



**Middlesbrough Council
Private Hire Vehicle Driver
Licence Conditions,
Policies and Codes of
Conduct**

Conditions of Private Hire Driver's Licence

1. Accidents and Damage to Vehicles

Drivers must thoroughly check a vehicle before driving to ensure roadworthiness. Drivers must report immediately to the owner/operator of the vehicle, any defects or damage to the vehicle that make the vehicle unroadworthy, i.e. would cause the vehicle to be suspended, and which occur during the course of their work. They should then return the vehicle to its base until defects/damage have been rectified

2. Animals

Drivers are only permitted to carry animals belonging to their passengers and only when the animal is accompanied by its owner. If drivers do carry an animal then it must be carried in the rear of the vehicle with the exception of assistance dogs. Drivers are not obliged to carry an animal that is not an assistance dog.

3. Assistance Dogs

Unless the driver has been issued a medical exemption in relation to the carriage of assistance dogs, the driver must allow the passenger with the assistance dog to sit in the front seat and for the assistance dog to sit in the foot well.

4. Change of Address or Name

Drivers must notify the Council, in writing, within 7 days if they change their home address or name.

5. Charging

Drivers must ensure that they charge passengers only the fare agreed between the operator and the passenger (unless a deviation of the route is requested by the hirer when an amended fare shall be agreed with the operator). If a taximeter is used then only the fare displayed on the taximeter at the end of the journey can be charged unless a lesser fare has been agreed.

6. Complaints

If a driver receives a complaint from a customer and is unable to resolve the issue himself, then he must give the customer the Council's contact number detailed on the complaint stickers in the private hire vehicle and notify the operator with details of the complaint.

7. Conduct of Driver

Drivers must always be clean, respectable and polite.

The driver shall at all times when acting as a driver of a licensed vehicle:

- 7.1 Assist passengers with their luggage

- 7.2 Take all reasonable steps to ensure the safety of passengers conveyed in, entering or alighting from the vehicle driven by them
- 7.3 Comply with the Councils Dress Code, Code of Conduct for Licensed Drivers and Code of Conduct When working with Vulnerable Passengers
- 7.4 Behave in a civil and orderly manner at all times
- 7.5 At all times treat their passengers or any potential passenger with courtesy and respect. They must not discriminate against any person because of their race, creed, gender, disability or age.
- 7.6 Take particular care with unaccompanied children and vulnerable adults. Drivers must remain alert to safeguarding matters related to children and vulnerable adults. Drivers 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).

Drivers must not:

- 7.7 Drink, or eat in their vehicle whilst carrying fare paying passengers
- 7.8 Play music in their vehicle without the permission of their passengers
- 7.9 Engage in any sexual activity with their passengers, make inappropriate personal contact or make inappropriate comments of a sexual nature
- 7.10 Make inappropriate remarks about sexuality, disability, race or any other subject that may be discriminatory
- 7.11 Cause any nuisance or annoyance to any person whether inside or outside of their vehicle. This includes the sounding of horns and banging of doors, littering etc.

8. Convictions, Charges, Arrests

If a driver is cautioned for, or convicted of, any motoring or criminal offence or made subject to a CRASBO, ASBO or Injunction or arrested or charged with any motoring or criminal offence they must notify the Council, in writing, within 48 hours

9. Deposit of Driver Record Card

The driver of a private hire vehicle, shall before commencing work as a private hire driver, deposit the private hire driver licence record card with the licensed private hire operator for retention by the operator, until such time as the driver ceases to be operated through that operator.

10. Dress Code

Drivers should be clean and tidy at all times and adhere to the Driver's Dress Code:

The purpose of the Driver's Dress Code is to seek a standard of dress that provides a positive image of the hackney carriage and private hire trade in Middlesbrough, to enhance a professional image of licensed drivers and ensure that public and driver safety is not compromised.

Acceptable Standards of Dress

All clothing worn by the driver must be clean and in good condition, and the driver must have good standards of personal hygiene.

As a **minimum standard**, males should wear trousers and a shirt which has a full body and short sleeves.

As a **minimum standard**, females should wear long legged trousers, knee length skirt or dress and a shirt / blouse which has a full body and short sleeves.

Shirts or blouses may be worn with a tie or open necked.

Knee length shorts may be worn, for example during periods of warm weather.

Footwear

Footwear for all drivers shall fit around the heel of the foot.

