p><b>6.10 PRIVATE HIRE OPERATORS CRITERIA</b>  <i><b>We will normally refuse to grant a licence, renew a licence, or take action in relation to an existing licence, if any of the following applies to the applicant or licence holder or the nominated deputy/manager:</b></i></p>

<ul style="list-style-type: none"> <li>• You have previously had an application for a licence refused within the last 12 months by any local authority.</li> <li>• Your application for a licence has not been successfully completed within 12 months of the date your application was received. In such circumstances we will deem that the applicant has withdrawn the application to be licensed and any future application will require a further licence fee to be paid and the entire process to be completed again. (Upon request the applicant will receive a refund of any element of the licensing fee that has not been spent during their individual application process. No refund will be provided for third party costs).</li> <li>• You have exhibited behaviour which, in the opinion of the authority, is inappropriate to a licence holder and amounts to reasonable cause to show that you are not a fit and proper person to hold an operator's licence.</li> <li>• The Determination of Matters Policy Guidelines contained in Section 7 of this Policy apply to you.</li> <li>• The nominated premises are not located within the Borough of Sandwell.</li> <li>• The nominated premises or access to the premises is considered to be unsuitable.</li> <li>• You are not in day-to-day control of the business.</li> </ul>		<ul style="list-style-type: none"> <li>• Your application for a licence has not been successfully completed within 6 months of the date your application was received. In such circumstances we will deem that the applicant has withdrawn the application to be licensed and any future application will require a further licence fee to be paid and the entire process to be completed again. (Upon request the applicant will receive a <b>partial refund of the</b> licensing fee that has not been spent during the application process (<b>Maximum to be refunded £30</b>). No refund will be provided if <b>the Company has been or is in the process of being dissolved</b>.</li> <li>• <b>The Company has been or is in the process of being dissolved.</b></li> <li>• The full fee has not been paid.</li> </ul> <p><b><i>You must also ensure that you comply with the following during the lifetime of your licence:</i></b></p> <ul style="list-style-type: none"> <li>• All advertisements used by the company should be approved by the Local Authority.</li> <li>• You must ensure that you keep adequate records of all employees, drivers and vehicles working at the company, as defined by the Taxi Licensing Office.</li> <li>• You should not breach any conditions of the licence during its lifetime.</li> </ul>
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<ul style="list-style-type: none"> <li>• You have not successfully completed the Private Hire Operator's Knowledge Test.</li> <li>• You have not produced all documents/information requested by the Authority.</li> <li>• You have convictions under the Local Government (Miscellaneous Provisions) Act 1976 or associated legislation.</li> <li>• The full fee has not been paid.</li> </ul> <p><b><i>You must also ensure that you comply with the following criteria during the lifetime of your licence:</i></b></p> <ul style="list-style-type: none"> <li>• All advertisements used by the company should be approved by the Local Authority, before use or purchase of any materials.</li> <li>• You must ensure that you keep adequate records of all employees, drivers and vehicles working at the company, as defined by the Taxi Licensing Office.</li> <li>• You should not breach any conditions of the licence during its lifetime.</li> <li>• You should not carry out, or cause to be carried out, a contract when either the driver, vehicle, or both are not correctly licensed, or insured.</li> <li>• The licence holder must ensure that there is at least one vehicle available at the base for the use of disabled passengers at all times.</li> <li>• The licence holder must not be in breach of any of the conditions attached to the planning permission for the premises.</li> </ul>		<ul style="list-style-type: none"> <li>• You should not carry out, or cause to be carried out, a <b>booking</b> when either the driver, vehicle, or both are not correctly licensed, or insured.</li> </ul>
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	Section was previously a condition and now added to the guidance section	<p><b>6.11 PASSENGER CARE</b></p> <p>Private Hire Operators must ensure that at all times the level of service they provide to people with disabilities is identical to the service they provide to able-bodied passengers, both in terms of price and level of service. Any discrimination in relation to disabled passengers is unacceptable. <b>Direct discrimination will</b> be considered as behaviour that is inappropriate to a Licence Holder and amounts to reasonable cause to show that you are not a fit proper person to hold an operator's licence. The matter will be considered by the Licensing Sub Committee and may result in <b>enforcement</b> action being taken in relation to your licence.</p>
	Updated to reflect that roof signs on private hire licensed vehicles will no longer be permitted as per the DfT guidance	<p><b>6.12 OPERATOR SIGNAGE</b></p> <p><b>Roof signs are not permitted on private hire vehicles.</b> The licence holder must ensure that all vehicles working through the base display company signage at all times. Signage <b>to</b> be in the form of door stickers/magnets. All company signage must conform with the Council's requirements at all times, <b>and</b> Operators will be required to <b>submit a proposed</b> design with the Taxi Licensing Office <b>before use</b>. Door signs must display the full company name and telephone number/<b>and or App details</b>.</p>

### 6.11 IMPORTANT BASE DOCUMENTS

As a Private Hire Operator, you may have a considerable number of drivers and vehicles working through your company at any one time.

It is your responsibility to ensure that they are all correctly licensed and insured.

In order to satisfy the requirements of your licence, the Council requires you to maintain a file containing the following documents, (*see chart below*). This record should be available at your base for inspection at all times.

You should ensure that all drivers produce these documents, before they begin work.

**NB. Remember that you have overall responsibility for any activities undertaken by drivers working through your business.**

Document	Reason
Current DVLA Driving Licence	To ensure that the driver has no convictions or disqualifications unknown by the Taxi Licensing Office
Copy of Private Hire Driver's License	To ensure that the driver holds a valid current Private Hire Drivers Licence
Copy of Current DVSA (MOT) Certificate for the Vehicle	To ensure that the vehicle has the necessary valid DVSA (MOT) Test Certificate.

Updated conditions into a user friendly format and will become an appendix to the policy to be more easily accessed and found on the Council's website.

### PRIVATE HIRE OPERATOR CONDITIONS

**Conditions attached to Private Hire Operators Licence pursuant to Section 55 of the Local Government (Miscellaneous Provisions) Act 1976 – Part II**

**Notification of Information to the Licensing Authority**

1. If the Operator makes any changes to their name (including trading name), address, telephone number, email address or customer booking app, they must notify the Licensing Authority of the change within 48 hours.
2. If the Operator is a limited company or partnership, any change of partners, directors, registered office address or intention to dissolve must be notified to the Licensing Authority within 48 hours.
3. If the Operator is a limited company or partnership and it is proposed that a new director or partner joins, the new director or partner must provide a basic DBS certificate dated within the last three months to the Licensing Authority for consideration prior to them being appointed or joining the partnership.
4. If the named operator, directors or partners change their name, they must notify the Licensing Authority of the change within 48 hours and apply for a new DBS certificate declaring their current name and all previous names.



Copy of Valid Insurance Cover	To ensure that the vehicle is covered by a relevant insurance policy, at all times whilst working as a Private Hire Vehicle.		
Copy of Vehicle Registration Document	To ensure that current owner details are correct		
Copy of Current Private Hire Vehicle Licence	To ensure that the Vehicle owner holds a valid current Private Hire Vehicle Licence.		
<p><b>6.12 NOMINATED DEPUTY (MANAGER)</b>  We accept that you cannot be available twenty four hours a day, seven days a week. However, you are still responsible for the business, when you are not there.  In order that you can meet your responsibilities, even in your absence, you should nominate a deputy or a manager who is over the age of 21 years to act on your behalf.  This person must have knowledge of the business and have access to all records kept on the premises at all times.</p> <p><b>CONDITIONS ATTACHED TO PRIVATE HIRE OPERATORS LICENCES PURSUANT TO SECTION 55 OF THE LOCAL GOVERNMENT (MISCELLANEOUS PROVISIONS) ACT 1976 - PART II</b></p>			<p>5. The named operator must provide a basic DBS certificate to the Licensing Authority every 12 months. The certificate must be dated within the last 3 months. If the Operator is a company or partnership, a certificate must be provided for each director and partner.</p> <p>6. The Operator must notify the Licensing Authority within 48 hours of any:</p> <ul style="list-style-type: none"> <li>a) Arrest, police investigation, charge, bail conditions, bail extension, summons, convictions (including foreign convictions), caution, warning, voluntary interview or interview under caution, child abduction warning notice, domestic violence prevention order, anti-social behaviour related orders, immigration penalty, fixed penalty notices or community resolution for any offence. This is applicable both for matters in the UK and overseas.</li> <li>b) A notice of intended prosecution, driving licence points, endorsements and disqualifications.</li> <li>c) Public Service Vehicle (PSV) Operator licence written warning, refusal, suspension or revocation.</li> </ul>