Unacceptable Standard of Dress

The following are deemed unacceptable:

- Clothing not kept in a clean condition, free from holes and rips.
- Words or graphics on any clothing that is of an offensive or suggestive nature or which might offend.
- Sportswear (e.g. football/rugby kits, track suits, beach wear etc.).
- Sandals with no heel straps, flip flops or any other form of footwear not secured around the heel.
- Drivers not having either the top or bottom half of their bodies suitably clothed (see above).
- Vest style sleeveless tops
- The wearing of hoods or other clothing that obscures the driver's vision or their identity

The above list is not exhaustive and authorised officers of the LA shall assess whether standards of dress are acceptable or not. In such circumstances, the Officer's decision shall have effect as though it were included in the above lists and the licensed driver shall be required to comply accordingly

11. Fitness of Vehicle

Drivers should check their vehicle for general roadworthiness and cleanliness both inside and out prior to commencing work. These checks should include the lights and tyres of the vehicle. Drivers should also check that the appropriate Council signage and plates are affixed to the vehicle

12. Insurance

Drivers must check with the vehicle proprietor that they are insured to drive a vehicle before they commence work for the first time. The driver must ensure that they have sight of the insurance document which covers them to drive a vehicle BEFORE they drive the vehicle

13. Loss/Theft of Badge/Licence

Drivers must report the loss or theft of their licence/identification badge to the Police as soon as the loss becomes known. They should then report the matter to the Licensing Office the next working day.

14. Loss or Theft of Vehicle Plate

If a driver becomes aware that the PHV licence plate on their vehicle is lost or stolen, then they should report the fact to the Police, the vehicle proprietor and operator as soon as the loss becomes known. They should then report the matter to the Licensing Office the next working day.

15. Lost Property

The driver must check their vehicle after each and every journey to ensure that passengers have not left property within the vehicle. If a driver finds property they should return it to the passenger if possible and if not, then they should hand the property to the Police within 48 hours then report the find to their operator. Property must not be handed to a licensed operator.

16. Medical Condition

Drivers must notify the Council, within 7 days, of any change in their medical condition that may affect their ability to drive.

A driver who receives medical treatment or medical consultation shall confirm with their medical attendant whether they are at that time fit to undertake the duties of a private hire vehicle driver in accordance with the DVLA's Guide to Medical Standards of Fitness for a Group 2 licence holder. Where any medical attendant specifies that a driver or prospective driver should not drive for a determinate or indeterminate period, the driver or prospective driver shall notify the Council immediately in writing of such medical opinion.

The requirement will not apply to any temporary incapacity or treatment for the duration of which the driver does not intend to drive a private hire vehicle.

17. Obstruction of Plates or Signs

Drivers must not conceal any information displayed on any official sign the Council requires to be affixed to a PHV.

18. Passengers

- a) Drivers must not carry more than the permitted number of passengers displayed on the PHV licence plate
- b) The driver shall not allow there to be conveyed in the front seat of a PHV
 - i) Any child below the age of twelve (unless an appropriate child restraint is in place)
 - ii) More than one person above that age (except where separate seats are provided).

19. Parking/Plying For Hire/Flag Downs

When a driver is not on route to, engaged in, or returning from a pre-booked journey the driver shall either return to the operating base or park at an appropriate, lawful location.

In determining what is an appropriate location the driver shall take all reasonable steps to ensure that the Private Hire Vehicle is not parked in such a position as to cause annoyance or disturbance to any other person or damage to property and which could give rise to complaints e.g. parking in residential areas, and drivers must not wait/park outside night clubs, public houses or any other place where they are likely to attract un-booked fares.

20. Prompt Attendance

If an arrangement has been made to pick up a fare at a certain time and place, then the driver must be on time unless unavoidably delayed when he shall inform either the customer or operator of his delay.

21. Receipts

A driver must provide a receipt to a customer upon request. This receipt should include the following: Name of hirer, date and time of journey, starting point and destination, price, driver name, driver badge number.

22. Taximeters and other technology used to calculate a fare

If a PHV is fitted with a taximeter or other technology used to calculate a fare, the driver must not conceal it or reset it until the passenger has seen it and paid the fare.

23. Wheelchair Accessible Vehicles

Prior to commencing work in a wheelchair accessible vehicle a PHV driver must ensure that the correct ramps and passenger restraints are available for use within the vehicle. If such fittings are not available for use and in good working order, then the vehicle must be returned to its owner as the vehicle is not considered fit for use as a private hire vehicle.

When conveying a passenger using a wheelchair in a wheelchair accessible vehicle, the driver must use any lifts, ramps etc. supplied with the vehicle, to afford easy and

safe access into and out of the vehicle. The driver must, unless medically exempt by the Council, give any necessary assistance to the passenger and should secure the wheelchair by means of the restraints in the manner proscribed by the vehicle manufacturer.

24. Smoking and the use of e cigarettes

Drivers shall not smoke or use e-cigarettes or vape in licensed vehicles and should not permit anyone else to do so either.