<p>6.13 OPERATOR LICENCE</p> <p>a) The operator is responsible for all persons that they employ, contract or use in the course of their business. To that end, the operator must undertake sufficient checks to satisfy themselves that only suitable drivers and employees are used (and continue to be used) in the course of their business. The failure of an operator to ensure that appropriate checks are carried out may call into question the operator's fitness and propriety. In addition, a failure to take appropriate action in relation to drivers that persistently breach licence conditions may also be detrimental to the continued fitness and propriety of the operator.</p> <p>b) The operator licence is not transferable and the person to whom it is issued must display it in a prominent position at the business premises recorded on the licence at all times during the currency of the licence, so as to be on view to members of the public, except on such occasions as the licence is presented to the Licensing Authority for amendment or if it is required to be produced for inspection by an Authorised Officer of the Council or a Police Officer.</p> <p>c) The Licence is granted in respect of the premises referred to in the licence and is not transferable.</p> <p>d) The Operator must notify the Council in writing of any change in partnership, directorship, ownership, management or control of the business within 5 working days.</p>		<p>d) Invitation to attend a licence review or refusal to grant/renew a licence, suspension or revocation by any other Licensing Authority. If the other licence is suspended or revoked with immediate effect, the taxi licensing team must be notified immediately.</p> <p>e) Addition to the DBS Children's or Adults' Barred List.</p> <p>f) Receipt of a further certificate of good conduct.</p> <p>The Operator must make this notification themselves, even if a third party has already notified the Licensing Authority of the information. If the Operator is a limited company or partnership, full details should be given for any of the above imposed on the company, directors or partners. This is applicable both for matters in both the UK and overseas and any information provided should be truthful and accurate.</p>
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<p>e) The Operator must notify the Council in writing within 7 days of any other material change affecting the licence during its validity.</p> <p>f) The operator must not at any time operate more private hire vehicles than are specified on the planning permission for the premises.</p> <p>g) A licensed operator must inform the council if they are going to be absent from the day to day running of the business for a period of 2 consecutive months. In doing this, the operator must confirm if the manager / nominated deputy will be responsible for the running of the business on their behalf. The operator should also nominate an additional person who is responsible in the absence of the manager / deputy.</p> <p>h) Operators must conduct their business in accordance with all relevant statutory provisions. This includes health, safety and welfare legislation, environmental legislation and equalities legislation.</p> <p>i) The holder of this Licence shall ensure that all conditions of planning permission in respect of the premises are fully complied with in every respect.</p> <p>6.14 BUSINESS PREMISES</p> <p>a) The Operator must only conduct business from the Office at the address specified on the Licence. The Council reserves the right for an Authorised Officer to inspect the premises for suitability and compliance with the requirements of these Conditions.</p>		<p>7. The Operator must report any safeguarding concerns that they have in relation to an adult or child where it appears they are under the control, or being negatively influenced by, any person, who places them or someone else in harm or risks committing criminal offences. Reports should be made to the Local Authority Safeguarding Team/Police as soon as possible and in any event within 24 hours. If there is an immediate risk, the Operator must call 999.</p> <p>8. The operator is required to submit to the Licensing Authority, within 48 hours, information as the authority may reasonably consider necessary to determine whether the operator remains fit and proper to hold a licence.</p> <p>9. The operator, or the manager named on the licence, must attend any audit of their booking records undertaken by the Licensing Authority at the address specified on the licence or participate in a remote inspection if required.</p> <p>Driver Records</p> <p>10. If the Operator engages/partners with a driver who provides a medical exemption certificate, this must be verified with the Licensing Authority.</p> <p>11. The Operator must record and provide to the Licensing Authority or the Police, on request, the following details for each private hire/dual driver they are partnered with/have engaged:</p>
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<p>b) The Operator must not cause or permit the business premises to be used by any other person(s) for any other purpose than that connected with the conduct or operation of the private hire business. This condition will not apply if the business premises is the residential address of the licensed operator.</p> <p>c) The Operator must not conduct his business, nor employ or utilise any person to conduct his business in any premises, the use of which have not been approved by the Council.</p> <p>d) If the licensed operator employs any other person to work at the business premises, the premises must be kept clean, adequately lit, heated and ventilated and must conform to all other legal requirements including the legal requirement that no smoking be allowed on the premises under the requirements of the Health Act 2006; the requirements of the Regulatory Reform (Fire Safety) Order 2005 which requires that a fire safety risk assessment is in place at the premises and Health and Safety at Work Regulations.</p> <p>6.15 RECORD OF BOOKINGS</p>		<p>a) a copy of their current Private Hire/Dual Driver licence.</p> <p>b) a record of when the current Private Hire Driver/Dual licence expires.</p> <p>c) a copy of their current DVLA Driving Licence.</p> <p>d) a record of when the current DVLA Driving Licence expires.</p> <p>e) a copy of any medical exemption certificates issued by the Licensing Authority, which must be verified directly with the Licensing Authority.</p> <p>12. If the Operator terminates a private hire/dual driver due to misconduct, the Operator must notify the Licensing Authority of the full details/reason(s), for termination, within 48 hours.</p> <p>Vehicle Records</p> <p>13. The Operator must record and provide to the Licensing Authority or the Police, on request, the following details for each private hire/hackney carriage vehicle they are partnered with:</p> <p>a) Registration number of the vehicle.</p> <p>b) Private Hire/Hackney Carriage Licence Number</p> <p>c) Base call sign (if any).</p> <p>d) Make/model/colour of vehicle.</p> <p>e) A copy of the current Private Hire/Hackney Carriage Vehicle Licence.</p>
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<p>a) The operator must keep an accurate record of every booking of a private hire vehicle or hackney carriage accepted by him/her. The loss of records by theft or otherwise must be reported to the Council in writing within 24 hours, and also immediately to the Police in the event of theft being suspected. Separate records must be kept at each premises from which the Operator conducts business. The records must be kept at all times at the business premises and not removed. All such records must be in English, permanent, legible and preserved for a period of not less than 5 years following the date of the last entry. Records must be kept in one of the following forms:</p> <ul style="list-style-type: none"> <li>i. a bound book with consecutively numbered pages (loose leaf registers are not acceptable) or</li> <li>ii. on continuous stationery which has been generated in the form of an instantaneous print out by a computerised system. The Operator must ensure that adequate supplies of continuous stationery and ink cartridges are maintained and that the printer is appropriately replenished to ensure that at all times full and legible booking details are printed, or</li> </ul>		<ul style="list-style-type: none"> <li>f) A record of when the current Private Hire/Hackney Carriage Vehicle Licence expires.</li> <li>g) A copy of the current insurance policy for the vehicle.</li> <li>h) A record of when the current insurance policy expires.</li> </ul> <p>14. Operator signage, approved by the Licensing Authority, must be displayed on the side panels of each licensed vehicle. This signage is to be submitted by the Operator to the taxi licensing supervisor for approval in advance.</p> <p><b>Recruitment Policies</b></p> <p>15. The Operator must 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, including the Operator’s written policy on convictions.</p> <p>16. The Operator must keep a register of all workers who accept bookings or dispatch vehicles. This is to be made available to an authorised officer of the Licensing Authority or to the Police on request.</p>
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<p>iii. a computerised recording system which automatically generates a permanent entry onto a recordable CD or DVD at the same time the booking is entered onto the system. Satisfactory certification from the program supplier/installers must be produced to the Council before using any such system for the recording of bookings required by law to be maintained. Such certification must confirm that the system stored or recorded is tamper-proof; and once inputted, cannot be altered, amended, deleted or added to in any way. Any change to the recording system must only be by way of prior written agreement from the Council.</p> <p>iv. the removable CD/DVD must be changed on the first day of every month and kept in a secure place at the premises for production on demand by the Police or an Authorised Officer.</p> <p>v. on secure computer hard drives or secure cloud storage systems.</p> <p>Regardless of which system is used. Copies of booking records must be provided to an authorised officer or Police officer on request.</p> <p>b)(1) In respect of whichever system is used the Operator must, at the time the booking is taken, enter therein:</p> <p>i. the date and time the booking was received, any subsequent cancellation, and the signature (or in the case of a computer system, the identity) of the person taking and responding to the booking;</p> <p>ii. the name and address of the hirer;</p>		<p>17. 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, or have their knowledge and skills assessed, in Child Sexual Exploitation (CSE), safeguarding and disability awareness. They must be trained to understand the operator's duties under the Equality Act 2010. Every worker must sign a record of being trained on these matters and the record must be shown to an authorised officer on request.</p> <p>Inviting Bookings</p> <p>18. The Operator must have in place an appropriate Public Liability Insurance of at least £5 million cover and an appropriate Employers' Liability Insurance of at least £5 million cover. (Employers liability insurance will only be required if the operator employs staff)</p> <p>19. The Operator must ensure that any publicly accessible premises they provide, whether for the purpose of booking or waiting, are kept clean and adequately heated, ventilated and lit. The Operator must ensure that any waiting area which they provide has adequate seating facilities, is for customers only and is kept physically separate from any staff area.</p> <p>20. The Operator must ensure that their customer information, if provided in hard copy in their premises, is also readily available in alternative accessible formats, including large print, Braille, and Easy Read.</p>
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<p>iii. the time of the journey, together with the journey date if different from the booking date; the address or name of the premises from which it is to commence (i.e. the point of pick up of the passenger(s)) and the address or place of destination;</p> <p>iv. the private hire/hackney carriage plate number of the vehicle to be used for the journey and vehicle registration number (personal code systems are not acceptable);</p> <p>v. the badge number and name of the driver of the vehicle used;</p> <p>vi. remarks (including details of any sub-contracting to another licensed operator).</p> <p>vii. the name of the individual(s) that responded to the booking and/or dispatched the vehicle.</p> <p>viii. it is accepted that Operators may outsource booking and dispatch functions, but the obligation to protect children and vulnerable adults cannot be passed on. Operators are required to produce evidence that comparable protections are applied by the Company to which they outsource these functions and booking records should evidence that the customer was made aware of this prior to the booking being confirmed.</p>		<p>21. 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. (Both documents are available to view at <a href="http://www.gov.uk">www.gov.uk</a> )</p> <p>22. The Operator must ensure that customers are aware that their personal details may be shared with the Licensing Authority if requested.</p> <p>23. The Operator must identify passengers' accessibility needs prior to taking a booking, to ensure an appropriate vehicle is provided.</p> <p>24. Where a private hire vehicle has 'third row' seats (if passengers must move other seats to enter or exit the vehicle), the Operator must advise the hirer in advance that some seats have restricted access and so may be unsuitable for passengers with mobility difficulties.</p> <p>25. The Operator must not dispatch a Public Service Vehicle (PSV) for a booking of fewer than 9 passengers, without first informing the hirer that the driver is subject to different checks and not required to have an enhanced DBS check. The customer must explicitly consent to this driver.</p>
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<p>b)(2) i. Where a private hire vehicle is unsuitable, for example where a larger vehicle such as a minibus is needed because more than 8 passenger seats are required or to accommodate luggage, the person making the booking/hirer should be informed that a PSV is necessary, and that a PCV licensed driver will be used who is subject to a lower level of checks than a private hire/dual/hackney carriage licensed driver;</p> <p>ii. A record is to be kept that the hirer was informed of the above and gave their consent to the use of a vehicle and driver who had not been subject to the higher level of checks carried out by Sandwell Council for taxi and private hire licensing purposes. This record to be produced to an authorised officer of the Council or a Police Officer for inspection if requested.</p> <p>c) Where any bookings are sub contracted either by the operator to another licensed operator or are accepted by the operator from another operator a full record of the booking (in line with 3b above) and notes must be included; including the name of the sub-contractor and contact information)</p> <p>d) No alterations to records may be made – any amendment must be made to the original record by way of an addition.</p>		<p>26. The Operator must ensure that all advertising materials comply with the Advertising Standards Authority requirements and do not contain offensive, misleading or potentially inflammatory wording which could be seen as defamatory. All adverts must first be approved by the Licensing Authority.</p> <p>27. The operator must publish their policy on surcharges for tolls, parking, airport drop-offs and any other fees. Operators must make it clear of the circumstances where a quoted price may change, if it's not binding.</p> <p>Accepting Bookings</p> <p>28. Operators must not accept bookings that they are unlikely to be able to fulfil punctually and must notify customers at the earliest opportunity if they are unable to fulfil a booking.</p> <p>29. For every booking accepted for a private hire vehicle, the operator must ask and record:</p> <ul style="list-style-type: none"> <li>a) Any accessibility needs of any of the passengers.</li> <li>b) Lead passenger's forename and surname.</li> <li>c) Telephone number, email address or residential address for the hirer.</li> <li>d) Time and date the booking was made.</li> <li>e) Pickup location of the passenger.</li> <li>f) Scheduled pickup time and date.</li> <li>g) Main destination</li> <li>h) If cancelled, the time and date of the cancellation request.</li> </ul>
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<p>e) Entries in the bound book, or on the digital copy generated by a computerised system, must cover a 24 hour period and must contain information in relation to only one private hire firm and no details in connection with the bookings of other private hire firms. The Operator must ensure that any booking clerk involved is competent in the recording of bookings and operating the system used.</p> <p>f) The records of bookings must be maintained and kept up to date at all times and must be made available for inspection at all reasonable times without notice by any duly Authorised Officer of the Council or any Police Officer. Such Officers must be permitted to photograph and / or remove such records, however kept, from the premises as required.</p> <p>g) The Operator must not fail or refuse to accept a booking by or on behalf of a disabled person accompanied by an 'assistance dog' when the reason for failure or refusal is that the disabled person will be accompanied by the 'assistance dog'.</p> <p>h) The Operator must ensure that any personal information obtained during the course of their business is stored securely, and only retained for as long as is absolutely necessary. Access to this information must be restricted to only those persons who will use it for the purpose for which it has been collected.</p>		<p>The Operator must also record for every booking accepted:</p> <ul style="list-style-type: none"> <li>a) The individual that took the details of the booking (if not recorded by a computer).</li> <li>b) If the booking is for a Public Service Vehicle (PSV) with fewer than nine passengers, that the customer consented to this.</li> </ul> <p>If the booking is sub-contracted:</p> <ul style="list-style-type: none"> <li>a) The operator to whom the booking is sub-contracted.</li> <li>b) The time and date the booking was sub-contracted and accepted.</li> </ul> <p>Where the Operator dispatches a private hire/hackney carriage vehicle for a booking, they shall keep a full and accurate record of:</p> <ul style="list-style-type: none"> <li>a) The individual that dispatched the vehicle (if not dispatched by a computer).</li> <li>b) The name, vehicle registration mark and licence number of the private hire/hackney carriage vehicle booked/dispatched.</li> <li>c) The name and licence number of the driver of the vehicle.</li> <li>d) The other private hire drivers that responded to the booking request, including those that were unsuccessful in being allocated the booking.</li> </ul> <p>For every booking completed, the operator must record:</p>
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<p>Personal information must not be used for any other purpose other than that for which it was collected without the express permission of the individual to which the information relates.</p> <p>For example, telephone numbers provided by customers so that they can be alerted / updated by SMS text message with regard to a booking they have made must only be used for this purpose. The information must not be retained by the Operator after the text message has been sent, and / or used for any other purpose (such as unsolicited marketing calls).</p> <p>i) The Licence holder shall maintain a folder containing copies of the following documents for all drivers/vehicles working through the base:</p> <ul style="list-style-type: none"> <li>• Up-to-date DVLA Driving Licence.</li> <li>• Sandwell Private Hire Drivers Licence.</li> <li>• Current MOT Certificate.</li> <li>• Current insurance cover note or certificate of insurance.</li> <li>• Vehicle Registration Document.</li> <li>• Sandwell Private Hire Vehicle Licence.</li> </ul> <p>The information outlined above must be retained at the Operating premises and be available for inspection by an Authorised Officer or Police Officer <b>at all times</b>.</p> <p>j) The Operator must not accept any booking for a particular private hire vehicle / hackney carriage which would require that vehicle to carry more passengers than it is licensed to carry.</p>		<p>a) The drop off location of the last passenger.</p> <p>30. These records must be maintained in a bound book with consecutively numbered pages or an appropriate digital booking system, accessible at the Operator's address. Records must be kept for 12 months from the date of the journey.</p> <p>31. 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.</p> <p>32. Any urgent requests for information must be provided within 4 hours. All other requests must be responded to within one week.</p> <p>33. The Operator must ensure that any personal information obtained during the course of their business is stored securely and only retained for as long as absolutely necessary, in compliance with data protection legislation. Access to this information must be restricted to only those persons who will use it for the purpose for which it was collected.</p> <p>34. 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 6 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.</p> <p>Complaints</p>
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<p>k) The Operator must not operate a private hire vehicle / hackney carriage without the driver thereof being licensed by Sandwell MBC. The Operator must personally examine the drivers' licences issued by the Council and satisfy himself / herself as to their validity.</p> <p>l) The Operator must bring to the attention of all drivers their legal obligations regarding the use of seat belts by both adults and children under 14 years of age.</p> <p>m) The Operator must bring to the attention of all drivers their legal obligation regarding no smoking in vehicles under the Health Act 2006. The operator must also advise drivers that vaping and the use of e-cigarettes is also prohibited.</p> <p>n) The Operator must ensure that all drivers are aware of their obligations under any other legislation relevant to the work of a private hire vehicle.</p> <p>o) The Operator must ensure that all licensed drivers who carry out work on behalf of their company act in a civil and orderly manner both towards customers and any other member of the public.</p> <p>p) The Operator must provide a prompt, efficient and reliable service to members of the public at all reasonable times and, for this purpose, must in particular:</p>		<p>35. The Operator must have a policy for dealing with complaints. All complaints must be kept for 12 months and record:</p> <ol style="list-style-type: none"> <li>1) The complainant's name</li> <li>2) Contact information</li> <li>3) The complaint details</li> <li>4) Details of any actions taken by the Operator</li> <li>5) All details recorded above must be individually date and time stamped.</li> </ol> <p>These details are to be provided to the Licensing Authority on request by an authorised officer.</p> <p>36. Any safeguarding concerns, reported by a driver or any other person, must be recorded and kept for 12 months and reported to the Licensing Authority at the earliest opportunity. For any emergencies (e.g. immediate risk to child), report this to the police on 999. For anything else, use 101.</p> <p>37. The Operator must notify the Licensing Authority immediately if a school transport provider excludes a driver from undertaking contract work due to a complaint.</p> <p>38. Complaints of the following nature must be reported to the Licensing Authority immediately:</p> <ol style="list-style-type: none"> <li>a) Incidents resulting in injury or death.</li> <li>b) Exploitation.</li> <li>c) Violence.</li> <li>d) Possession of a weapon.</li> </ol>
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<p>a. Ensure that when a licensed vehicle has been hired to be in attendance at an appointed time and place, the vehicle must, unless delayed or prevented by sufficient cause, punctually attend at the appointed time and place.</p> <p>b. Behave in orderly and civil manner and must take all reasonable precautions to ensure the safety of all persons conveyed in licensed vehicles operating from his/her office premises.</p> <p>q) Where applicable, only radio equipment licensed by OFCOM must be used for the purpose of conducting the business authorised by this licence. The OFCOM licence must be produced on request to the Police or an Authorised Officer. CB apparatus must not be used in connection with any private hire booking at any operating address or in any private hire vehicle/hackney carriage available from such operating base.</p> <p>r) The use of radio scanner equipment is prohibited.</p> <p>s) Keep a Register of all staff that will take bookings or dispatching vehicles, to be made available to an authorised officer of the Council or Police Officer on request</p> <p>t) Evidence that they have had sight of a recent basic DBS for all booking and dispatch staff</p> <p>u) Should an employee cease to be on the register and later re-entered, a new basic DBS certificate should be requested and sight of the document recorded on the register</p>		<p>e) Sexual offences.</p> <p>f) Dishonesty.</p> <p>g) Drugs.</p> <p>h) Discrimination including any refusals of service to those with assistance dogs and wheelchair users.</p> <p>i) Drink driving/driving under the influence of drugs.</p> <p>j) Dangerous driving.</p> <p>k) Terrorism and extremism.</p> <p>Where these complaints relate to a driver and journey, the operator must provide to the Licensing Authority:</p> <ol style="list-style-type: none"> <li>The name of the hirer of the private hire/hackney carriage vehicle and their contact details. <ul style="list-style-type: none"> <li>If applicable, what information relating to the accessibility needs of the passengers was relayed to the driver</li> </ul> </li> <li>Full details of the complaint, including any evidence provided to substantiate it, as well as any evidence arising from the initial investigation by the operator.</li> <li>Summary of any previous complaints from the complainant to the operator.</li> <li>Booking records for the journey and if the journey end point was the requested destination or another location.</li> </ol>
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<p>v) From 1 September 2022 have a policy on employing ex-offenders, a copy of which is to be supplied to the Licensing Authority on each application and a copy of which to be available at the base and produced to an authorised officer of the Council or Police Officer on request</p> <p>w) The register is to be kept for the same period as the Operator's booking records.</p> <p>6.16 ADVERTISING</p> <p>a) The Operator must not trade or advertise under any name for private hire purposes unless such trade name has been approved by the Council and has accordingly been entered on the Private Hire Operator's Licence issued by the Council.</p> <p>In addition, the following should be considered before paying for any advertising:</p> <p>i) The trading name shall be displayed in full on all advertisements</p> <p>ii) The trading name shall not incorporate the words 'taxi', 'hire' or 'cab'</p> <p>iii) The Taxi Licensing Office may refuse to register any trading name, where in their opinion, it is likely to cause confusion to the general public, or is similar to a trading name registered to another licensed operator.</p>		<p>e. The name of the driver.</p> <p>f. The licence number of the driver.</p> <p>g. The licence number and VRM of the relevant private hire vehicle.</p> <p>h. Whether the customer/passenger changed the destination of the journey at any point, or request any additional stops, if known.</p> <p>i. Where available, mapping and telemetry details of the vehicle's movement from the acceptance of the booking until the acceptance of the next booking.</p> <p>j. If a refusal/cancellation:</p> <ul style="list-style-type: none"> <li>• whether the journey was cancelled/refused by the driver or the passenger</li> <li>• the reason for the cancellation/refusal</li> <li>• details of the communication between the customer and the driver, prior to the cancellation of the fare</li> <li>• details of the communication between the operator and the driver, following the cancellation of the fare</li> </ul>
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<p>iv) For the avoidance of doubt 'advertisement' in this condition means any display on or in the vehicle used in conjunction with the business; and directory; newspaper or media reference or notice or any card or circular distributed for public use, which displays the address or telephone number of the operators business.</p> <p>b) The Operator must supply a copy of advertising materials to the Council for recording on file.</p> <p>c) The Operator must ensure that all advertising materials comply with Advertising Standards Authority requirements and do not contain offensive, misleading or potentially inflammatory wording which could be seen as defamatory.</p> <p><b>6.17 GENERAL CONDITIONS</b></p> <p>a) The Operator must ensure that Public Liability Insurance is in force throughout the validity of the licence for each and every operating base open to the public to a minimum cover of £2 million. Certification must be produced on demand to the Taxi Licensing Office or any Authorised Officer.</p> <p>b) The Operator must affix a properly printed notice in a prominent position inside the business premises, so as to be easily read by any person seeking to hire a private hire vehicle/hackney carriage, stating that any complaints regarding a hiring relating to his/her business should be addressed to:</p> <p><b>Sandwell MBC Taxi Licensing Office, Waterfall Lane Transport Depot, Waterfall Lane, Cradley Heath. B64 6RL.</b></p>		<ul style="list-style-type: none"> <li>• where available, mapping and telemetry details of the vehicle's movement after cancellation, detailing the next booking the driver accepted.</li> </ul> <p>k. any other relevant complaints received concerning the driver</p> <p><b>Other Operator Conditions</b></p> <p>39. The Operator must not trade or advertise under any name for private hire purposes unless such trading named has been approved by the Licensing Authority and entered on the Private Hire Operator's Licence issued by the Licensing Authority. The name should not include the words "taxi", "hire" or "cab".</p> <p>40. The Licensing Authority may refuse to register any trading name where in their opinion it is likely to cause confusion to the general public or is similar to a trading name registered by another licensed operator.</p> <p>41. The Operator should not cause or permit another business to operate from the base address. This condition will not apply if the business premises is the residential address of the licensed operator.</p>
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<p>Such notice must also state that the Council does not control the fares for private hire vehicles and that, in the absence of any fare scale published by the Operator, the fare should be agreed before the journey commences. Any fare scale in operation must be on prominent public display and be an accurate reflection of the charge, including any specific additions i.e. Bank Holidays and after midnight loading (including any waiting times) which the customer may be expected to pay.</p> <p>c) The Operator must notify the Council <b>in writing within 7 days (48 hours for sexual, dishonesty, violence or motoring convictions or any arrest for whatever reason)</b> providing full details of any conviction, bind over, caution, warning, reprimand or arrest for any matter (whether or not charged) imposed on him / her (or if the Operator is a Company or Partnership on any of the Directors, Secretary or Partners) during the period of the licence. An arrest for any sexual offence, any offence involving dishonesty or violence and any motoring offence will result in the review by the Licensing Sub Committee of the licence holders suitability to continue to hold a licence.</p> <p>d) The Operator must notify the Council in writing within 3 days of any change of home address whether permanent or temporary.</p>		<p>42. If the licensed operator has a business premises, the premises must be kept clean, adequately lit, heated and ventilated and must conform with all other legal requirements including no smoking/vaping/use of tobacco products within the premises, health and safety and fire regulations.</p> <p>43. You are still responsible for the business when you are not there. In such instances, you should nominate a deputy or a manager who is over the age of 21 to act on your behalf, and share this information with the Licensing Authority as soon as possible. This person must have knowledge of the business and have access to all records kept on the premises at all times.</p> <p>44. <b>In relation to complaints</b>, the Operator must affix a properly printed notice in a prominent position inside the business premises, so as to be easily read by any person seeking to hire a private hire vehicle/hackney carriage, stating that complaints <b>can be made</b> to:</p> <p><b>Sandwell MBC Taxi Licensing, Oldbury Council House, Freeth Street, OLDBURY, PO Box 2374, B69 3DE</b></p> <p>The Council does not control the fares for private hire vehicles and that, in the absence of any fare scale published by the Operator, the fare should be agreed before the journey commences. <b>Any fare disputes should be dealt with by the Operator.</b></p>
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<p>e) Where any property is left by a customer in the business premises, or in any vehicle used for any hiring and placed in the Operator's safekeeping by the driver thereof. The Operator must endeavour to arrange to return such property to its rightful owner, failing which it must be dealt with in accordance with legal requirements and handed in as found property to the Police within 24 hours.</p> <p>f) The Operator must not, by him/herself, his/her agents, or any other person importune, or cause or permit to be importuned any person by calling out or by any other means whatsoever to hire any of the licensed vehicles under his/her control.</p> <p>g) The Operator must not cause or permit the private hire vehicle licence plate or any notices that are required to be displayed on the inside or outside of a private hire vehicle to be:</p> <ul style="list-style-type: none"> <li>• Concealed from public view</li> <li>• Defaced</li> <li>• Disfigured</li> </ul> <p>The Operator must also ensure that the licence plate and notices are always legible and displayed in accordance with the conditions of the private hire vehicle licence.</p>		<p><b>In these Conditions</b> "Operator" means the person who is the current holder of an Operator's Licence</p> <p>"Business premises" means the operating premises from which the Operator conducts the business</p> <p>i. These conditions should be read in conjunction with the provisions of Part II of the Local Government (Miscellaneous Provisions) Act 1976.</p> <p>ii. Any person who commits an offence against any of the provisions of the Act pursuant to Section 76 may be liable on summary conviction to a fine not exceeding Level 3 on the standard scale.</p> <p>iii. The use of a licensed private hire vehicle to fulfil any private hire booking requires the driver to hold a currently valid private hire driver's licence even if no fare is charged for the journey or irrespective of when, how and to whom any fare is payable. Operators are reminded that the use of free fare cars/courtesy cars which are not licensed as private hire vehicles are not permitted for private hire journeys. Every contract for the hire of a licensed private hire vehicle is deemed to be made with the Operator who accepted the booking for the hire vehicle whether or not the Operator provided the vehicle.</p>
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<p>h) All licence holders must hold a current Basic Disclosure Certificate. A new certificate must be obtained every 12 months and produced to the Taxi Licensing Office. Failure to produce a current certificate may result in the licence holder's licence being suspended. Any costs associated with obtaining this certificate must be met by the licence holder. The licence holder must ensure that all drivers and employees working through the base also hold a valid disclosure certificate as required by council policy.</p> <p>i) You must keep and maintain at your licensed premises a register of all persons employed whether full or part time, in which shall be recorded their full name, date of birth, address, national insurance number, contact telephone number, any call sign/codes they are allocated and the dates their employment commenced/terminated. Further, in relation to each employed individual, copies of supporting documentation in the form of a valid passport or a DVLA photocard licence and utility bills of no more than 2 months old must be kept. This register must be retained at your licensed premises and be available for inspection by an authorised officer at any time during the hours of operation.</p> <p>j) The Licence holder must ensure that all drivers working through the base fully conform with the Council's requirements in relation to the Dress Code Policy and wearing corporate clothing or a corporate logo/badge on their clothing, as outlined in the Private Hire Driver's Licence conditions.</p>		<p>iv. Any failure on the part of the Operator to make appropriate enquiries as to the licensing status of drivers and/or vehicles for any purpose could be construed as reasonable cause to suspend or revoke the licence. The onus remains with the Operator to clarify any legal requirements which he or she may be required by law to observe.</p> <p><b>v.</b> Any infringement of the licensing conditions could lead to suspension or revocation of the licence.</p> <p><b>vi.</b> Any request for advice from the Council in relation to licensing legislation should be in writing to which a written response will be given so as to avoid any future dispute as to the advice given. This does not preclude you from obtaining your own independent legal advice.</p>
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<p>k) The licence holder must ensure that all vehicles working through the base display company signage at all times. Signage may be in the form of a roof sign or door stickers/magnets or both. All company signage must conform with the Council's requirements at all times that the vehicle is working. Operators will be required to lodge a design with the Taxi Licensing Office for approval. All roof signs used at the base must be of a uniform design and as a minimum, display the full company name on the front and the telephone number of the base on the rear. Door signs must display the full company name and telephone number. The Operator will determine what signage is used.</p> <p>l) All vehicles working through the business must display licence identification plates and window stickers, supplied by the Council, at all times that the vehicle is working).</p> <p>m) The Licensed Operator or the person nominated by the Operator in writing, must be on the premises or in charge of the Operation and immediately contactable by an Authorised Officer or Police Officer <b>at any time</b>.</p> <p>n) The Operator must ensure that any person left in charge of the premises in the absence of the Operator, is fully aware of the conditions applicable to this licence, particularly those relating to the maintenance of records for drivers, vehicles and bookings and the need to comply with the conditions at all times.</p>		
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o) All Private Hire Operators should have the facility to carry guide dogs for the visually impaired, hearing dogs for the deaf and other assistance dogs, when required to do so by a member of the public. **There should be a minimum of 1 vehicle and driver available at all times to carry out this type of work. Therefore, if one vehicle is being used another one should also be available to provide this facility.**

p) Private Hire Operators must ensure that at all times the level of service they provide to people with disabilities is identical to the service they provide to able-bodied passengers, both in terms of price and level of service.

q) Any discrimination in relation to disabled passengers is unacceptable. Discrimination may be considered as behaviour that is inappropriate to a Licence Holder and amounts to reasonable cause to show that you are not a fit proper person to hold an operator's licence. The matter will be considered by the Licensing Sub Committee and may result in action being taken in relation to your licence.

#### 6.18 OPERATOR NOTES

**In these Conditions** "Operator" means the person who is the current holder of an Operator's Licence  
 "Business premises" means the operating premises from which the Operator conducts the business

i. These conditions should be read in conjunction with the provisions of Part II of the Local Government (Miscellaneous Provisions) Act 1976.

<p>ii. Any person who commits an offence against any of the provisions of the Act pursuant to Section 76 may be liable on summary conviction to a fine not exceeding Level 3 on the standard scale.</p> <p>iii. The use of a licensed private hire vehicle to fulfil any private hire booking requires the driver to hold a currently valid private hire driver's licence even if no fare is charged for the journey or irrespective of when, how and to whom any fare is payable. Operators are reminded that the use of free fare cars/courtesy cars which are not licensed as private hire vehicles are not permitted for private hire journeys. Every contract for the hire of a licensed private hire vehicle is deemed to be made with the Operator who accepted the booking for the hire vehicle whether or not the Operator provided the vehicle.</p> <p>iv. Any failure on the part of the Operator to make appropriate enquiries as to the licensing status of drivers and/or vehicles for any purpose could be construed as reasonable cause to suspend or revoke the licence. The onus remains with the Operator to clarify any legal requirements which he or she may be required by law to observe.</p> <p>v. Any applicant not currently licensed by the Council as an Operator or driver must submit to the Council a Basic Criminal Records Disclosure as to unspent convictions. Such Disclosure to be no more than 1 month old at the time of submission.</p>		
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<p>vi. ANY INFRINGEMENT OF THE LICENSING CONDITIONS COULD LEAD TO SUSPENSION OR REVOCATION OF THE LICENCE.</p> <p>vii. ANY REQUEST FOR ADVICE FROM THE COUNCIL IN RELATION TO LICENSING LEGISLATION SHOULD BE IN WRITING TO WHICH A WRITTEN RESPONSE WILL BE GIVEN SO AS TO AVOID ANY FUTURE DISPUTE AS TO THE ADVICE GIVEN. THIS DOES NOT PRECLUDE YOU FROM OBTAINING YOUR OWN INDEPENDENT LEGAL ADVICE.</p> <p>viii. ANY PERSON AGGRIEVED BY ANY CONDITION SPECIFIED IN THE LICENCE MAY APPEAL TO A MAGISTRATES COURT WITHIN 21 DAYS OF ISSUE.</p>		
<p>7. PRIVATE HIRE AND HACKNEY CARRIAGE DETERMINATION OF MATTERS POLICY GUIDELINES</p> <p><b>Private Hire and Hackney Carriage Determination of Matters Policy Guidelines</b></p> <p>7.1 INTRODUCTION</p> <p>7.1.1 The purpose of the Policy Guidelines (The Guidelines) is to provide guidance on the criteria taken into account by the council when determining whether or not to grant/renew a licence to an applicant or to take action on an existing licence holder in respect of a driver, vehicle, or private hire operator's licence.</p> <p>This policy will be immediately applied to all current licences, in addition to being considered at the time of renewal and grant of a licence.</p>	<p>Guidance updated in line with the suitability guidance issued by the Institute of Licensing November 2024</p>	<p><b>7. PRIVATE HIRE AND HACKNEY CARRIAGE DETERMINATION OF MATTERS POLICY GUIDELINES</b></p> <p>7.1 Introduction</p> <p>7.1.1 The purpose of this section is to provide guidance on the criteria taken into account by the Licensing Authority when determining whether or not to grant/renew a licence to an applicant or to take action for an existing licence holder in respect of a driver, vehicle or private hire operator's licence. The Licensing Authority will take into account any guidance issued by the Institute of Licensing when determining the suitability of applicants to hold a licence. Where there is a conflict in any updated guidance, the latest guidance will be taken into account.</p>

<p>7.1.2 The overriding aim of the local authority is to protect the safety of the public. The local authority is concerned to ensure:</p> <ul style="list-style-type: none"> <li>• That a person is a fit and proper person.</li> <li>• That the person does not pose a threat to the public.</li> <li>• That the public are safeguarded from a dishonest person.</li> <li>• The safeguarding of children and young people, people with disabilities, and vulnerable people.</li> </ul> <p>7.1.3 The term “Fit and Proper Person” for the purposes of hackney carriage and private hire licensing has been defined in the Statutory Taxi and Private Hire Vehicle Standards issued in July 2020. In determining whether a person is fit and proper to hold a licence, those tasked with determining applications and licences will consider the following question: “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 the day or night?” If, on the balance of probabilities, the answer to the question is “no”, the individual should not hold a licence.</p>	<p>New section that explains it is not just convictions that will be taken into account when determining if a person is “fit and proper” to hold a licence</p>	<p>7.1.2 This policy will be immediately applied to all current licences, in addition to being considered at the time of renewal and grant of a licence. In each case, it is for the applicant or licensee to satisfy the Licensing Authority that they are “fit and proper”, not for the Licensing Authority to prove that they are not. The Licensing Authority has powers to grant or refuse a licence, renew or refuse to renew it on application and during the currency of the licence to suspend or revoke it. 7.1.3 Drivers and operators cannot be granted a licence unless the authority is satisfied that they are a “fit and proper” person to hold that licence as per the Local Government (Miscellaneous Provisions) Act 1976, sections 51 and 59 in respect of drivers and section 55 in respect of operators. “Fit and proper” means that the individual (or in the case of a private hire operator’s licence), the limited company together with its directors and secretary, or all members of a partnership is/are “safe and suitable” to hold a licence.</p>
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<p>Licensing Authorities have to make difficult decisions, but the safeguarding of the public is paramount. All decisions on the suitability of an applicant or licensee should be made on the balance of probability. This means that <u>an applicant or licensee should not be ‘given the benefit of doubt’</u>. If the committee or delegated officer is only “50/50” as to whether the applicant or licensee is ‘fit and proper’, they should not hold a licence. The threshold used here is lower than for a criminal conviction (that being beyond reasonable doubt) and can take into consideration conduct that has not resulted in a criminal conviction.</p> <p>In order to assess the suitability of an applicant or licence holder (and to inform decision makers when answering the question above), the local authority will undertake whatever checks and apply whatever processes it considers necessary to ensure that licences are not issued to, or used by, unsuitable people. In assessing the suitability of an applicant or licence holder, the council will take into consideration the following factors:</p> <ul style="list-style-type: none"> <li>• Criminality</li> <li>• Period of holding a driver’s licence</li> <li>• Number of endorsed driving licence penalty points</li> <li>• Right to work</li> <li>• Medical fitness</li> <li>• Standard of driving / driving ability</li> </ul>	<p>New section that confirms that just because another body did not take action, the Licensing Authority will still take into account when making their decision on “fit and proper”</p>       <p>New section for new applicants under investigation or awaiting trial</p>	<p>7.1.4 In determining safety and suitability, the Licensing Authority is entitled to take into account all matters concerning that applicant or licensee. They are not simply concerned with that person’s behaviour whilst working in the taxi or private hire trade. 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.</p> <p>7.1.5 Convictions for attempt or conspiracy will be regarded as convictions for the substantive crime. A caution is regarded in exactly the same way as a conviction. Fixed penalties and community resolutions will also be considered in the same way as a conviction.</p> <p>7.1.6 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, police decide on no further action (NFA), bailed, released under investigation or where an investigation is continuing) can and will be taken into account by the Licensing Authority. In addition, complaints and or investigations where there was no police involvement will also be considered. Within this policy, any reference to “conviction” will also include matters that amount to criminal behaviour, but which have not resulted in a conviction.</p>
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<ul style="list-style-type: none"> <li>The conduct of the applicant in making the application (e.g. whether they have acted with integrity during the application process).</li> <li>The previous licensing history of existing / former licence holders.</li> <li>Whether or not the applicant appears on either of the DBS barred lists that confirms that the applicant is barred from working with children or barred from working with adults.</li> </ul> <p>In addition the local authority will also consider further information sources such as the Police (including abduction notices), Children and Adult Safeguarding Boards, other licensing authorities and statutory agencies and checking the NR3 register to see if the applicant has had a licence either refused or revoked by another Licensing Authority.</p>	<p>Clarity on rehabilitation periods being guidelines but not the only factor that will be taken into account when making a decision New section on patterns of behaviour</p> <p>New section acknowledging that people do make mistakes</p>	<p>7.1.7 In the case of any new applicant who is under investigation or has been charged with any offence and is awaiting trial, the committee hearing may be deferred, upon written request, until the trial has been completed or the charges withdrawn. Where an existing licensee (licence holder) is charged, it will be for the Licensing Authority to decide what action to take.</p> <p>7.1.8 In all cases, the Licensing Authority will consider the conviction or the behaviour in question, and what weight should be attached to it, and each and every case will be determined on its own merits.</p> <p>7.1.9 Any offences committed, or unacceptable behaviour reported whilst driving a taxi or private hire vehicle, concerning the use of a taxi or private hire vehicle, or in connection with an operator of a private hire vehicle will be viewed as aggravating features.</p> <p>7.1.10 As the Licensing Authority will be looking at the entirety of the individual, in many cases safety and suitability will not be determined by a specific period of time having elapsed following a conviction, or the completion of a sentence. Time periods are relevant and weighty considerations, but they are not the only determining factor.</p>
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<p>Driving a taxi or private hire vehicle is not, in itself, a regulated activity for the purposes of the barred list. This means that an individual subject to barring would not be legally prevented from being a taxi or private hire driver, but the Licensing Authority should take an individual's barred status into account alongside other information available. <b>In the interests of public safety, licensing authorities should not, as part of their policies, issue a licence to <u>ANY</u> individual that appears on either barred list.</b> Should a Licensing Authority consider there to be exceptional circumstances which means that, based on the balance of probabilities they consider an individual named on a barred list to be "fit and proper", the reasons for reaching this conclusion should be recorded.</p> <p>Drivers working under an arrangement to transport children may be working in 'regulated activity' as defined by the Safeguarding Vulnerable Groups Act 2006. It is an offence to knowingly allow a barred individual to work in regulated activity. The guidance on home to school travel and transport issued by the Department for Education should be considered before making a decision on such an application.</p>	<p>New Section - Reminder to licence holders that they need to continue to be a "fit and proper" person to hold a licence</p> <p>Reminder that dishonesty by any person making a false statement during the application process will result in the licence being refused</p>	<p>7.1.11 In addition to the nature of the offence or other behaviour, the quantity of matters and the period over which they were committed will also be considered. Patterns of repeated unacceptable or criminal behaviour are likely to cause greater concern than isolated occurrences as such patterns can demonstrate a propensity for such behaviour or offending.</p> <p>7.1.12 Most applicants or licensees will have no convictions. It is accepted that people do make mistakes for a variety of reasons, and it is further accepted that many learn from experience and do not go on to commit further offences. Accordingly, in many cases an isolated conviction, especially if committed some time ago, may not prevent the grant or renewal of a licence.</p> <p>7.1.13 It is also important to recognise that once a licence has been granted, there is a continuing requirement on the part of the licensee to maintain their safety and suitability. The Licensing Authority has powers to take action against the holder of all types of licence (drivers, vehicles and operators) and it must be understood that any convictions or other actions on the part of the licensee which would have prevented them being granted a licence on initial application will lead to the licence being revoked.</p>
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<p>7.1.4 There are numerous decided cases which can be considered in each matter, where appropriate. The leading case is <i>McCool v Rushcliffe Borough Council</i> 1998. In this case where the grant of a private hire driver's licence was being considered the Lord Chief Justice said "One must, as it seems to me, approach this case bearing in mind the objectives of this licensing regime which is plainly intended, among other things, to ensure so far as possible that those licensed to drive private hire vehicles are suitable persons to do so, namely that they are safe drivers with good driving records and adequate experience, sober, mentally and physically fit, honest, and not persons who would take advantage of their employment to abuse or assault passengers". This case is also applied to existing holders of a Private Hire Drivers Licence and also to applicants for, and holders of, a Hackney Carriage Drivers licence.</p> <p>7.1.5 The Guidelines provide guidance to any person with an interest in hackney carriage and private hire licensing. In particular, but not exclusively:</p> <ul style="list-style-type: none"> <li>• Applicants for driver/vehicle/operator licenses.</li> <li>• Existing licence holders whose licences are being reviewed/renewed.</li> <li>• Taxi Licensing Officers.</li> <li>• Members of the Licensing Sub Committee.</li> </ul>	<p>New Section that confirms that the timescales for rehabilitation are for a single conviction only and multiple convictions will result in an applicant being referred to the Licensing Sub Committee</p>          <p>New section with regard to action being taken in respect of discrimination complaints</p>	<p>7.1.14 Any dishonesty by an 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 etc.) will result in a licence being refused, or, if already granted, revoked and may result in prosecution.</p> <p>7.1.15 As the direct impact on the public varies, depending on the type of licence applied for or held, to maintain public confidence in the integrity of the taxi and private hire licensing regimes, the same standards will be applied to all licences, with the exception of minor motoring convictions in relation to the holder of a private hire operators' licence, but will still be a consideration in respect of any other licences.</p>
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<ul style="list-style-type: none"> <li>• Magistrates hearing appeals against local authority decisions.</li> </ul> <p>7.1.6 Where Taxi Licensing Officers have delegated powers to grant licences, they will utilise these Guidelines when making a decision to grant a licence. In all other cases applications for licences will be referred to the Licensing Sub Committee.</p> <p>7.1.7 Whilst the Committee and officer will have regard to the Guidelines contained in the policy, <b>each case will be considered on its individual merits. The Guidelines act as a guide to the Committee and officers as to a starting point only; the sanctions are an indication of the likely outcome of an appearance before the Committee or the officer with delegated powers. The Committee or officer will not fetter its discretion.</b></p> <p>7.1.8 Licences can be issued for a shorter period of time in certain circumstances i.e. medical conditions, limited leave to remain in the country etc. The Committee will not issue a licence to an applicant or renew a licence for an existing licence holder, for a shorter period of time, if the applicant/licence holder is not a fit and proper person.</p> <p>7.2 GENERAL POLICY</p> <p>7.2.1 These sanctions may be reduced where there are mitigating circumstances or increased where there are aggravating circumstances.</p>	<p>New section that requires drivers to attend a driving assessment at their own expense if there are concerns about their driving</p>	<p>7.1.16 This policy confirms minimum periods of time that should elapse between the date of convictions or completion of the sentence (whichever is the later) and the grant of a licence. Those periods are for a single conviction. Where a person has more than one conviction, and can be seen as a persistent offender, this will raise serious questions about their safety and suitability. Convictions do become less important over time (hence the time periods and protected cautions/convictions), but, multiple convictions or continued offending over any period of time will always be of significant concern to a Licensing Authority. The Licensing Authority is looking for safe and suitable individuals, and once a pattern or trend of repeated offending is apparent, a licence will not be granted or renewed.</p>
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<p>7.2.2 Any reference to convictions also applies to cautions since the offender must have admitted the offence in question to receive a caution. It also applies to fixed penalties and reprimands.</p> <p>7.2.3 Whilst criminal convictions will play a significant part in the local authority's determination on whether an individual is fit and proper or not, the Council will also take into account other factors such as general character, non-criminal behaviour, driving abilities, and other police information etc.</p> <p>7.2.4 In considering this guidance the local authority will be mindful that each case must be considered on its individual merits and, where the circumstances demand, the Committee or officer with delegated authority may depart from the Guidelines in this policy. In such circumstances reasons will be given for departure and recorded as part of the formal record.</p> <p>7.2.5 A person with a conviction for a serious offence need not be automatically barred from obtaining a licence, but would normally be expected to:</p> <ul style="list-style-type: none"> <li>• remain free of conviction for the appropriate period; and</li> <li>• show adequate evidence that he or she is a fit and proper person to hold a licence (the onus is on the applicant to produce such evidence). (Simply remaining free of conviction may not generally be regarded as adequate evidence that a person is a fit and proper person to hold a licence).</li> </ul>		<p>7.1.17 Where a complaint about discrimination is received that will not result in conviction, the Licensing Authority will consider a range of outcomes and take appropriate action based on the balance of probabilities. Licensing sanctions will be considered, such as suspension or revocation. The Licensing Authority will give full consideration to the available evidence before any decision is made and the licensee will be given the opportunity to state their case. Possible outcomes would include no action being taken and the complaint being recorded, a suspension until disability and equality awareness training/assessment is completed, or revocation of a licence.</p> <p>7.1.18 Where the Licensing Authority has specific concerns about the driving ability of a driver, for example through passenger complaints or a high number of accidents, this authority will consider whether the driver in question should undertake a practical driving ability training course or assessment to address those concerns. In the event that a driver is asked to complete such a course, it will be at their own expense, and, in the event that that it is not completed within the specified time, this will result in either suspension or revocation of their licence.</p> <p><b>7.2 FIT AND PROPER</b></p>
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<p>7.2.6 The standards and criteria set out in paragraphs 8 to 22 below are those that would normally be applied to applications and licences. The local authority may depart from these criteria; however, it must only do so in exceptional circumstances. The otherwise good character and driving record of the applicant or licence holder will not ordinarily be considered as exceptional circumstances.</p> <p><b>7.2.7 Where an applicant has been convicted of a criminal offence, the local authority cannot review the merits of the conviction but it can look at the facts behind the conviction.</b></p> <p>7.2.8 Personal circumstances of an applicant or licence holder, such as financial commitments, are irrelevant except to explain his or her conduct. In making a decision personal circumstances will not be taken into account unless personal circumstances in some way have contributed to the behaviour in question (McCool v Rushcliffe Borough Council 1998).</p> <p><b>7.3 PRE-REQUISITES TO MAKING AN APPLICATION</b></p> <p>7.3.1 It is the policy of the local authority that every application for the grant or renewal of a licence to drive a Hackney Carriage and/or Private Hire Vehicle must be accompanied by satisfactory evidence of the following matters (and that applications that are incomplete will not be deemed to have been made until such time as they are completed)</p>	<p>Updated guidance on the factors that will be taken into account when considering whether or not an applicant is “fit and proper” to hold a licence</p> <p>New “fit and proper” test for vehicle licence holders who are not licensed drivers and private hire operators</p>	<p>7.2.1 The overriding aim of the Licensing Authority is public safety. The licensing process places a duty on the local authority to protect the public. Given the nature of the role, it is paramount that those seeking a living in the trades meet the required standards. As the previous offending behaviour can be considered as a predictor in determining potential future behaviour as well as culpability, it is essential that the decision makers consider all relevant factors including previous convictions, cautions and complaints and the time elapsed since these were committed. The Licensing Authority is looking to ensure:</p> <ul style="list-style-type: none"> <li>• That a person is a “fit and proper” person</li> <li>• That the person does not pose a threat to the public</li> <li>• That the public are safeguarded from a dishonest person, and</li> <li>• The safeguarding of children and young people, people with disabilities and vulnerable people</li> </ul>
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<ul style="list-style-type: none"> <li>• That the applicant has the right to live and work in the country.</li> <li>• An enhanced criminal record check and evidence that they are not on a child and/or vulnerable adult barring list.</li> <li>• A certificate of their current medical fitness [to DVLA Group 2 standard] – (See medical section in Driver Policy).</li> <li>• That the applicant is authorised to drive a vehicle of the same classification as that which the licence will allow them to drive.</li> <li>• That the applicant holds a UK driving licence and has a minimum of two years post-qualification driving experience.</li> <li>• That the applicant has adequate literacy and numeracy skills to provide the service that they wish to be licensed for. This will be demonstrated by means of a test. (See Suitability Assessment section in Driver Policy).</li> <li>• That the applicant has sufficient ability to speak English and to understand spoken English to provide the service that they wish to be licensed for. This will be demonstrated by means of a test. (See Suitability Assessment section in Driver Policy) and</li> </ul>		<p>7.2.2 Although it is not possible to determine the future behaviour of an individual, taking steps to reduce risk and protect the public can be achieved by following correct processes and guidance. Having regard to an individual's previous behaviour and their potential to cause harm as a result of the choices they have made, plays a significant part when deciding whether to grant a licence. Being able to evidence a change in behaviour will involve consideration of the circumstances at the time of the offence, steps taken to address any issues identified and that person's ability to sustain such change.</p> <p>7.2.3 When making decisions around the individuals being 'fit and proper', it is important that reliance is not placed on evidence that cannot be substantiated. The following areas should be focused on:</p> <ul style="list-style-type: none"> <li>• What further offence(s) might the individual commit or exhibit?</li> <li>• Would they cause serious harm?</li> <li>• Who might the victim(s) be? Can they be accessed via this occupational role?</li> <li>• What features might contribute to serious harm (the risk factors)?</li> <li>• What might protect against serious harm (the protective factors) and are they able to be guaranteed?</li> <li>• How probable is a high-risk scenario (likelihood)?</li> </ul>
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<ul style="list-style-type: none"> <li>• All applicants will be required to take and pass an approved English course, with one of the Council's preferred providers as detailed on the Council's website. Existing licence holders will be required to provide proof of passing the course within one year of the above date. In the event that the approved course is not completed, their licence will be suspended until such time as the course has been passed.</li> <li>• That the applicant has completed Child Sexual Exploitation (CSE) Awareness and Safeguarding Training provided by the local authority's appointed training provider. (See CSE &amp; Safeguarding Training in Driver Policy).</li> <li>• That the applicant has completed Equality &amp; Disability Awareness Training provided by the local authority's appointed training provider. (See Equality &amp; Disability Awareness Training in Driver Policy).</li> <li>• For persons who seek to be authorised to drive a wheelchair accessible vehicle) that the applicant has the ability to safely load and secure wheelchair users in a wheelchair accessible vehicle whilst in their chair. This is provided for by the Wheelchair Assessment Test.</li> </ul>		<ul style="list-style-type: none"> <li>• How quickly could a further serious harm take place (imminence)?</li> </ul> <p>7.2.4 Focusing on questions of access and opportunity and seeing licensing as a mechanism of safeguarding is vital when deciding if someone should be licensed or relicensed. Whilst refusal of a licence is a restriction for the individual, it is also a method of situational safeguarding that can serve to prevent future victims.</p> <p>7.2.5 The term "Fit and Proper" Person for the purposes of hackney carriage and private hire licensing has been defined in the Statutory Taxi and Private Hire Vehicle Standards issued in July 2020 by the Department for Transport for drivers and by the Institute Of Licensing (IOL) in 2024 for vehicle licence holders and private hire operators. In determining applications and licences, the following definitions for each licence type will be considered:</p> <p><b>For Drivers:</b>  "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 the day or night?"</p> <p><b>For Vehicle Licence holders:</b></p>
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<ul style="list-style-type: none"> <li>• That the applicant has completed the driving test carried out by the local authority's appointed driving test provider. (See The Driving Test section in Driver Policy).</li> <li>• If an applicant has previously lived outside of the United Kingdom the applicant must produce a criminal record check from each country in which they have lived whilst over the age of 18 before a licence application can be made.</li> <li>• Where an applicant has spent three or more continuous months outside the UK once their licence has been issued, that they should provide criminal record information from that country or a "Certificate of Good Character" on their return. This can be obtained by visiting the following website: -  <a href="https://www.gov.uk/government/publications/criminal-records-checks-for-overseas-applicants">https://www.gov.uk/government/publications/criminal-records-checks-for-overseas-applicants</a></li> </ul> <p>7.4 APPEALS</p> <p>7.4.1 Any applicant who is not granted a driver's licence on the grounds that the local authority is not satisfied he or she is a fit and proper person to hold such a licence has a right to appeal to the Magistrates' Court within 21 days of the notice informing him/her of the outcome.</p>	<p>Previously the convictions policy covered more than one conviction and there were different tiers for some convictions, this will no longer be the case as the rehabilitation periods relate to one conviction only. In the event that an applicant/licence holder has more than one conviction for the same offence they will be referred to the Licensing Sub Committee</p>	<p>"Without any prejudice, and based on the information before you, would you be comfortable allowing this person to have control of a licensed vehicle that can travel anywhere, at any time of the day or night without arousing suspicion, and be satisfied that they would not allow it to be used for criminal or other unacceptable purposes, and be confident that they would maintain it to an acceptable standard throughout the period of the licence?"</p> <p><b>For Private Hire Operators:</b></p> <p>"Without any prejudice, and based on the information before you, would you be comfortable providing sensitive information such as holiday plans, movements of your family or other information to this person, and feel safe in the knowledge that such information would not be used or passed on for criminal or unacceptable purposes?"</p> <p>If, on the balance of probabilities, the answer is "no", the individual should not hold a licence.</p>
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<p>7.4.2 Any applicant who is not granted an operator licence on the grounds that the local authority is not satisfied he or she is a fit and proper person to hold such a licence has a right to appeal to the Magistrates' Court within 21 days of the notice informing him/her of the outcome.</p> <p>7.4.3 Any licence holder who is suspended or revoked, or where the licence has not been renewed has a right to appeal to the Magistrates' Court within 21 days of the notice informing him/her of the outcome.</p> <p>7.4.4 The Committee may decide to warn an applicant as to future conduct either in isolation or in conjunction with another sanction such as a suspension. There is no right of appeal against such a warning. There is however a statutory right of appeal against a suspension or revocation.</p> <p>7.4.5 In the case of a warning issued by an officer, if the applicant or licence holder is not prepared to accept such a warning the matter will be referred to the Licensing Sub Committee for determination.</p> <p>7.5 POWERS</p> <p>7.5.1 Section 46 of the Town Police Clauses 1847 states:</p>		<p>7.2.6 Licensing Authorities have to make difficult decisions, but the safeguarding of the public paramount. All decisions on the suitability of an applicant or licensee should be made on the balance of probability. This means that <b>an applicant or licensee should NOT be 'given the benefit of doubt'. If the committee or delegated officer is only "50/50" as to whether the applicant or licensee is "fit and proper", they should not hold a licence.</b> The threshold used here is lower than for a criminal conviction (that being beyond reasonable doubt) and can take into consideration conduct that has not resulted in a criminal conviction.</p> <p>7.2.7 In order to assess the suitability of an applicant or licence holder, and to inform decision makers, the Licensing Authority will undertake whatever checks and apply whatever processes it considers necessary to ensure that licences are not issued to, or used by unsuitable people. This can include information obtained by the LADO (the Local Authority Designated Officer). In addition, the Licensing Authority will also consider further information sources such as the Police (including child abduction notices), Children and Adult Safeguarding Boards, other licensing authorities and statutory agencies and checking the NR3s register to see if the applicant has had a licence either refused, suspended or revoked by another Licensing Authority.</p>
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<p>No person shall act as driver of any hackney carriage licensed in pursuance of this or the special Act to ply for hire within the prescribed distance without first obtaining a licence from the commissioners, which licence shall be registered by the clerk to the commissioners, [and such fee as the commissioners may determine shall be paid] for the same; and every such licence shall be in force until the same is revoked except during the time that the same may be suspended as after mentioned.</p> <p>7.5.2 Section 51 of the Local Government (Miscellaneous Provisions) Act 1976 states:</p> <p>(1) Subject to the provisions of this Part of this Act, a district council shall, on the receipt of an application from any person for the grant to that person of a licence to drive private hire vehicles, grant to that person a driver's licence: Provided that a district council shall not grant a licence—</p> <p>(a) unless they are satisfied that the applicant is a fit and proper person to hold a driver's licence; or</p> <p>(b) to any person who has not for at least twelve months been authorised to drive a motor car, or is not at the date of the application for a driver's licence so authorised.</p> <p>(2) A district council may attach to the grant of a licence under this section such conditions as they may consider reasonably necessary.</p> <p>7.5.3 Section 55 of the Local Government (Miscellaneous Provisions) Act 1976 states:</p>	<p>New - statements on behaviours that put the public at risk that will be taken into account when determining applications and what is expected of drivers that are licensed</p>	<p>7.2.8 Both taxi and private hire drivers are exempt from the provisions of the Rehabilitation of Offenders Act 1974. This means that there are no "spent" convictions and that any and all criminal convictions (apart from "protected convictions" where they have been declared) can be taken into account by the Licensing Authority in assessing safety and suitability, but only relevant spent convictions should be considered by the decision maker. For clarity, protected convictions and protected cautions are generally minor and older matters that do not appear on any DBS certificates (Adamson v Waveney District Council 1997). Please see section 2.4.1 of this policy for more information on protected cautions and convictions.</p>
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<p>(1) Subject to the provisions of this Part of this Act, a district council shall, on receipt of an application from any person for the grant to that person of a licence to operate private hire vehicles grant to that person an operator's licence: Provided that a district council shall not grant a licence unless they are satisfied;</p> <p>(a) that the applicant is a fit and proper person to hold an operator's licence; and</p> <p>(b) if the applicant is an individual, that the applicant is not disqualified by reason of the applicant's immigration status from operating a private hire vehicle].</p> <p>(1A) In determining for the purposes of subsection (1) whether an applicant is disqualified by reason of the applicant's immigration status from operating a private hire vehicle, a district council must have regard to any guidance issued by the Secretary of State.]</p> <p>[(2) [Subject to section 55ZA, every] licence granted under this section shall remain in force for five years or for such lesser period, specified in the licence, as the district council think appropriate in the circumstances of the case.]</p> <p>(3) A district council may attach to the grant of a licence under this section such conditions as they may consider reasonably necessary.</p>		<p>7.2.9 All applicants for a driver licence will require an Enhanced DBS Certificate with both the adult and children's barred lists checked. An original copy of the Enhanced DBS Certificate must be provided to the Licensing Authority, together with a signed authorisation form agreeing that the Licensing Authority can check the validity of the certificate with the DBS update service. This check can be undertaken by either this Licensing Authority or any other Licensing Authority and the check MUST be for "other workforce" and "taxi/private hire driver". The Licensing Authority is unable to accept a Child Workforce DBS. Licensees must ensure that they sign up to the DBS update service and that this registration remains live throughout the currency of their licence. In the event that the applicant has lived outside the UK for more than 6 (six) months since their 18<sup>th</sup> Birthday, they will also be required to submit a Certificate of Good Conduct from the country (s) that they lived in. Applicants will also be required to supply a Certificate of Good Conduct if they were not born in the UK. In the event that they are unable to obtain a Certificate of Good Conduct, the application will be referred to the Licensing Management Panel or Licensing Sub Committee for determination. If the certificate is in a language other than English, the applicant will be responsible for any translation costs.</p>
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<p>(4) Any applicant aggrieved by the refusal of a district council to grant an operator's licence under this section, or by any conditions attached to the grant of such a licence, may appeal to a magistrates' court.</p> <p>7.5.4 Section 57 of the Local Government (Miscellaneous Provisions) Act 1976 states:</p> <p>(1) A district council may require any applicant for a licence under the Act of 1847 or under this Part of this Act to submit to them such information as they may reasonably consider necessary to enable them to determine whether the licence should be granted and whether conditions should be attached to any such licence.</p> <p>(2) Without prejudice to the generality of the foregoing subsection—</p> <p>(a) a district council may require an applicant for a driver's licence in respect of a hackney carriage or a private hire vehicle—</p> <p>(i) to produce a certificate signed by a registered medical practitioner to the effect that he is physically fit to be the driver of a hackney carriage or a private hire vehicle; and</p> <p>(ii) whether or not such a certificate has been produced, to submit to examination by a registered medical practitioner selected by the district council as to his physical fitness to be the driver of a hackney carriage or a private hire vehicle;</p>	<p>Making applicants aware that if their application is refused or revoked or suspended on the grounds of public safety that their details will be added to the NR3s register which is checked by all Local Authorities</p>	<p>7.2.10 The character of the driver must be the paramount consideration when considering whether or not they should be licensed. It is important to recognise that the Licensing Authority are not imposing any additional punishment in relation to previous convictions or behaviour. They are using all the information that is available to them to make an informed decision as to whether or not the applicant or licensee is or remains a "fit and proper" person to hold such a licence.</p> <p>7.2.11 Case law makes it clear that the impact of losing or not being granted a driver's licence on the applicant and their family is not a consideration that can be taken into account when deciding a licensing application (Leeds City Council v Hussain 2002, and Cherwell District Council v Anwar 2011).</p> <p><b>7.3 GENERAL POLICY</b></p>
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<p>(3) If any person knowingly or recklessly makes a false statement or omits any material particular in giving information under this section, he shall be guilty of an offence.</p> <p>7.5.5 Section 59 of the Local Government (Miscellaneous Provisions) Act 1976 states:</p> <p>(1) Notwithstanding anything in the Act of 1847, a district council shall not grant a licence to drive a hackney carriage—</p> <p>(a) unless they are satisfied that the applicant is a fit and proper person to hold a driver's licence; or</p> <p>(b) to any person who has not for at least twelve months been authorised to drive a motor car, or is not at the date of the application for a driver's licence so authorised.</p> <p>7.5.6 Section 61 of the Local Government (Miscellaneous Provisions) Act 1976 states:</p> <p>(1) Notwithstanding anything in the Act of 1847 or in this Part of this Act, a district council may suspend or revoke or (on application therefor under section 46 of the Act of 1847 or section 51 of this Act, as the case may be) refuse to renew the licence of a driver of a hackney carriage or a private hire vehicle on any of the following grounds:—</p> <p>(a) that he has since the grant of the licence—</p> <p>(i) been convicted of an offence involving dishonesty, indecency or violence; or</p> <p>(ii) been convicted of an offence under or has failed to comply with the provisions of the Act of 1847 or of this Part of this Act; or</p> <p>(b) any other reasonable cause.</p>	<p>New section reminding applicants that we will share information with other Local Authorities as well as contact them for information if the applicant has held a licence with them</p>          <p>Detailing the rehabilitation periods for convictions and confirming they are guidelines not fixed periods and that whilst the guidelines can be reduced it should only be in exceptional circumstances.</p>	<p>7.3.1 One common misunderstanding is that if the offence was not committed when the driver was driving a taxi/private hire vehicle, it is much less serious, or even if it was in a taxi/private hire vehicle with no passengers on board. This is not the case. Speeding is dangerous, irrespective of the situation; drink driving is serious, irrespective of the situation; bald tyres are dangerous, irrespective of the situation. All these behaviours put the general public at risk. Violence is always serious. The argument that it was a domestic dispute, or away from the licensed vehicle is irrelevant. A person who has a propensity to violence has that potential in every situation. Sexual offences are always serious.</p> <p>7.3.2 A person who has in the past abused their position, whatever that may have been, to assault another sexually is a completely unacceptable standard of behaviour. Predators want taxi and private hire driver licences as it gives them easy access to victims and whilst a Licensing Authority cannot prevent a person who has had a licence application refused or revoked from re-applying, it can have safeguards in place and policies to consider such applications.</p>
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<p>7.5.7 Section 62 of the Local Government (Miscellaneous Provisions) Act 1976 states:</p> <p>(1) Notwithstanding anything in this Part of this Act a district council may suspend or revoke, or (on application therefor under section 55 of this Act) refuse to renew an operator's licence on any of the following grounds:—</p> <p>(a) any offence under, or non-compliance with, the provisions of this Part of this Act;</p> <p>(b) any conduct on the part of the operator which appears to the district council to render him unfit to hold an operator's licence;</p> <p>(c) any material change since the licence was granted in any of the circumstances of the operator on the basis of which the licence was granted; or</p> <p>(d) any other reasonable cause.</p> <p>(2) Where a district council suspend, revoke or refuse to renew any licence under this section they shall give to the operator notice of the grounds on which the licence has been suspended or revoked or on which they have refused to renew such licence within fourteen days of such suspension, revocation or refusal.</p> <p>(3) Any operator aggrieved by a decision of a district council under this section may appeal to a magistrates' court.</p>	<p>Confirming that the rehabilitation periods are for a single conviction only and if an applicant has more than one conviction for the same offence they will be referred to the Licensing Sub Committee</p>	<p>7.3.3 Applicants may claim that they have sought employment in other fields and been precluded as a result of their history, particularly if that history contains convictions. There should be a high standard of acceptability to enter the taxi/private hire industry. They therefore seek to become a licensed driver as an occupation of last resort. This is unacceptable as the granting of a licence would place such a person in a position of trust. It also undermines the position and reputation of the vast majority of professional licensed drivers. The paramount responsibility of the Licensing Authority is to protect the public, not provide employment opportunities.</p> <p>7.3.4 Licensees are expected to demonstrate appropriate professional conduct at all times whether in the context of their work or otherwise. Licensees should be courteous, avoid confrontation, not be abusive or exhibit prejudice in any way. In no circumstances should licensees take the law into their own hands. Licensees are expected to act with integrity and demonstrate conduct befitting the trust that is placed in them.</p>
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<p>7.5.8 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. In accordance with this Act, all convictions, cautions, warnings and reprimands must be declared.</p> <p>7.5.9 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.</p> <p>7.6 CONSIDERATION OF DISCLOSED CRIMINAL HISTORY</p> <p>7.6.1 Under the provisions of Sections 51, 55, and 59, Local Government (Miscellaneous Provisions) Act 1976, the local 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 operators 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, or allegations pending a charging decision, the local authority will look into:</p>	<p>No Change</p> <p>Previously formed part of the sex and indecency offences and extended to include criminal harassment</p>	<p>7.3.5 There are those who seek to take advantage of vulnerable people by providing services that they are not entitled to provide; for example, by plying for hire in an area where they are not entitled to do so. Licensees are expected to be vigilant of such behaviour and to report any concerns to the Police and the relevant Licensing Authority. Passengers should feel confident to check that the person offering a service is entitled to do so. Licensees should willingly demonstrate that they are entitled to provide the offered service by, for example, showing their badge.</p>
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<ul style="list-style-type: none"> <li>• How relevant the offence(s) are to the licence being applied for.</li> <li>• How serious the offence(s) were.</li> <li>• When the offence(s) were committed.</li> <li>• The date of conviction.</li> <li>• Circumstances of the individual concerned.</li> <li>• Sentence imposed by the court.</li> <li>• The applicant's age at the time of conviction.</li> <li>• Whether they form part of a pattern of offending.</li> <li>• Any other character check considered reasonable (e.g. personal references). <ul style="list-style-type: none"> <li>• Any other factors that might be relevant, for example <ul style="list-style-type: none"> <li>-The previous conduct of an existing or former licence holder,</li> <li>-Whether the applicant has intentionally misled the council or lied as part of the application process,</li> <li>-Information provided by other agencies / council departments.</li> </ul> </li> </ul> </li> </ul>	<p>No longer differentiates between the different levels of violence, but 10 year period remains and extended to include property, animals and the state</p> <p>Previously public order offences would have carried a 10 year rehabilitation period</p> <p>No Change</p>	<p>7.3.6 When any action is taken in relation to a drivers' licence: refusal to grant or renew, revocation or suspension, the Licensing Authority will apply the legal test to determine if this action must be entered on the NR3s database in accordance with the Taxi and Private Hire Licensing (Safeguarding and Road Safety) Act 2022. When considering any new or renewal driver applications, the name or names of the applicant will be checked against the NR3s database. There is no mechanism for a driver to surrender or hand in their licence to avoid suspension or revocation, and thus avoid an entry being made on the NR3s register. In such circumstances, in the event that a driver does try to surrender their licence to avoid such an entry, the matter will be referred to either the Licensing Management Panel or the Licensing Sub Committee who will then make a decision to either revoke, suspend or refuse to renew. This will ensure that the NR3s database is accurate. A failed applicant for a licence cannot avoid the recording of a refusal.</p> <p>7.3.7 Applicants who hold a licence with one local authority should not automatically assume that their application will be granted by another. Each case will be determined on its merits.</p>
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<p>7.6.2 Existing holders of drivers' licences and those persons that hold a private hire operator's licence are required to notify the local authority must notify the Taxi Licensing Office <b>in writing within 7 days (48 hours for sexual, dishonesty, violence or motoring convictions or any arrest for whatever reason)</b> of receiving a driving licence endorsement, fixed penalty notice or criminal conviction (including cautions and reprimands). An arrest for any sexual offence, any offence involving dishonesty or violence and any motoring offence will result in the review by the Licensing Sub Committee of the licence holder's suitability to continue to hold a licence.</p> <p>7.6.3 Applicants can discuss further what effect a caution/conviction may have on any application by contacting the Taxi Licensing Office in confidence for advice.</p> <p>7.6.4 The local authority conducts enhanced disclosures from the Disclosure and Barring Service (DBS) of any applicant for a driver's licence. The local authority follows the DBS's Code of Practice on the fair use of disclosure information. A copy is available on request.</p> <p>7.6.5 Applicants applying for the grant or a renewal of a driver's licence will be required to obtain an enhanced disclosure at their expense. The local authority abides by the DBS's Policy on the secure storage, handling, use, retention and disposal of disclosure information, which is available on request.</p>	<p>Inclusion of indecency and obscene materials as convictions where a licence will not be granted. Previously they could be considered after a 10 year rehabilitation period.</p> <p>Currently some dishonesty offences carry a 10 year rehabilitation period, whilst others carry a 7 year rehabilitation period Current policy rehabilitation period is 7 years following restoration of licence.</p> <p>Under current policy, driver required to provide a special medical report</p>	<p>7.3.8 Licensees who are licensed by multiple authorities are expected to inform such authorities of the authorities that they are licensed by and to advise each authority of any changes in this respect. They should also expect those authorities to share information regarding their conduct and take this into account, as appropriate.</p> <p><b>7.4 CONSIDERATION OF DISCLOSED CRIMINAL HISTORY</b></p> <p>7.4.1 Under the provisions of Section 51, 55 and 59 of the 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 private hire drivers' licence and/or private hire vehicle operator licence is a "fit and proper" person to hold such a licence. In the event that an applicant has any convictions, warnings, cautions, reprimands, or matters awaiting trial, any allegations pending a charging decision, the following guidelines will be taken into account.</p>
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<p>7.6.6 So that the local authority receives relevant information as quickly as possible in order to take appropriate and proportionate action to protect public safety, it is the local authority's policy to require applicants to register for the DBS's update service. Registration lasts for one year. Licence holders are required to provide evidence of continuous registration throughout the duration of their licence. The local authority will check the licence holder's criminal history at least every 6 months via the DBS Update Service.</p> <p>7.6.7 More information about the DBS can be found on their website at <a href="https://www.gov.uk/dbs-update-service">https://www.gov.uk/dbs-update-service</a></p> <p>7.6.8 The local authority is also entitled to use other records and information that may be available to it in determining applications or an entitlement to continue holding a licence. This may include information held by the local authority or other local authorities, and information disclosed by the police.</p> <p>7.6.9 It is an offence for any person knowingly or recklessly to make a false declaration or to omit any material particular in giving information required by the application for a licence. Where an applicant has made a false statement or a false declaration on their application for the grant or renewal of a licence, the licence will normally be refused and they may be prosecuted.</p>	<p>New requirement</p> <p>Current policy a licence will not be granted if applicant has conviction for supply or similar</p> <p>No Change</p> <p>No change with regard to testing but new requirement with regard to 5 years clear</p>	<p>7.4.2 It must always be borne in mind that these are guidelines, not fixed periods, and if there are "truly exceptional" circumstances the time periods can be reduced in individual cases. Such instances should only be for "truly exceptional" circumstances and not frequent occurrences. The decision makers must consider each case on its own merits, taking into account all factors, including the need to protect the public, the circumstances and effect of the offence and any mitigation that has been offered. However, the conviction itself cannot be reconsidered. As the criteria for determining whether an individual should be granted or retain a taxi driver's licence are identical to the criteria for a private hire driver's licence or a combined dual licence, they will be considered together.</p> <p>7.4.3 A driver has direct responsibility for the safety of their passengers, direct responsibility for the safety of other road users and significant control over passengers who are in the vehicle. As those passengers may be alone, and they may be vulnerable, any previous convictions or unacceptable behaviour will weigh heavily against a licence being granted or retained. Where an applicant persistently offends, which shows a pattern or tendency irrespective of time since the convictions, serious consideration will be given as to whether they are a safe and suitable person.</p>
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<p>7.6.10 Applicants who receive a fixed penalty, conviction, caution, reprimand etc. whilst their application is pending must report such matters to the Taxi Licensing Office, in writing, within 7 days of receiving the sanction.</p> <p>7.6.11 Any offences or behaviour not covered by this Policy will not prevent the local authority from taking into account those offences or behaviours.</p> <p><b>7.7 ONCE A LICENCE HAS BEEN GRANTED</b></p> <p>7.7.1 If a licence holder's conduct is such that, were they to be applying for a new licence their application would normally not be granted, they should expect consideration to be given as to the suspension or revocation of their licence, or refusal to renew a licence. Existing drivers will be treated as seriously as new applicants. With regards to a suspension unless as specified in these Guidelines an existing driver can expect his or her licence to be revoked where it would be the case that an applicant would not be granted.</p>	<p>No change in rehabilitation period</p>       <p>New requirement</p>       <p>New Requirement</p>	<p>7.4.4 In relation to single convictions, the time periods detailed in paragraphs 7.5 to 7.17 should elapse following the date of conviction or completion of the sentence (whichever is the longer) before a licence will be granted. In all cases, the timescale to be free from convictions will be based on the time the application was received. Please note that the rehabilitation periods are for single convictions only and that applicants with more than one conviction for the same or a similar offence will have their application referred to the Licensing Sub Committee for consideration.</p> <p><b>7.5 BARRED LISTS</b></p> <p>7.5.1 A licence will not be granted to a person who is on any barred list.</p> <p><b>7.6 OFFENCES RESULTING IN DEATH</b></p> <p>7.6.1 Where an applicant or licensee has been convicted of a crime which resulted in the death of another person, or where the intention was to cause the death or serious injury of another person, they will not be licensed.</p> <p><b>7.7 OFFENCES INVOLVING EXPLOITATION AND CRIMINAL HARASSMENT</b></p>
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<p>7.7.2 Existing licence holders who committed a serious offence in the past which has previously been determined by the Committee or officers or Court, whereupon if they were a new applicant would not be granted a licence, will be brought before the committee, following the implementation of the policy, to consider whether or not their licence should be revoked. The committee will consider each case on its merits and take into account the length of time that has elapsed since the conviction and the drivers conduct and the length of time the licence holder has held a licence.</p> <p>7.7.3 Existing licence holders who committed an offence in the past, other than those referred to in the above paragraph and specified in these Policy Guidelines, which has previously been determined by the Committee or officers or Court, whereupon if they were being determined after the implementation of the policy would expect an alternative outcome, will be brought before the committee, upon receipt of their application for a renewal, to consider whether or not their licence should be suspended for a longer period of time or if the licence should be revoked. The committee will consider each case on its merits and take into account the length of time that has elapsed since the conviction and the drivers conduct and the length of time the licence holder has held a licence.</p>	<p>Requirements updated to reflect that licensed drivers are “professional drivers” and more than one driving conviction is cause for concern</p>	<p>7.7.1 Where an applicant or licensee has been convicted of a crime involving, related to, or has any connection with abuse, exploitation, use or treatment or criminal harassment of another individual irrespective of whether the victim or victims were adults or children, they will not be licensed. This includes slavery, child sexual exploitation, grooming, psychological, emotional or financial abuse, stalking without violence, or anything of a similar nature, this is not an exhaustive list.</p> <p><b>7.8 OFFENCES INVOLVING VIOLENCE AGAINST PERSONS, PROPERTY, ANIMALS OR THE STATE</b></p> <p>7.8.1 Violence includes situations where the victim is put in fear, alarm or distress without any physical contact. It is accepted that the concept of “violence” is wide, but any such behaviour will be of concern. This policy does not differentiate between different levels of violence.</p> <p>7.8.2 Where an applicant has a conviction for an offence of violence or connected with any offence of violence, a licence will not be granted until at least 10 years have elapsed since the completion of any sentence imposed. It will be for the Licensing Authority to determine whether there is any justification for departing from this time period, dependant on the facts of each particular case. Where the offence of violence was committed against a child or a vulnerable adult, a licence will never be granted.</p>
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7.7.6 In the event that a licence is either refused or revoked, the information will be recorded on the National Register of Taxi Licence Revocations or Refusals (NR3) and will remain on this register in line with NAFN's, (the data controller), data retention policies.

## New requirement to take and pass a driving assessment

7.9.1 Where an applicant has a conviction for a public order offence or similar that is not in itself an act of violence, a licence will not be granted for a period of 5 years.

**7.10.1 Where an applicant has a conviction for possession of a weapon or any other weapon related offence, a licence will not be granted until at least 7 years have elapsed since the completion of any sentence imposed.**

**7.11.1 Where an applicant has a conviction for any offence involving or connected with illegal sexual activity or any form of indecency, a licence will not be granted. This includes any sexual harassment.**

7.11.2 In addition to the above, the Licensing Authority will not grant a licence to any applicant who is currently on the Sex Offenders Register or on any 'barred' list.

Where an applicant has a conviction for any offence of dishonesty, or any offence where dishonesty is an element of the offence, a licence will not be granted until at least 7 years have elapsed since the completion of any sentence imposed.

## 7.13 OFFENCES INVOLVING ALCOHOL ABUSE, MISUSE OR DEPENDENCY

<p>Information will be processed in accordance with the Data Protection Act (DPA) and General Data Protection Regulation (GDPR). Any searches, provision of information of or under NR3 are necessary to this Authority's statutory licensing functions of ensuring that all drivers are fit and proper to hold the applicable licence. It is not intended that any NR3 data will be transferred out of the United Kingdom.</p> <p>If you wish to raise any issue related to the data protection legislation, including by relying on any of the rights afforded to data subjects under GDPR, you can do so to the authority's Data Protection Officer who can be contacted at the following email address <a href="mailto:info_management@sandwell.gov.uk">info_management@sandwell.gov.uk</a> You have the right to make a complaint to the Information Commissioner's Office (ICO). Advice on how to raise a concern about the handling of data can be found on ICO's website: <a href="https://ico.org.uk/make-a-complaint/">https://ico.org.uk/make-a-complaint/</a></p> <p>The Licensing Authority will publish a policy on the approach it will take to requests by other authorities for further information about entries on NR3 and about the use it will make of any further information provided to it. To obtain a copy of this policy, please contact the Taxi Licensing Team on <a href="mailto:taxi_licensing@sandwell.gov.uk">taxi_licensing@sandwell.gov.uk</a> or visit the Council's website <a href="https://www.sandwell.gov.uk/info/200176/business/359/taxi_and_private_hire_licences/3">https://www.sandwell.gov.uk/info/200176/business/359/taxi_and_private_hire_licences/3</a></p> <p><b>7.8 SERIOUS OFFENCES INVOLVING VIOLENCE</b></p>	<p>Insurance offences currently have 3 year rehabilitation period</p> <p>New section that includes totting up of points for driving offences where the driver has not been disqualified</p>	<p><b>7.13.1</b> Where an applicant has any conviction for, or related to drunkenness not in a motor vehicle, a licence will not be granted until at least 5 years have elapsed since the completion of the sentence imposed.</p> <p><b>7.13.2</b> If the applicant has a number of convictions for drunkenness and or there are indications of a medical problem associated with possible abuse, misuse of, or dependence on alcohol, the applicant will also be subject to additional medical testing/assessment before the application is considered. (Any medical testing or assessment to be paid for by the applicant).</p> <p><b>7.13.4</b> If the applicant was found to be dependent on alcohol, a licence will not be granted unless at least 5 years have elapsed since the dependency ceased.</p> <p><b>7.14 OFFENCES INVOLVING DRUGS ABUSE, MISUSE OR DEPENDENCY</b></p> <p><b>7.14.1</b> Where an applicant has any conviction for, or related to, the production, import, trade in or supply of drugs, or possession with intent to supply or connected with possession with intent to supply, a licence will not be granted until at least 10 years have elapsed since the completion of any sentence imposed.</p>
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<p>7.8.1 Licensed drivers have close regular contact with the public. A firm line is to be taken with those who have convictions for offences involving violence. Where an applicant or licensee has been convicted of a crime which resulted in the death or was intended to cause the death or serious injury of another person, they will not be licensed. In all cases, the definition of serious injury will be taken to be an injury which results in a person being detained in hospital as an 'in patient'.</p> <p>7.8.2 A licence will not be granted where the applicant has a conviction for an offence such as:</p> <ul style="list-style-type: none"> <li>• Murder.</li> <li>• Manslaughter.</li> <li>• Manslaughter or culpable homicide while driving.</li> <li>• Terrorism offences.</li> <li>• Or any similar offences (including attempted or conspiracy to commit offences which replace the above).</li> </ul> <p>All current licence holders with such a conviction will be brought before the Committee, following the implementation of the policy, to consider whether or not their licence should be revoked.</p> <p>7.8.3 At the time of application a minimum period of 10 years free of conviction or at least 10 years from completion of the sentence given (whichever is the longer) should be required before granting a licence. Such offences are set out below:</p> <ul style="list-style-type: none"> <li>• Any racially or religiously aggravated offence.</li> <li>• Arson. Wounding with intent.</li> </ul>	<p>New section that includes totting up of points for driving offences where the driver has been disqualified</p> <p>New Section</p> <p>Table now only includes major traffic offences that will always be taken into account in determining suitability</p>	<p>7.14.2 Where an applicant has a conviction for possession of drugs, or related to the possession of drugs, a licence will not be granted until at least 5 years have elapsed since the completion of any sentence imposed. In these circumstances, any applicant will also have to undergo drugs testing at their own expense to demonstrate that they are not using drugs.</p> <p>7.14.3 If there are indications that an applicant or licensee has, or has had a history of, a medical problem associated with possible abuse, misuse or dependence of drugs, the applicant will also be subject to additional medical testing/assessment before a decision is made by the Licensing Sub Committee. If the applicant was found to be dependent on drugs, a licence will not be granted unless at least 5 years have elapsed since the dependency ceased.</p> <p><b>7.15 OFFENCES INVOLVING DISCRIMINATION</b></p> <p>7.15.1 Where an applicant has a conviction involving or connected with discrimination in any form, including non-compliance with the Equality Act 2010, a licence will not be granted until at least 7 years have elapsed since the completion of any sentence imposed. This includes for example, refusal to carry an assistance dog or to provide mobility assistance.</p>
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<ul style="list-style-type: none"> <li>• Grievous bodily harm.</li> <li>• Robbery.</li> <li>• Riot.</li> <li>• Assault occasioning actual bodily harm.</li> <li>• Violent disorder.</li> <li>• Cruelty to a child.</li> <li>• Neglect of child.</li> <li>• Or any similar offences (including attempted or conspiracy to commit offences which replace the above).</li> </ul> <p>7.8.4 At the time of application a minimum period of 10 years free of conviction or at least 10 years from completion of the sentence given (whichever is the longer) should be required before granting a licence. Such offences are set out below:</p> <ul style="list-style-type: none"> <li>• Section 4 Protection from Harassment Act 1997.</li> <li>• Affray.</li> <li>• Assault on a Constable</li> <li>• Or any similar offences (including attempted or conspiracy to commit offences which replace the above).</li> </ul> <p>7.8.5 At the time of application a minimum period of 10 years free of conviction or at least 10 years from completion of the sentence given (whichever is the longer) should be required before granting a licence. Such offences are set out below:</p> <ul style="list-style-type: none"> <li>• Common assault / Battery / Assault by beating.</li> <li>• Section 5 Public Order Act 1986 offence (harassment, alarm or distress).</li> </ul>		<p>7.15.2 Where a complaint about discrimination is received that will not result in a conviction, Licensing Authorities can consider a range of outcomes and take appropriate action based on the balance of probabilities. Licensing sanctions can be considered, such as suspension or revocation. The Licensing Authority will give full consideration to the available evidence before any decision is made, and the licensee will be given the opportunity to state their case. Possible outcomes could include no action being taken and the complaint being recorded, a suspension until disability and equality awareness training/assessment is completed, or revocation of a licence and a refusal to issue another for an appropriate period.</p> <p><b>7.16 OFFENCES INVOLVING REGULATORY NON-COMPLIANCE</b></p> <p>7.16.1 Regulatory crimes include local authority offences, licensing matters and other offences prosecuted by other authorities. It also includes matters relating to the administration of justice such as failing to surrender to bail, and any other matter where regulations or requirements have been ignored or broken. These offences demonstrate a lack of compliance with legal requirements which would clearly be a worry in relation to taxi and private hire licensees. Serious consideration would need to be given as to whether they are a safe and suitable person to hold a licence.</p>
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<ul style="list-style-type: none"> <li>• Section 4 Public Order Act 1986 offence (fear of provocation of violence).</li> <li>• Section 4A Public Order Act 1986 offence (intentional harassment, alarm or distress).</li> <li>• Section 2 Protection from Harassment Act 1997.</li> <li>• Obstruction.</li> <li>• Criminal damage.</li> <li>• Resisting arrest.</li> <li>• Stalking.</li> <li>• Or any similar offences (including attempted or conspiracy to commit offences which replace the above).</li> </ul> <p>7.8.6 A licence will not normally be granted if an applicant has more than one conviction in the last 10 years for an offence of a violent nature.</p> <p>7.8.7 In the event of a licence being granted, a strict warning as to the applicant's future conduct and how it may affect the licence, both verbally and in writing should be administered.</p> <p><b>7.9 POSSESSION OF A WEAPON/BLADED ARTICLE</b></p> <p>7.9.1 If an applicant has been convicted of possession of a weapon/bladed article or any other weapon related offence, this will give serious concern as to whether the person is fit to carry the public.</p> <p>7.9.2 At the time of application a minimum period of 7 years free of conviction or at least 7 years from completion of the sentence given (whichever is the longer) should be required before granting a licence.</p>		<p><b>7.17 MOTORING OFFENCES</b></p> <p>7.17.1 Taxi and private hire drivers are professional drivers charged with the responsibility of carrying the public. Any motoring conviction can demonstrate a lack of professionalism and will be considered seriously. A single occurrence of a traffic offence may not prohibit the grant of a licence or result in action against an existing licence. Subsequent convictions suggest that the licensee may not take their professional responsibilities seriously and may therefore not be a safe and suitable person to be granted or to retain a licence.</p> <p>7.17.2 Where an applicant has a conviction for drink driving or driving under the influence of drugs or failing to provide a specimen in relation to a driving matter, a licence will not be granted until at least 7 years have elapsed since the completion of any sentence or driving ban imposed. With drug offences, any applicant may also have to undergo drugs testing at their own expense to demonstrate that they are not using drugs.</p> <p>7.17.3 Where an applicant has a conviction for using a handheld mobile telephone or a handheld device whilst driving, a licence will not be granted until at least 5 years have elapsed since the conviction or completion of any disqualification imposed, whichever is the later.</p>
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<p>7.9.3 An application will not normally be granted where the applicant has a conviction for an offence involving a firearm. All current licence holders with such a conviction will be brought before the Committee, following the implementation of the policy, to consider whether or not their licence should be revoked.</p> <p>7.10 SEX AND INDECENCY OFFENCES</p> <p>7.10.1 As licensed drivers often carry unaccompanied and vulnerable passengers, applicants with convictions for sexual offences must be closely scrutinised. Those applicants with convictions for the more serious sexual offences will not be granted. Where an applicant has a conviction for any offence involving or connected with illegal sexual activity, or who is currently on the Sex Offenders Register or on any barred list, a licence will not be granted.</p> <p>7.10.2 A licence will not be granted where the applicant has a conviction for an offence such as:</p> <ul style="list-style-type: none"> <li>• Rape.</li> <li>• Assault by penetration.</li> <li>• Offences involving children or vulnerable adults.</li> <li>• Sexual assault.</li> <li>• Indecent assault.</li> <li>• Exploitation of prostitution.</li> <li>• Trafficking for sexual exploitation.</li> <li>• Possession of indecent photographs, child pornography etc.</li> </ul>		<p>7.17.4 Penalty points applied to a DVLA driving licence remain active for either 3 or 10 years, which may be from the date of the offence or the date of conviction depending on the offence as detailed in “Penalty points (endorsements)” as displayed on the DVLA licence check. Whilst points may be removed from the licence after 4 and 11 years, penalty points and the underlying offence will be relevant and taken into consideration from the date of the convictions, or the date of the offence, depending on the type of offence.</p> <p>7.17.5 By attaining 7 or more penalty points on their DVLA licence, a driver is demonstrating they may not be “fit and proper” and their suitability to be or continue to be licensed will be assessed. Drivers with 7 or more penalty points will be required to undertake, at their own cost, a driver awareness course and/or pass a driver assessment with no more than 8 minor infringements, within 2 months of notice from the Licensing Authority, to demonstrate that they are suitable to become or remain a licence holder. Failure to do so strongly suggests the driver is not “fit and proper” and should not be licensed until a period of 12 months has passed with no further convictions.</p>
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<ul style="list-style-type: none"> <li>• Or any sex or indecency offence that was committed in the course of employment as a taxi or PHV driver.</li> <li>• Or any similar offences (including attempted or conspiracy to commit offences which replace the above).</li> </ul> <p>Where an applicant or licensee has been convicted of a crime 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. This includes slavery, child sexual abuse, exploitation, grooming, psychological, emotional or financial abuse, this list is not exhaustive.</p> <p>All current licence holders with such a conviction will be brought before the Committee, following the implementation of the policy, to consider whether or not their licence should be revoked.</p> <p>7.10.3 At the time of application a minimum period of 10 years free of conviction or at least 10 years from completion of the sentence given (whichever is the longer) should be required before granting a licence. Such offences are set out below:</p> <ul style="list-style-type: none"> <li>• Indecent exposure.</li> <li>• Soliciting (kerb crawling).</li> <li>• Voyeurism.</li> <li>• Or any similar offences (including attempted or conspiracy to commit offences which replace the above).</li> </ul>		<p>7.17.6 Any offence which resulted in injury to any person or damage to any property (including vehicles), or any insurance offence, then a licence will not be granted until at least 7 years have elapsed since the completion of any sentence.</p> <p>7.17.7 Any driver who has accumulated 12 or more points on their DVLA licence and has not been disqualified under the totting up procedure by a court as a result of making an exceptional hardship argument, shall not be able to advance/use such arguments before the Licensing Authority as they are not a relevant consideration in determining what action the authority should take. Any such driver will not be licensed for a period of 5 years from the date of the accumulation of 12 or more points and new applications will be refused and existing licences will be reviewed with a recommendation for revocation.</p> <p>7.17.8 Any driver who has been disqualified or disqualified as a result of "totting-up", which erases the points when the licence is restored, will not be licensed for a period of 5 years from the date of the disqualification. Other disqualifications will need to be investigated, the reasons ascertained, and a decision will be based on the results of that investigation.</p>
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7.10.4 A licence will not normally be granted if an applicant has more than one conviction in the last 10 years for an offence of a sexual nature other than those mentioned in 10.2 above where a single offence will mean that the licence will not be granted.

7.10.5 In addition to the above the local authority will not grant a licence to any applicant who is currently on the Sex Offenders Register. All current licence holders currently on the Sex Offenders Register will be brought before the Committee, upon receipt of their application to renew their licence.

#### 7.11 DISHONESTY

7.11.1 A licensed driver is expected to be a trustworthy person. They deal with cash transactions and valuable property may be left in their vehicles. The widespread practice of delivering unaccompanied property is indicative of the trust that business people place in licensed drivers. Moreover, it is comparatively easy for a dishonest driver to defraud the public by demanding more than the legal or agreed fare, etc. Overseas visitors can be confused by our currency and may be vulnerable to an unscrupulous driver. For all these reasons, a serious view is taken of any conviction involving dishonesty.

7.11.2 At the time of application a minimum period of 10 years free of conviction or at least 10 years from completion of the sentence given (whichever is the longer) should be required before granting a licence. Such offences are set out below:

#### New Section

7.17.9 Drivers who commit parking, obstruction and other such motoring offences that do not attract penalty points, are not displaying a professional approach to their work. Persistent offenders should be reported to the Licensing Authority who may consider a period of suspension depending on the severity and frequency of the incidents reported.

7.17.10 For the purpose of these guidelines, the following motor offences are classed as "Major Traffic Offences". Please note that this is not an exhaustive list.

AC10	Failing to stop after an accident
AC20	Failing to give particulars or report an accident within 24 hours
AC30	Undefined accident offences
BA10	Driving whilst disqualified by order of court
BA30	Attempting to drive whilst disqualified by the court
BA40	Causing death by driving whilst disqualified
BA60	Causing serious injury by driving while disqualified
CD10	Driving without due care and attention
CD20	Driving without reasonable consideration for other road users
CD30	Driving without due care and attention or without reasonable consideration for other road users

<ul style="list-style-type: none"><li>• Theft.</li><li>• Burglary.</li><li>• Fraud.</li><li>• Benefit fraud.</li><li>• Forgery.</li><li>• Conspiracy to defraud</li><li>• Obtaining money or property by deception</li><li>• Other deception</li><li>• Money laundering.</li><li>• Perverting the course of justice.</li><li>• Or any similar offences (including attempted or conspiracy to commit offences which replace the above).</li></ul> <p>7.11.3 At the time of application a minimum period of 7 years free of conviction or at least 7 years from completion of the sentence given (whichever is the longer) should be required before granting a licence. Such offences are set out below:</p> <ul style="list-style-type: none"><li>• Handling or receiving stolen goods.</li><li>• Taking a vehicle without consent.</li><li>• Or any similar offences (including attempted or conspiracy to commit offences which replace the above).</li></ul> <p>7.11.4 A licence will not normally be granted if an applicant has more than one conviction in the last 10 years for a dishonesty offence.</p> <p>7.12 DRUGS</p> <p>7.12.1 A serious view is taken of any drug related offence. The nature and quantity of the drugs, whether for personal use or supply are issues which should be considered.</p>	<p>Current rehabilitation periods are 3 years or 5 years if more than one conviction</p> <p>New section that gives clarification of the factors/convictions that will be taken into account in respect of private hire operators</p>	<table><tr><td>CD33</td><td>Causing serious injury by careless or inconsiderate driving</td></tr><tr><td>CD40</td><td>Causing death through careless driving when unfit through drink</td></tr><tr><td>CD50</td><td>Causing death by careless driving when unfit through drugs</td></tr><tr><td>CD60</td><td>Causing death by careless driving with alcohol level about the limit</td></tr><tr><td>CD70</td><td>Causing death by careless driving then failing to supply a specimen for alcohol analysis</td></tr><tr><td>CD80</td><td>Causing death by careless, or inconsiderate driving</td></tr><tr><td>CD90</td><td>Causing death by driving: unlicensed, disqualified or uninsured drivers</td></tr><tr><td>CU10</td><td>Using a vehicle with defective brakes</td></tr><tr><td>CU20</td><td>Causing or likely to cause danger by reason of use of unsuitable vehicle or using a vehicle with parts or accessories (excluding brakes, steering or tyres) in a dangerous condition</td></tr><tr><td>CU30</td><td>Using a vehicle with defective tyre(s)</td></tr><tr><td>CU40</td><td>Using a vehicle with defective steering</td></tr><tr><td>CU50</td><td>Causing or likely to cause danger by reason of load or passengers</td></tr></table>	CD33	Causing serious injury by careless or inconsiderate driving	CD40	Causing death through careless driving when unfit through drink	CD50	Causing death by careless driving when unfit through drugs	CD60	Causing death by careless driving with alcohol level about the limit	CD70	Causing death by careless driving then failing to supply a specimen for alcohol analysis	CD80	Causing death by careless, or inconsiderate driving	CD90	Causing death by driving: unlicensed, disqualified or uninsured drivers	CU10	Using a vehicle with defective brakes	CU20	Causing or likely to cause danger by reason of use of unsuitable vehicle or using a vehicle with parts or accessories (excluding brakes, steering or tyres) in a dangerous condition	CU30	Using a vehicle with defective tyre(s)	CU40	Using a vehicle with defective steering	CU50	Causing or likely to cause danger by reason of load or passengers
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<p>7.12.2 A licence will not be granted where the applicant has a conviction for an offence such as:</p> <ul style="list-style-type: none"><li>• Supply of drugs.</li><li>• Or any similar offences (including attempted or conspiracy to commit offences which replace the above).</li></ul> <p>All current licence holders with such a conviction will be brought before the Committee, following the implementation of the policy, to consider whether or not their licence should be revoked.</p> <p>7.12.3 At the time of application a minimum period of 5 years free of conviction or at least 5 years from completion of the sentence given (whichever is the longer) should be required before granting a licence;</p> <ul style="list-style-type: none"><li>• Possession of drugs.</li><li>• Or any similar offences (including attempted or conspiracy to commit offences which replace the above).</li><li>• Any applicant may also have to undergo drugs testing for a period of time at their own expense to demonstrate that they are not using controlled drugs. The length of time, frequency and type of testing to be determined on a case by case basis.</li></ul> <p>7.12.4 A licence will not normally be granted if an applicant has more than one conviction for a drugs related offence.</p> <p>7.13 DRIVING OFFENCES INVOLVING THE LOSS OF LIFE</p>		<table><tr><td>CU80</td><td>Breach of requirements as to control of the vehicle, mobile telephone etc.</td></tr><tr><td>DD10</td><td>Causing serious injury by dangerous driving</td></tr><tr><td>DD40</td><td>Dangerous driving</td></tr><tr><td>DD60</td><td>Manslaughter or culpable homicide whilst driving a vehicle</td></tr><tr><td>DD80</td><td>Causing death by dangerous driving</td></tr><tr><td>DD90</td><td>Furious driving</td></tr><tr><td>DR10</td><td>Driving or attempting to drive with alcohol level above limit</td></tr><tr><td>DR20</td><td>Driving or attempting to drive while unfit through drink</td></tr><tr><td>DR30</td><td>Driving or attempting to drive then failing to supply a specimen for analysis</td></tr><tr><td>DR31</td><td>Driving or attempting to drive then refusing to give permission for analysis of a blood sample that was taken without consent due to incapacity</td></tr><tr><td>DR40</td><td>In charge of a vehicle while alcohol level above limit</td></tr><tr><td>DR50</td><td>In charge of a vehicle while unfit through drink</td></tr><tr><td>DR60</td><td>Failure to provide a specimen for analysis in circumstances other than driving or attempting to drive</td></tr></table>	CU80	Breach of requirements as to control of the vehicle, mobile telephone etc.	DD10	Causing serious injury by dangerous driving	DD40	Dangerous driving	DD60	Manslaughter or culpable homicide whilst driving a vehicle	DD80	Causing death by dangerous driving	DD90	Furious driving	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	
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<p>7.13.1 A very serious view is to be taken of any applicant who has been convicted of a driving offence that resulted in the loss of life. Where an applicant or licensee has been convicted of a crime which resulted in the death or was intended to cause the death or serious injury of another person, they will not be licensed. In all cases, the definition of serious injury will be taken to be an injury which results in a person being detained in hospital as an ‘in patient’.</p> <p>A licence will not be granted where the applicant has a conviction for an offence such as:</p> <ul style="list-style-type: none"><li>• Causing death by dangerous driving.</li><li>• Causing death by careless driving whilst under the influence of drink or drugs.</li><li>• Causing death by driving: unlicensed, disqualified or uninsured drivers.</li><li>• Or any similar offences.</li></ul> <p>All current licence holders with such a conviction will be brought before the Committee, following the implementation of the policy, to consider whether or not their licence should be revoked.</p> <p>7.14 DRINK DRIVING/DRIVING UNDER THE INFLUENCE OF DRUGS/USING A MOBILE PHONE WHILST DRIVING</p>	<p>New section that gives clarification of the factors/convictions that will be taken into account in respect of vehicle licence holders</p> <p>Clarification on why applicants will be referred to licensing sub committee and what information will be taken into account when considering cases</p>	<table><tr><td>DR61</td><td>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</td></tr><tr><td>DR70</td><td>Failing to co-operate with a preliminary test</td></tr><tr><td>DR80</td><td>Driving or attempting to drive when unfit through drugs</td></tr><tr><td>DR90</td><td>In charge of a vehicle when unfit through drugs</td></tr><tr><td>DG10</td><td>Driving or attempting to drive with drug level above the specified limit</td></tr><tr><td>DG40</td><td>In charge of a vehicle while drug level above specified limit</td></tr><tr><td>DG60</td><td>Causing death by dangerous driving with drug level above the limit</td></tr><tr><td>IN10</td><td>Using a vehicle uninsured against third party risks</td></tr><tr><td>LC20</td><td>Driving otherwise than in accordance with a licence</td></tr><tr><td>LC30</td><td>Driving after making a false declaration about fitness when applying for a licence</td></tr><tr><td>LC40</td><td>Driving a vehicle having failed to notify a disability</td></tr><tr><td>LC50</td><td>Driving after a licence has been cancelled or refused on medical grounds</td></tr><tr><td>MS50</td><td>Motor racing on the highway</td></tr></table>	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	DR90	In charge of a vehicle when unfit through drugs	DG10	Driving or attempting to drive with drug level above the specified limit	DG40	In charge of a vehicle while drug level above specified limit	DG60	Causing death by dangerous driving with drug level above the limit	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 cancelled or refused on medical grounds	MS50	Motor racing on the highway
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<p>7.14.1 As licensees are professional vocational drivers, a serious view is taken of convictions for driving, or being in charge of a vehicle while under the influence of drink or drugs. An isolated incident would not necessarily debar an applicant from proceeding on the restoration of his/her DVLA driving licence but he or she should be warned as to the significant risk to his/her licence status in the event of re-offending. Normally at least 7 years, after the restoration of the driving licence following a drink/drug drive conviction should elapse before an application will be considered. If there is any concern that the applicant is alcohol or drug dependent, a satisfactory special medical report must be provided before the application can be allowed to proceed. In the case of driving under the influence of drugs, any applicant may also have to undergo drugs testing at their own expense to demonstrate that they are not using controlled drugs. The frequency and type of testing to be determined on a case by case basis.</p> <p>7.14.2 Applicants should also be aware of the serious risk posed by driving whilst using a mobile phone. There is a substantial body of research (see for instance <a href="http://www.rosipa.com/rospaweb/docs/advice-services/road-safety/drivers/mobile-phone-report.pdf">http://www.rosipa.com/rospaweb/docs/advice-services/road-safety/drivers/mobile-phone-report.pdf</a>) which shows that drivers who use a mobile phone suffer physical and cognitive distraction which means they:</p>	<p>Clarification on what evidence will be taken into account</p> <p>Reminding the applicant that they must demonstrate they are fit and proper</p> <p>Clarification on the appeals process</p> <p>Making applicants aware that certain committee decisions will result in the applicants details being added to the NR3s register</p>	<table><tr><td>MS60</td><td>Offences not covered by other codes (including offences relating to breach of requirements as to control of vehicle)</td></tr><tr><td>MS70</td><td>Driving with uncorrected defective eyesight</td></tr><tr><td>MS80</td><td>Refusing to submit to an eyesight test</td></tr><tr><td>MS90</td><td>Failure to give information as to identity of driver etc.</td></tr><tr><td>UT50</td><td>Aggravated taking of a vehicle</td></tr><tr><td>MR09</td><td>Reckless or dangerous driving (whether or not resulting in death, injury or serious risk)</td></tr><tr><td>MR19</td><td>Wilful failure to carry out the obligation placed on driver after being involved in a road accident (hit or run)</td></tr><tr><td>MR29</td><td>Driving a vehicle while under the influence of alcohol or other substance affecting or diminishing the mental and physical abilities of a driver</td></tr><tr><td>MR49</td><td>Driving a vehicle whilst disqualified</td></tr><tr><td>MR59</td><td>Other conduct constituting an offence for which a driving disqualification has been imposed by the State of Offence</td></tr></table>	MS60	Offences not covered by other codes (including offences relating to breach of requirements as to control of vehicle)	MS70	Driving with uncorrected defective eyesight	MS80	Refusing to submit to an eyesight test	MS90	Failure to give information as to identity of driver etc.	UT50	Aggravated taking of a vehicle	MR09	Reckless or dangerous driving (whether or not resulting in death, injury or serious risk)	MR19	Wilful failure to carry out the obligation placed on driver after being involved in a road accident (hit or run)	MR29	Driving a vehicle while under the influence of alcohol or other substance affecting or diminishing the mental and physical abilities of a driver	MR49	Driving a vehicle whilst disqualified	MR59	Other conduct constituting an offence for which a driving disqualification has been imposed by the State of Offence
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MR59	Other conduct constituting an offence for which a driving disqualification has been imposed by the State of Offence																					

7.18 BEHAVIOURS



<ul style="list-style-type: none"> <li>• are much less aware of what's happening on the road around them.</li> <li>• fail to see road signs.</li> <li>• fail to maintain proper lane position and steady speed.</li> <li>• are more likely to 'tailgate' the vehicle in front.</li> <li>• react more slowly, take longer to brake and longer to stop.</li> <li>• are more likely to enter unsafe gaps in traffic.</li> <li>• feel more stressed and frustrated.</li> </ul> <p>7.14.3 There is evidence to show that drivers who use a mobile phone have slower reaction times than those who have consumed up to the legal alcohol limit. In light of this, an equally serious view should be taken of convictions for driving whilst using a mobile phone as for driving under the influence of drink or drugs.</p> <p>7.14.4 An application will not normally be granted where the applicant has a conviction or fixed penalty for using a mobile whilst driving within the previous 5 years. In the case of an existing licence holder the licence will normally be revoked.</p> <p>7.14.5 A licence will not normally be granted if an applicant has more than one conviction in the last 10 years for an offence of driving under the influence of drink or drugs, or whilst using a mobile phone.</p> <p><b>Discrimination</b></p>	<p>Clarification on how licensing sub committee decisions will be issued and dealt with</p>	<p>7.18.1 Driver behaviours that fall short of criminal behaviour but that are indicators of more sinister behaviour will be addressed to maintain confidence in the taxi trades and to stop unwanted behaviours before they evolve into criminal acts.</p> <p>7.18.2 Behaviours such as</p> <ul style="list-style-type: none"> <li>• Asking a passenger for their contact or social media details</li> <li>• Asking personal or intimate questions</li> <li>• Inappropriate physical contact with passengers or invade their personal space</li> <li>• Inappropriate conversations, questions or behaviour</li> </ul> <p>This is more important if the passenger is a lone vulnerable individual.</p> <p>7.18.3 Except in the most serious of cases, drivers should be given a warning in the first instance, if appropriate sent on refresher safeguarding training and have explained how the behaviour may be perceived by a vulnerable passenger. In the event that further training is required, the cost of such training to be paid for by the driver.</p> <p>7.18.4 If the behaviour, on the balance of probabilities, is repeated and considered to be predatory in nature, then any applicant should not be licensed.</p>
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Where an applicant has a conviction involving or connected with discrimination in any form, a licence will not be granted until at least 7 years have elapsed since the completion of any sentence imposed. In particular, any convictions relating to offences under the Equality Act 2010 which covers:

- Age
- Disability
- Gender Reassignment
- Marriage and Civil Partnership
- Pregnancy and Maternity
- Race
- Religion or Belief
- Sex

#### 7.15 LICENSING OFFENCES

7.15.1 Certain offences under taxi legislation such as plying for hire, overcharging and refusing to carry disabled persons which have occurred in the previous 3 years will normally result in a licence not being granted. In the case of existing licence holders a licensee will normally be suspended for 3 years for the first offence.

7.15.2 A licence will not normally be granted if an applicant has more than one conviction in the last 5 years for a licensing offence from the date of conviction.

#### 7.16 INSURANCE OFFENCES

7.18.5 Where an applicant or licence holder has a conviction for an offence contrary to any legislation relating to taxi or private hire activity not covered elsewhere, a licence will not be granted until at least 7 years have elapsed since the completion of any sentence imposed.

#### 7.19 LICENSING OFFENCES

Where an applicant or licence holder has a conviction for an offence contrary to any legislation relating to taxi or private hire activity, a licence will not be granted until at least 7 years have elapsed since the completion of any sentence imposed. Please note, that you do not need to be convicted of an offence and actions that were taken by another Local Authority, that did not result in a prosecution, can and will still be taken into account.

#### 7.20 PRIVATE HIRE OPERATORS

7.20.1 A private hire operator ("an operator") does not have direct responsibility for the safety of passengers, other road users or direct contact with passengers who are in the private hire vehicle (except where they are licensed as a private hire driver). However, in performing their duties they obtain 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.

<p>7.16.1 A serious view will be taken of convictions of driving or being in charge of a vehicle without insurance. Convictions which have occurred in the previous three years will normally result in a licence not being granted. In the case of existing licence holders a licence will normally be revoked.</p> <p>7.16.2 A licence will not normally be granted if an applicant has more than one conviction in the last 10 years for an insurance related offence.</p> <p>7.16.3 An operator found guilty of aiding and abetting the driving of passengers for hire and reward whilst without insurance will normally have his or her operators' licence revoked and be prevented from holding a licence for at least three years.</p> <p><b>7.17 MINOR TRAFFIC OFFENCES</b>  <b>(Highlighted Grey in the Tables at Annex A)</b>  Hackney carriage and private hire drivers are professional drivers charged with the responsibility of carrying the public. It is accepted that offences can be committed unintentionally, and a single occurrence of a minor traffic offence would not prohibit the granting of a licence. However, applicants with multiple motoring convictions may indicate that an applicant does not exhibit the behaviours of a safe road user and one that is suitable to drive professionally.</p>		<p>7.20.2 Where an applicant has more than one conviction, serious consideration will need to be given as to whether they are a safe and suitable person.</p> <p>7.20.3 Operators must ensure that any staff that are used within the business (whether employees or independent contractors) that are able to access any information as described above are subject to the same standards as the operator. This can be effected 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, this will lead to the operators' licence being reviewed and possible revocation.</p> <p>7.20.4 As public trust and confidence in the overall safety and integrity of the private hire system is vital, the same standards will be applied to operators as to drivers, except some motoring offences, to recognise the operator is not connected with the use of a vehicle.</p> <p><b>7.21 VEHICLE LICENCE HOLDERS</b></p> <p>7.21.1 Vehicle licence holders (both taxi and private hire) have two principal responsibilities:</p> <ul style="list-style-type: none"> <li>• Firstly, they must ensure that the vehicle is maintained to an acceptable standard at all times</li> <li>• Secondly, they must ensure that the vehicle is not used for illegal or illicit purposes</li> </ul>
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<p>Any motoring conviction <u>while</u> a licensed driver demonstrates that the licensee may not take their professional responsibilities seriously, and a single occurrence of a minor traffic offence may not necessitate the revocation of a taxi or private hire vehicle driver licence providing the authority considers that the licensee remains a fit and proper person to retain a licence.</p> <p>7.17.1 In the case of new applicants and existing licence holders, where there are six or less points on the DVLA licence, the matter will be determined by an officer with delegated authority. Such officer, as per the scheme of delegations, will have the power to grant and renew a licence with or without a warning and in the case of an existing licence holder to take no action or to take action by way of a warning.</p> <p>7.17.2 If a new applicant has failed to disclose a minor traffic offence or an existing licence holder has failed within seven days to disclose a minor traffic offence, on the first occasion, the Licensing Manager will issue a written warning.</p> <p>7.17.3 An applicant for the grant of a licence, or an existing licence holder, will be referred to the Committee if he/she has more than six live* points on their driving licence for any offence(s) other than major traffic offences.</p> <p>In the case of an application for the grant or renewal of licence, if the applicant has six points to his/her DVLA licence:-</p>		<p>7.21.2 Where an applicant has more than one conviction, serious consideration will need to be given as to whether they are a safe and suitable person to be granted or retain a vehicle licence.</p> <p>7.21.3 As public trust and confidence in the overall safety and integrity of the private hire system is vital, the same standards will be applied to licence holders as those applied to drivers.</p> <p><b>7.22 SUMMARY</b></p> <p>7.22.1 To summarise, a criminal history in itself may not automatically result in refusal and a current conviction for a serious crime need not bar an applicant permanently from becoming licensed. In most cases an applicant would be expected to remain free from convictions for 5 to 10 years, according to circumstances, before an application can be considered.</p> <p>7.22.2 The matters detailed in these guidelines are not exhaustive. The applicant or licence holder may have to attend committee if there are matters not contained in these guidelines which indicate that the applicant or licence holder has exhibited behaviour, which, in the opinion of the Licensing Authority is inappropriate and amounts to reasonable cause to show that they are not a “fit and proper” person to hold a licence.</p>
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<p>The Committee when considering the grant of a licence must take into account the applicant's driving record. If the Committee decides to grant a licence, a strict warning as to the applicants future conduct and how it may affect the licence, both verbally and in writing should be administered.</p> <p>In the case of an existing licence holder, if the licence holder has seven to nine points on his/her DVLA licence:-</p> <p>The Committee must take into account the applicant's driving record. Sanctions could range from a Strong Written Warning to Revocation if the licence holder has repeatedly committed the same offence.</p> <p>In the case of an application for the grant or renewal of licence, if the applicant has 10 or more points on his/her DVLA licence; a licence will not normally be granted.</p> <p>In the case of an existing licence holder, if the licence holder has 10 or more points on his/her DVLA licence; the Committee would normally revoke the licence.</p> <p>*The word 'live' is used to signify 3 years from date of offence (Fixed Penalties only), conviction or sentence, whichever is the later.</p> <p><b>7.18 MAJOR TRAFFIC OFFENCES</b>  <b>(Offences that are not highlighted in the Tables at Annex A)</b></p>		<p>7.22.3 In the event that applicants are relying on information to support their case, they are asked to provide it to the licensing team at their earliest opportunity to allow all parties the opportunity to read through/examine, as decisions will be based on the evidence provided.</p> <p>7.22.4 When making decisions regarding an applicant being "fit and proper" little or no weight will be given where evidence cannot be substantiated.</p> <p>7.22.5 In each case, it is for the applicant to satisfy the Licensing Authority that they are "fit and proper", not for the Licensing Authority to prove that they are not.</p> <p>7.22.6 A suspension or revocation of the licence takes effect at the end of the period of 21 days beginning with the day on which notice is given to the applicant/operator unless advised otherwise.</p> <p>7.22.7 In the event that an application is refused, revoked or suspended, the applicant details will be added to the National Register of refusals, revocations and suspensions known as the NR3s Register and will remain on this register in line with NAFN's (the data controller) data retention policies.</p>
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<p>7.18.1 With the exception of Major Traffic Offences covered in Paragraphs 7.13 to 7.16 in the case of an application for the grant or renewal of licence, a licence will not normally be granted. A period of 3 years free from convictions should elapse before another application is considered.</p> <p>In the case of an existing licence holder, a licence will normally be revoked.</p> <p><b>7.19 OUTSTANDING CHARGES OR SUMMONSES/ ALLEGATIONS</b></p> <p>7.19.1 If the individual is the subject of an outstanding charge, summons, or allegation their application can continue to be processed, but may be refused, revoked or suspended by the Committee depending upon the seriousness of the offence together with any other conviction history.</p> <p><b>7.20 NON-CONVICTION INFORMATION</b></p> <p>7.20.1 If an applicant has, on more than one occasion, been arrested or charged, but not convicted, for a serious offence which suggests he or she could be a danger to the public, consideration should be given to refusing the licence or revoking or suspending the licence.</p> <p><b>7.21 CAUTIONS</b></p> <p>7.21.1 Admission of guilt is required before a caution can be issued. Every case will be considered on its own merits including the details and nature of the offence or offences.</p> <p><b>7.22 LICENCES ISSUED BY OTHER LOCAL AUTHORITIES</b></p>		<p>7.22.8 Information will be processed in accordance with the Data Protection Act (DPA) and General Data Protection Regulation (GDPR). Any searches, provision of information through NR3s are necessary to this Authority's statutory licensing functions of ensuring that all drivers are "fit and proper" to hold the applicable licence.</p> <p>7.22.9 The Licensing Authority has published a policy on the approach it will take to requests by other Licensing Authorities for further information about entries on NR3s and about the use it will make of any further information provided to it. To obtain a copy of this policy, please visit the Council's website – <a href="http://www.sandwell.gov.uk">www.sandwell.gov.uk</a></p> <p>7.22.10 In the event that the Licensing Sub Committee decide that a warning is to be issued, or the Licensing Sub Committee take the decision to suspend a licence, no action will be taken in the event that the applicant does not wish to appeal, until such time as the decision letter/notice has been sent to the applicant/licence holder.</p>
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<p>7.22.1 Applicants who hold a licence with one local authority should not automatically assume that their application will be granted by another. Each case will be determined on its own merits.</p> <p>7.22.2 Licensees who are licensed by multiple authorities are expected to inform all such authorities of the authorities that they are licensed by and to advise each authority of any changes in this respect; and should expect those authorities to share information regarding their conduct and to take it into account as appropriate. Any change in circumstances must be reported within 7 days.</p> <p>7.23 SUMMARY</p> <p>7.23.1 To summarise, a criminal history in itself may not automatically result in refusal and a current conviction for a serious crime need not bar an applicant permanently from becoming licensed. As the preceding paragraphs indicate, in most cases, an applicant would be expected to remain free from conviction for 3 to 10 years, according to circumstances, before an application can be considered. However, there may be occasions when an application can be allowed before the relevant time period, free from conviction, has elapsed.</p>		<p>7.22.11 Any decisions made by the Licensing Sub Committee or the Licensing Management Panel will be in writing and contain details on the applicant's right of appeal to the Magistrates Court. In the event that an existing licence holder has their licence suspended, refused or revoked, the applicant will be expected to return all licences, plates and badges held by them at the end of the appeal period if they do not intend to appeal the Licensing Sub Committee/Licensing Management Panel decision unless the decision is an immediate one.</p>
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<p>7.23.2 While it is possible that an applicant may have a number of convictions that, individually, meet the above Guidelines, the overall offending history must be considered when assessing an applicant's suitability to be licensed. A series of offences over a period of time is more likely to give cause for concern than an isolated minor conviction. Obviously some discretion can be afforded if an offence disclosed is isolated and there are mitigating circumstances, but the overriding consideration is the protection of the public.</p> <p>7.23.3 The matters detailed in these Guidelines are not exhaustive. The applicant or licence holder may have to attend Committee, if there are other matters not contained in the Guidelines which indicate that the applicant or licence holder has exhibited behaviour, which in the opinion of the local authority is inappropriate to a licence holder and amounts to reasonable cause to show that you are not a fit and proper person to hold a licence. (E.g. allegations of a serious nature, or convictions or complaints).</p> <p><b>Annex A – Motoring offences and penalty points</b></p> <p>The following is a guide to the number of penalty points a court may impose, it does not reflect the fact that some offences may incur a disqualification. These codes are recorded from information supplied by the courts.</p> <p><b>Endorsement codes and penalty points</b></p> <p>Each endorsement has a special code and is given 'penalty points' on a scale from 1 to 11. You get more points for more serious offences.</p>		
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The table shows the offence codes that can be put on your driving record. It also shows how many penalty points you can get for them. Some offences may also involve a disqualification. Offence codes and penalty points must stay on your driving record for 4 or 11 years depending on the offence.

### **Accident offences**

These codes must stay on a driving record for 4 years from the date of the offence.

<b>Code</b>	<b>Offence</b>	<b>Penalty points</b>
AC10	Failing to stop after an accident	5 to 10
AC20	Failing to give particulars or report an accident within 24 hours	5 to 10
AC30	Undefined accident offences	4 to 9

### **Disqualified driver**

Codes BA10 and BA30 must stay on a driving record for 4 years from the date of the offence.

<b>Code</b>	<b>Offence</b>	<b>Penalty points</b>
BA10	Driving while disqualified by order of court	6

BA30	Attempting to drive while disqualified by order of court	6		
Codes BA40 and BA60 must stay on a driving record for 4 years from the date of the conviction.				
<b>Code</b>	<b>Offence</b>	<b>Penalty points</b>		
BA40	Causing death by driving while disqualified	3 to 11		
BA60	Causing serious injury by driving while disqualified	3 to 11		
<b>Careless driving</b> Codes CD10 to CD30 must stay on a driving record for 4 years from the date of the offence.				
<b>Code</b>	<b>Offence</b>	<b>Penalty points</b>		
CD10	Driving without due care and attention	3 to 9		
CD20	Driving without reasonable consideration for other road users	3 to 9		
CD30	Driving without due care and attention or without reasonable consideration for other road users	3 to 9		

Codes CD40 to CD70 must stay on a driving record for 11 years from the date of the conviction.

Code	Offence	Penalty points
CD40	Causing death through careless driving when unfit through drink	3 to 11
CD50	Causing death by careless driving when unfit through drugs	3 to 11
CD60	Causing death by careless driving with alcohol level above the limit	3 to 11
CD70	Causing death by careless driving then failing to supply a specimen for alcohol analysis	3 to 11

Codes CD80 and CD90 must stay on a driving record for 4 years from the date of the conviction.

Code	Offence	Penalty points
CD80	Causing death by careless, or inconsiderate, driving	3 to 11

CD90	Causing death by driving: unlicensed, disqualified or uninsured drivers	3 to 11		
<b>Construction and use offences</b> These codes must stay on a driving record for 4 years from the date of the offence.				
<b>Code</b>	<b>Offence</b>			
CU10	Using a vehicle with defective brakes			
CU20	Causing or likely to cause danger by reason of use of unsuitable vehicle or using a vehicle with parts or accessories (excluding brakes, steering or tyres) in a dangerous condition			
CU30	Using a vehicle with defective tyre(s)			
CU40	Using a vehicle with defective steering			
CU50	Causing or likely to cause danger by reason of load or passengers			
CU80	Breach of requirements as to control of the vehicle, mobile telephone etc.			
<b>Reckless/dangerous driving</b>				

These codes must stay on a driving record for 4 years from the date of the conviction.

Code	Offence	Penalty points
DD10	Causing serious injury by dangerous driving	3 to 11
DD40	Dangerous driving	3 to 11
DD60	Manslaughter or culpable homicide while driving a vehicle	3 to 11
DD80	Causing death by dangerous driving	3 to 11
DD90	Furious driving	3 to 9

### Drink

Codes DR10 to DR61 must stay on a driving record for 11 years from the date of the conviction.

Code	Offence
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	3 to 11		
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	10		
Codes DR40 to DR70 must stay on a driving record for 4 years from the date of the offence or 4 years from date of conviction where a disqualification is imposed.				
<b>Code</b>	<b>Offence</b>			
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			
DR70	Failing to provide specimen for breath test			
<b>Drugs</b> These codes must stay on a driving record for 11 years from the date of the conviction.				

Code	Offence	Penalty points	
DG10	Driving or attempting to drive with drug level above the specified limit	3 to 11	
DG60	Causing death by careless driving with drug level above the limit	3 to 11	
DR80	Driving or attempting to drive when unfit through drugs	3 to 11	
These codes must stay on a driving record for 4 years from the date of the offence or 4 years from date of conviction where a disqualification is imposed.			
Code	Offence	Penalty points	
DG40	In charge of a vehicle while drug level above specified limit	10	
DR90	In charge of a vehicle when unfit through drugs	10	
<b>Insurance offences</b>			

Code IN10 must stay on a driving record for 4 years from the date of the offence.

Code	Offence	Penalty points
IN10	Using a vehicle uninsured against third party risks	6 to 8

### Licence offences

These codes must stay on a driving record for 4 years from the date of the offence.

Code	Offence	Penalty points
LC20	Driving otherwise than in accordance with a licence	3 to 6
LC30	Driving after making a false declaration about fitness when applying for a licence	3 to 6
LC40	Driving a vehicle having failed to notify a disability	3 to 6
LC50	Driving after a licence has been revoked or refused on medical grounds	3 to 6

### Miscellaneous offences

These codes must stay on a driving record for 4 years from the date of the offence.



Code	Offence	Penalty points
MS10	Leaving a vehicle in a dangerous position	3
MS20	Unlawful pillion riding	3
MS30	Play street offences	2
MS50	Motor racing on the highway	3 to 11
MS60	Offences not covered by other codes (including offences relating to breach of requirements as to control of vehicle)	3
MS70	Driving with uncorrected defective eyesight	3
MS80	Refusing to submit to an eyesight test	3
MS90	Failure to give information as to identity of driver etc.	6

### Motorway offences

Code MW10 must stay on a driving record for 4 years from the date of the offence.

Code	Offence	Penalty points
MW10	Contravention of special roads regulations (excluding speed limits)	3

### Pedestrian crossings

These codes must stay on a driving record for 4 years from the date of the offence.

Code	Offence	Penalty points	
PC10	Undefined contravention of pedestrian crossing regulations	3	
PC20	Contravention of pedestrian crossing regulations with moving vehicle	3	
PC30	Contravention of pedestrian crossing regulations with stationary vehicle	3	

### Speed limits

These codes must stay on a driving record for 4 years from the date of the offence.

Code	Offence	Penalty points
SP10	Exceeding goods vehicle speed limits	3 to 6
SP20	Exceeding speed limit for type of vehicle (excluding goods or passenger vehicles)	3 to 6
SP30	Exceeding statutory speed limit on a public road	3 to 6
SP40	Exceeding passenger vehicle speed limit	3 to 6

SP50	Exceeding speed limit on a motorway	3 to 6	
<b>Traffic direction and signs</b> These codes must stay on a driving record for 4 years from the date of the offence.			
<b>Code</b>	<b>Offence</b>		
TS10	Failing to comply with traffic light signals		
TS20	Failing to comply with double white lines		
TS30	Failing to comply with 'stop' sign		
TS40	Failing to comply with direction of a constable/warden		
TS50	Failing to comply with traffic sign (excluding 'stop' signs, traffic lights or double white lines)		
TS60	Failing to comply with a school crossing patrol sign		
TS70	Undefined failure to comply with a traffic direction sign		
<b>Special code</b> Code TT99 must stay on a driving record for 4 years from the date of conviction. It shows disqualification under 'totting-up' - if the total of penalty points reaches 12 or more within 3 years, the driver can be disqualified. <b>Theft or unauthorised taking</b>			

Code UT50 must stay on a driving record for 4 years from the date of the offence.

Code	Offence	Penalty points
UT50	Aggravated taking of a vehicle	3 to 11

### **‘Mutual recognition’ codes**

You’ll get an ‘MR’ code on your driving record if you’re disqualified while driving in Northern Ireland or the Isle of Man. Your disqualification period will also be valid in GB and will stay on your record for 4 years from the date of conviction.

Code	Offence
MR09	Reckless or dangerous driving (whether or not in death, injury or serious risk)
MR19	Wilful failure to carry out the obligation placed on a driver after being involved in a road accident (hit or run)
MR29	Driving a vehicle while under the influence of alcohol or other substance affecting or diminishing the mental or physical abilities of a driver
MR39	Driving a vehicle faster than the permitted speed limit
MR49	Driving a vehicle whilst disqualified
MR59	Other conduct constituting an offence for which disqualification has been imposed by the State

### **Aiding, abetting, counselling or procuring offences**

For these offences, the codes are similar, but with the number 0 on the code changed to 2.  
For example, code LC20 (driving otherwise than in accordance with a licence) becomes code LC22 on your driving record if you have helped someone to do this.

#### **Causing or permitting offences**

For these offences, the codes are similar, but with the number 0 on the code changed to 4.  
For example, LC20 (driving otherwise than in accordance with a licence) becomes LC24 on your licence if you've caused or permitted someone to do this.

#### **Inciting offences**

For these offences, the codes are similar, but with the number 0 on the code changed to 6.  
For example, DD40 (dangerous driving) becomes DD46 on your driving record if you've incited someone to do this.

#### **Non-endorsable offences**

Some offences are non-endorsable. A non-endorsable offence does not carry any penalty points but they carry a period of disqualification. At the end of the disqualification (over 56 days) the driver will have to apply for a renewal licence together with the appropriate fee. Any queries about offences and endorsements should be directed to the convicting court.

Source: [www.gov.uk](http://www.gov.uk)

For an up to date list of driving endorsements (penalty points) please refer to the above website.

The penalty points list in these guidelines is subject to change.		
<p><b>8 PRIVATE HIRE AND HACKNEY CARRIAGE LICENSING ENFORCEMENT POLICY</b></p> <p><b>8.1 Enforcement Policy Statement</b></p> <p>8.1.3 All enforcement action, be it verbal warnings, the issue of written warnings, statutory notices, appearance before the Licensing Sub Committee or prosecution, will primarily be based upon the seriousness of the breach and the possible consequences arising out of it. Enforcement action will not, therefore, constitute a punitive response to minor technical contraventions of legislation.</p> <p>8.1.4 This Enforcement Policy forms part of the Council's Private Hire and Hackney Carriage Licensing Policy "The Policy Handbook". Specific advice on the issue of licences and enforcement action is contained in the Policy Handbook.</p> <p>8.1.5 Authorised officers (as authorised by the Scheme of Delegations), when making enforcement decisions, will abide by the Policy Handbook. Any departure from the policy must be exceptional, capable of justification, be fully considered and be endorsed at management level or above before the decision is taken (unless it is considered that there is significant risk to the public in delaying the decision).</p> <p>8.1.6 Authorised officers will be fully acquainted with the requirements of the Policy Handbook and appropriate training will be provided where required.</p>	Updated and will become an appendix to the policy	<p><b>8 PRIVATE HIRE AND HACKNEY CARRIAGE LICENSING ENFORCEMENT POLICY</b></p> <p><b>8.1 Enforcement Policy Statement</b></p> <p>8.1.3 All enforcement action, be it verbal warnings, the issue of written warnings, statutory notices, appearance before the Licensing Sub Committee <b>or Licensing Management Panel</b> or prosecution, will primarily be based upon the seriousness of the breach and the possible consequences arising out of it. Enforcement action will not, therefore, constitute a punitive response to minor technical contraventions of legislation.</p> <p><b>8.1.4 This Enforcement Policy forms part of the Council's Private Hire and Hackney Carriage Licensing Policy.</b></p> <p><b>8.1.5 Authorised officers (as authorised by the Scheme of Delegations), when making enforcement decisions, will abide by this Policy. Any departure from the Policy</b> must be exceptional, capable of justification, be fully considered and be endorsed at management level or above before the decision is taken (unless it is considered that there is significant risk to the public in delaying the decision).</p> <p>8.1.6 Authorised officers will be fully acquainted with the requirements of the Policy <b>and</b> appropriate training will be provided where required.</p>

<p>8.1.9 The Regulators Code was introduced in April 2014 and can be read on <a href="http://www.gov.uk/government/publications/regulators-code">www.gov.uk/government/publications/regulators-code</a>.</p> <p>Policies and procedures to be read in conjunction with the Code are:-</p> <ul style="list-style-type: none"> <li>• Sandwell Metropolitan Borough Council's Private Hire and Hackney Carriage Licensing Policy – The Policy Handbook.</li> <li>• Sandwell Metropolitan Borough Council's Private Hire and Hackney Carriage Licensing Enforcement Policy.</li> <li>• Sandwell Metropolitan Borough Council's Corporate Complaints Procedure.</li> <li>• Sandwell Metropolitan Borough Council's Data Protection Act and Freedom of Information Act Policy.</li> <li>• Sandwell Metropolitan Borough Council's Private Hire and Hackney Carriage List of Fees and Charges.</li> </ul>		<p>8.1.9 The Regulators Code was introduced in April 2014 and can be read on <a href="http://www.gov.uk/government/publications/regulators-code">www.gov.uk/government/publications/regulators-code</a>.</p> <p>Policies and procedures to be read in conjunction with the Code are:-</p> <ul style="list-style-type: none"> <li>• Sandwell Metropolitan Borough Council's Private Hire and Hackney Carriage <b>Licensing Policy</b>.</li> <li>• Sandwell Metropolitan Borough Council's Corporate Complaints Procedure.</li> </ul>
<p><b>8.2 ENFORCEMENT OPTIONS</b></p> <p>8.2.5 Enforcement decisions must always be consistent, balanced, fair and relate to common standards which ensure that the public is adequately protected. In reaching any decision many criteria must be considered including the:-</p> <ul style="list-style-type: none"> <li>• seriousness of any offences;</li> <li>• driver, proprietor or operator's past history;</li> <li>• consequence of non-compliance;</li> </ul>	<p>Updated and will become an appendix to the policy</p>	<p><b>8.2 ENFORCEMENT OPTIONS</b></p> <p>8.2.5 Enforcement decisions must always be consistent, balanced, fair and relate to common standards which ensure that the public is adequately protected. In reaching any decision the following will be considered which <b>includes the:-</b></p> <ul style="list-style-type: none"> <li>• seriousness of any offences;</li> <li>• driver, licence holder or operator's past history;</li> <li>• consequence of non-compliance;</li> </ul>

<ul style="list-style-type: none"> <li>• likely effectiveness of the various enforcement options;</li> <li>• danger to the public</li> </ul> <p>8.2.6 Having considered all relevant information and evidence, the choices for action are:-</p> <ul style="list-style-type: none"> <li>• take no action;</li> <li>• take informal action (advice, warning, education);</li> <li>• use statutory notices;</li> <li>• suspend a vehicle licence;</li> <li>• suspend a driver's licence;</li> <li>• revoke a driver's licence;</li> <li>• referral to the Licensing Sub Committee;</li> <li>• use formal cautions;</li> <li>• prosecute.</li> </ul> <p>8.2.7 In certain circumstances more than one choice of action may be appropriate. For example it may be appropriate to refer a matter to the Licensing Sub Committee who may revoke the licence. The matter may then be considered appropriate for Prosecution. A suspension may be linked to an educational requirement such as a further driving test or a drugs rehabilitation test for example.</p>		<ul style="list-style-type: none"> <li>• likely effectiveness of the various enforcement options;</li> <li>• danger to the public</li> </ul> <p><b>This is not an exhaustive list.</b></p> <p>8.2.6 Having considered all relevant information and evidence, the choices for action are:-</p> <ul style="list-style-type: none"> <li>• take no action;</li> <li>• take informal action (advice, warning, education);</li> <li>• use statutory notices;</li> <li>• suspend a vehicle licence;</li> <li>• suspend a driver's licence;</li> <li>• revoke a driver's licence;</li> <li>• referral to the Licensing Sub Committee;</li> <li>• <b>referral to Licensing Management Panel;</b></li> <li>• use formal cautions;</li> <li>• prosecute.</li> </ul> <p>8.2.7 In certain circumstances more than one choice of action may be appropriate. For example it may be appropriate to refer a matter to the Licensing Sub Committee <b>or Licensing Management Panel</b> who may revoke the licence. The matter may then be considered appropriate for Prosecution <b>or vice versa</b>. A suspension may be linked to an educational or <b>a rehabilitation requirement</b> such as a further driving test or a drugs <b>awareness</b> course.</p>
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<p>8.2.8 An officer may give a verbal or written warning. If this is not accepted the matter will be referred to the Licensing Sub Committee to consider whether the warning was merited or not. The Licensing Sub Committee can issue warnings based on fact in accordance with the convictions policy. For example if a licensed driver has 9 penalty points, sanctions could range from a strong written warning to revocation of the licence. They may lose their DVLA Licence under “totting up” should they be convicted of another driving related offence.</p> <p>8.2.9 This policy document provides detailed guidance applicable to the various options for enforcement action.</p>		<p>8.2.8 An officer may give a verbal or written warning. If this is not accepted the matter will be referred to the Licensing Sub Committee or <b>Licensing Management Panel</b> to consider whether the warning was merited or not. The Licensing Sub Committee can issue warnings based on fact in accordance with the <b>section on convictions in this Policy</b>. For example if a licensed driver has 9 penalty points, sanctions could range from a strong written warning to revocation of the licence. They may lose their DVLA Licence under “totting up” should they be convicted of another driving related offence.</p> <p>8.2.9 This <b>Policy</b> provides detailed guidance applicable to the various options for enforcement action.</p>
<p><b>8.3 INFORMAL ACTION</b></p> <p>8.3.1 Informal action to secure compliance with legislation includes offering advice, verbal and written warnings and requests for action and the use of letters.</p>	<p>Updated and will become an appendix to the policy</p>	<p><b>8.3 INFORMAL ACTION</b></p> <p>8.3.1 Informal action to secure compliance with legislation includes offering advice, verbal and written warnings and requests for <b>action</b>.</p>
<p><b>8.4 STATUTORY NOTICES</b></p> <p>8.4.3 Where an authorised officer suspends, revokes or refuses to renew any licence under this section they shall give to the proprietor of the vehicle notice of the grounds on which the licence has been suspended or revoked or on which they have refused to renew the licence within fourteen days of such suspension, revocation or refusal. Any proprietor aggrieved by such a decision may appeal to a magistrates' court.</p>	<p>Updated and will become an appendix to the policy</p>	<p><b>8.4 STATUTORY NOTICES</b></p> <p>8.4.3 Where an authorised officer suspends, revokes or refuses to renew any licence under this section they shall give to the licence holder of the vehicle, notice of the grounds on which the licence has been suspended or revoked or on which they have refused to renew the licence within <b>14</b> days of such suspension, revocation or refusal. Any licence holder aggrieved by such a decision may appeal to a</p>

<p><b>8.5 APPEARANCE BEFORE THE LICENSING SUB COMMITTEE</b></p> <p>8.5.1 A Licence holder may be required to appear before the Licensing Sub Committee to answer allegations relating to breaches of relevant legislation, Bye-laws or conditions attached to licences.</p> <p>8.5.2 Current licence holders who report convictions or breach relevant legislation during the period of their licence may be referred to the Licensing Sub Committee.</p> <p>8.5.3 The guidance for determining matters referred to the Licensing Sub Committee is contained within the Council's Private Hire and the Hackney Carriage Licensing Policy – The Policy Handbook and the Private Hire and Hackney Carriage Determination of Matters Policy Guidelines.</p> <p>8.5.4 The Sub Committee may decide to take one of the following actions:-</p> <ul style="list-style-type: none"> <li>• no action;</li> <li>• a written warning;</li> <li>• suspend a licence;</li> <li>• suspend a licence with immediate effect</li> <li>• place additional conditions on a licence</li> <li>• require the applicant/licence holder to undergo additional tests</li> <li>• refuse to renew a licence</li> <li>• revoke a licence;</li> </ul>	<p>Updated and will become an appendix to the policy</p>	<p>magistrates' court.</p> <p><b>8.5 APPEARANCE BEFORE THE LICENSING SUB COMMITTEE</b></p> <p>8.5.1 A Licence holder may be required to appear before the Licensing Sub Committee <b>or Licensing Management Panel</b> to answer allegations relating to breaches of relevant legislation, Bye-laws or conditions attached to licences.</p> <p>8.5.2 Current licence holders who report convictions or breach <b>of</b> relevant legislation during the period of their licence may be referred to the Licensing Sub Committee <b>or Licensing Management Panel</b>.</p> <p>8.5.3 The guidance for determining matters referred to the Licensing Sub Committee is contained within the Council's Private Hire and the Hackney Carriage Licensing Policy – The Policy and the Private Hire and Hackney Carriage Determination of Matters Policy Guidelines.</p> <p>8.5.4 The <b>Licensing</b> Sub Committee <b>or Licensing Management Panel</b> may <b>take appropriate action which may include, but is not limited to:-</b></p> <ul style="list-style-type: none"> <li>• <b>take</b> no action;</li> <li>• <b>issue</b> a written warning;</li> <li>• suspend a licence;</li> <li>• suspend a licence with immediate effect</li> <li>• place additional conditions on a licence</li> </ul>
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<p>In certain circumstances more than one choice of action may be appropriate. For example it may be appropriate to suspend a licence and require the successful completion of a further driving test or drugs rehabilitation test</p>		<ul style="list-style-type: none"> <li>• require the applicant/licence holder to undergo additional tests</li> <li>• refuse to renew a licence</li> <li>• revoke a licence</li> <li>• <b>revoke a licence with immediate effect.</b></li> </ul>
<p><b>8.6 APPEALS</b>  8.6.1 The right of appeal against decisions of the Licensing Sub Committee will be outlined in writing to the licence holder or applicant.  8.6.2 Any notifications of enforcement action will include written information on how to appeal where appropriate. This information will explain how, where and within what time period an appeal may be brought.</p>	<p>Updated and will become an appendix to the policy</p>	<p><b>8.6 APPEALS</b>  8.6.1 The right of appeal against decisions of the Licensing Sub Committee <b>and the Licensing Management Panel</b> will be outlined in writing to the licence holder or applicant.  8.6.2 Any notifications of enforcement action will include written information on how to appeal where appropriate. This information will explain how, where and within what time period an appeal <b>must be lodged.</b></p>
<p><b>8.7 USE OF SIMPLE CAUTIONS</b>  8.7.1 Sandwell Metropolitan Borough Council has based this policy on the guidance on formal cautions issued by the Ministry of Justice. It must be applied to all decisions relating to simple cautions from the date it comes into effect, regardless of when the offence was committed. The guidance issued by the Ministry of Justice on the use of simple cautions will be considered alongside this policy.  8.7.2 The Ministry of Justice Guidance can be found at  <a href="https://www.gov.uk/government/publications/simple-cautions-guidance-for-police-and-prosecutors">https://www.gov.uk/government/publications/simple-cautions-guidance-for-police-and-prosecutors</a>  8.7.3 The aims of the simple caution scheme are:</p>	<p>Updated and will become an appendix to the policy</p>	<p><b>8.7 USE OF SIMPLE CAUTIONS</b>  8.7.1 Sandwell Metropolitan Borough Council has based this Policy on the guidance on formal cautions issued by the Ministry of Justice. It must be applied to all decisions relating to simple cautions from the date it comes into effect, regardless of when the offence was committed. The guidance issued by the Ministry of Justice on the use of simple cautions will be considered alongside this policy.  8.7.2 The Ministry of Justice Guidance can be found at  <a href="https://www.gov.uk/government/publications/simple-cautions-guidance-for-police-and-prosecutors">https://www.gov.uk/government/publications/simple-cautions-guidance-for-police-and-prosecutors</a></p>

<ul style="list-style-type: none"> <li>• To offer a proportionate response to low-level offending where the offender has admitted the offence;</li> <li>• To deliver swift, simple and effective justice that carries a deterrent effect;</li> <li>• To record an individual's criminal conduct for possible reference in future criminal proceedings or in criminal record or other similar checks;</li> <li>• To reduce the likelihood of re-offending;</li> <li>• To increase the amount of time police officers spend dealing with more serious crime and reduce the amount of time officers spend completing paperwork and attending court, whilst simultaneously reducing the burden on the courts.</li> </ul> <p>8.7.10 In deciding whether a simple caution is appropriate a decision-maker must apply the Full Code Test, as set out in the Code for Crown Prosecutors which is explained further in this policy below in paragraph 9. The Code for Crown Prosecutors can be found at <a href="http://www.cps.gov.uk/publications/code_for_crown_prosecutors/">http://www.cps.gov.uk/publications/code_for_crown_prosecutors/</a></p> <p>8.7.12 Before a simple caution is authorised and administered, the Licensing Manager seeking to do so must ensure the offender understands the implications of accepting a simple caution and consents to receiving a simple caution.</p>		<p>8.7.3 The aims of the simple caution scheme are:</p> <ul style="list-style-type: none"> <li>• To offer a proportionate response to low-level offending where the offender has admitted the offence;</li> <li>• To deliver swift, simple and effective justice that carries a deterrent effect;</li> <li>• To record an individual's criminal conduct for possible reference in future criminal proceedings, on criminal records or other similar checks;</li> <li>• To reduce the likelihood of re-offending;</li> <li>• To increase the amount of time police officers spend dealing with more serious crime and reduce the amount of time officers spend completing paperwork and attending court, whilst simultaneously reducing the burden on the courts.</li> </ul> <p>8.7.10 In deciding whether a simple caution is appropriate a decision-maker must apply the Full Code Test, as set out in the Code for Crown Prosecutors which is explained further in this Policy below in paragraph 9. The Code for Crown Prosecutors can be found at <a href="http://www.cps.gov.uk/publication/code-crown-prosecutors">www.cps.gov.uk/publication/code-crown-prosecutors</a></p>
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<p>8.7.13 If the decision is made to administer a Simple Caution, it will be administered by the Licensing Manager or his/her deputy in his/her absence. A letter and caution card will be prepared for the Licence holder to read and sign which will include details of the offence, date of the offence and the fact that the matter was admitted.</p>		<p>8.7.12 Before a simple caution is authorised and administered, an Authorised Officer of the Council seeking to do so must ensure the offender understands the implications of accepting a Simple Caution and consents to receiving it.</p> <p>8.7.13 If the decision is made to administer a Simple Caution, it will be administered by an Authorised Officer of the Council. A written notice will be prepared for the Licence holder to read and sign which will include details of the offence, date of the offence and the fact that the matter was admitted.</p>
<p><b>8.8 PROSECUTION</b></p> <p>8.8.1 The decision to prosecute is a very significant one. Prosecution will, in general, be restricted to those circumstances where the law is blatantly disregarded, legitimate instructions of the Council are not followed and / or the public is put at serious risk.</p> <p>8.8.2 It is important that the criteria on which a decision to prosecute is made provide common standards, which ensure a consistent approach.</p> <p>8.8.4 When circumstances have been identified which may warrant a prosecution, all relevant evidence and information must be considered, to enable a consistent, fair and objective decision to be made.</p>	<p>Updated and will become an appendix to the policy</p>	<p><b>8.8 PROSECUTION</b></p> <p>8.8.1 The decision to prosecute is a very significant one. Cases will be prosecuted where there is sufficient evidence and it is in the public interest to do so.</p> <p>8.8.2 The circumstances which are likely to warrant prosecution may be characterised by one or more of the following:-</p> <ul style="list-style-type: none"> <li>• where there is a blatant disregard for the law;</li> <li>• when there appears to have been reckless disregard for the safety of passengers or other road users;</li> <li>• where there have been repeated breaches of licensing conditions;</li> <li>• where a particular type of offence is prevalent.</li> </ul>

<p>8.8.5 Before referring a matter to Legal Services for possible prosecution, the Senior Licensing Enforcement Officer or Licensing Manager must be satisfied that there is relevant, admissible, substantial and reliable evidence that an offence has been committed by an identifiable person or company. There must be a realistic prospect of conviction; a bare prima facie case is not enough. With insufficient evidence to prosecute, the issue of a caution is not an alternative. The matter is then sent to Legal Services for consideration.</p> <p>8.8.6 In addition to being satisfied that there is sufficient evidence to provide a realistic prospect of conviction, there must be a positive decision, based on the relevant criteria that it is in the public interest to prosecute. The Code for Crown Prosecutors, issued by the Crown Prosecution Service, provides guidance, which will be considered by Legal Services and followed in each case, including relevant public interest criteria.</p> <p>8.8.7 When a decision is being taken on whether to prosecute, the factors to be considered may include:-</p> <ul style="list-style-type: none"> <li>• the seriousness of the alleged Offence;</li> <li>• the risk of harm to the public;</li> <li>• identifiable victims;</li> <li>• failure to comply with a statutory notice served for a significant breach of legislation;</li> <li>• disregard of safety for financial reward;</li> </ul>		<p>8.8.4 When circumstances have been identified which may warrant a prosecution, all relevant <b>evidence</b> must be considered, to enable a consistent, fair and objective decision to be made.</p> <p>8.8.5 Before referring a matter to Legal Services <b>for prosecution</b>, an Authorised Officer of the Council must be satisfied that there is relevant, admissible, substantial and reliable evidence that an offence has been committed by an identifiable person or company. There must be a realistic prospect of conviction; a bare prima facie case is not enough. <b>The issue of a caution is not an alternative where there is insufficient evidence to prosecute.</b></p> <p>8.8.6 In addition to being satisfied that there is sufficient evidence to provide a realistic prospect of conviction, there must be a positive decision, based on the relevant criteria, that it is in the public interest to prosecute. The Code for Crown Prosecutors, issued by the Crown Prosecution Service, provides guidance, which will be considered by Legal <b>Services.</b></p> <p>8.8.7 When a decision is being taken on whether to prosecute, the factors to be considered may include:-</p> <ul style="list-style-type: none"> <li>• the seriousness of the alleged offence;</li> <li>• the risk of harm to the public;</li> <li>• identifiable victims;</li> <li>• failure to comply with <b>a notice</b> served;</li> <li>• disregard of safety for financial reward;</li> </ul>
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<ul style="list-style-type: none"> <li>• the previous history of the party concerned;</li> <li>• offences following a history of similar offences;</li> <li>• failure to respond positively to past warnings;</li> <li>• the ability of any important witnesses and their willingness to co-operate;</li> <li>• the willingness of the party to prevent a recurrence of the problem</li> <li>• the probable public benefit of a prosecution and the importance of the case e.g. whether it might establish a legal precedent;</li> <li>• as indicated above, advice on the public interest is contained in the Code for Crown Prosecutors. The general thrust of the advice contained therein is that, the graver the offence, the less likelihood there will be that the public interest will allow anything other than a prosecution.</li> <li>• whether other action, such as issuing a caution in accordance with the current Home Office guidelines would be more appropriate or effective.</li> </ul>		<ul style="list-style-type: none"> <li>• <b>licensing</b> history;</li> <li>• history of similar offences;</li> <li>• failure to <b>adhere</b> to past warnings;</li> <li>• <b>vulnerabilities</b> of any <b>key witnesses</b>;</li> <li>• the willingness of the party to <b>take steps to prevent an issue reoccurring</b>;</li> <li>• the <b>benefit of a prosecution and the importance of the case</b>;</li> <li>• <b>out of court disposals</b></li> </ul>
<p><b>8.9 TRANSPARENCY</b> 8.9.1 Following the receipt of a notification of a conviction, an allegation of a serious offence or an adverse vehicle inspection, the licence holder will be informed of the action intended to be taken as soon as possible.</p>	<p>Updated and will become an appendix to the policy</p>	<p><b>8.9 TRANSPARENCY</b> 8.9.1 Following the receipt of a notification of a conviction, an allegation of a serious offence or an adverse vehicle inspection, the licence holder will be informed of the action intended to be taken as soon as possible.</p>

<p>8.9.2 Following the completion of an investigation into a complaint or any enforcement activity, the licence holder will be informed of the action intended to be taken.</p> <p>8.9.3 Any written documentation issued or sent will:-</p> <ul style="list-style-type: none"> <li>• contain all the information necessary to understand the offence and what needs to be done to rectify it. Where additional works or actions are required, the period allowed for them to be completed will be indicated.</li> <li>• indicate the legislation or conditions contravened and measures which will enable compliance with the legal requirements and point out, where appropriate, that other means of achieving the same effect may be chosen i.e. Good Practice</li> </ul> <p>8.9.4 The clear distinction between legal requirements and matters, which are recommended as good practice in all enforcement action, even if only giving verbal advice, is vitally important.</p>		<p>8.9.2 Following the completion of an investigation into a complaint or any enforcement activity, the licence holder will be informed of the action intended to be taken.</p> <p>8.9.3 Any written documentation will contain all the information necessary to understand the offence, <b>any rectification actions if required and any applicable timescales. It will also confirm the legislation or conditions contravened and measures needed to comply.</b></p>
<p><b>9 DECISION MAKING AUTHORISATIONS</b></p> <p><b>9.1 Persons who may authorise a prosecution</b> Please see the most recent Scheme of Delegations which is published on the Council's website.</p> <p><b>9.2 Consultees in the decision making process</b></p> <ul style="list-style-type: none"> <li>• Licensing Enforcement Officer</li> <li>• Director – Borough Economy</li> <li>• Legal Manager</li> <li>• Licensing Manager/Supervisor</li> <li>• Senior Licensing Officer</li> </ul>	<p>Removal of posts and referral to the Council's Scheme of Delegations Updated and will become an appendix to the policy</p>	<p><b>9 DECISION MAKING AUTHORISATIONS</b></p> <p>9.1 Persons who may authorise a prosecution: Please see the most recent Scheme of Delegations which is published on the Council's website.</p>



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