



City of
Doncaster
Council

Hackney Carriage & Private Hire Licensing Policy



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1. Document History

This Policy was first approved for adoption by Doncaster Council on the 19th January 2012. The Council also resolved to delegate authority to the Licensing Committee to determine future revisions to this Policy. All revisions are detailed below.

Date	Committee	Resolution	Start Date
19 th January 2012	Council	Approve Policy and delegate authority for determination of future revisions to the Licensing Committee	1 st February 2012
24 th January 2013	Licensing	Policy amended to allow medical certificates to be completed by any doctor registered or practising in the UK or in any other EU/EEA country.	24 th January 2013
19 th September 2013	Licensing	Policy amended to reflect the change of organisation name from the Criminal Records Bureau to the Disclosure & Barring Service.	19 th September 2013
19 th December 2013	Licensing	Policy amended to give all licensed drivers the option of a 1 or 3 year duration licence on renewal.	19 th December 2013
18 th September 2014	Licensing	Policy amended to change driver licence duration to 3 years.	1 st January 2015
25 th June 2015	Licensing	Policy amended with regard to the requirements for character referees for new drivers.	25 th June 2015
17 th March 2016	Licensing	1. Policy amended with regard to the duration of driver and private hire operator licences, to reflect legislative changes introduced by the Deregulation Act 2015. 2. Vehicle specifications amended with regard to insurance write offs following the abolition of the VIC scheme.	17 th March 2016
15 th December 2016	Licensing	PHV specification amended to permit factory fitted tinted windows.	15 th December 2016
15 th December 2016	Licensing	Policy amended to provide for the existing requirement for the practical driving assessment and wheelchair exercise to be delivered in-house, following the decision of the DVSA to stop providing the service.	15 th December 2016
15 th December 2016	Licensing	Policy amended to require all licensed drivers and operators to undertake safeguarding awareness training and to attend refresher training.	1 st January 2017 for new applicants. 31 st March 2017 for existing licence holders.
15 th December 2016	Licensing	Private Hire Operator licence conditions amended to include a condition relating to 'out of town' Hackney Carriages	15 th December 2016 for new licences and

		acting as Private Hire Vehicles in the Doncaster Council district.	renewals. Steps to be taken to apply conditions to existing licences as expediently as lawfully possible and then allow 3 months to comply.
2 nd March 2017	Council	Private Hire Operator licence fee structure amended (section 5.6)	1 st April 2017
22 nd September 2017	N/A - no material change to policy	HC and PH vehicle specifications amended to reflect the insurance industry reclassification of repairable salvage. (Business Safety & Licensing Manager on behalf of Assistant Director – Environment)	1 st October 2017
23 rd November 2017	N/A – no material change to policy	HC condition 'Prohibition of Front Seat Passengers' revised to facilitate the use of the front seat(s) in vehicles where the partition fully encloses the driver as per the spirit of the existing policy (Business Safety & Licensing Manager on behalf of Assistant Director – Environment)	23 rd November 2017
10 December 2020	Licensing Committee	Policy revised following the publication of the Department for Transport Statutory Taxi & Private Hire Vehicle Standards (July 2020) and a public consultation.	1 April 2021
25 January 2021	Licensing Committee	Amended to give notice that within 12 months the Licensing Committee shall consider and determine if CCTV, Emissions limits and Vehicle age limits shall become mandatory, and where relevant, will publish a date by which all licensed vehicles must be compliant.	1 April 2021 (to be determined by 1 April 2022)
Date TBC	Licensing Committee	Policy revised following the publication of the Department for Transport Taxi and Private Hire Vehicle Licensing Best Practice Guidance for Licensing Authorities in England (November 2023)	Date TBC

2. The Role of Licensing: Policy Justification

- 2.1 The aim of local authority licensing of Hackney Carriage and Private Hire vehicle trades is to protect the public. Doncaster Council is also aware that the public should have reasonable access to Hackney Carriage and Private Hire vehicle services, because of the part they play in local transport provision. Licensing requirements which are unduly stringent will tend unreasonably to restrict the supply of Hackney Carriage and Private Hire vehicle services, by putting up the cost of operation or otherwise restricting entry to the trade. City of Doncaster Council recognises that too restrictive an approach can work against the public interest – and can, indeed, have safety implications.
- 2.2 For example, it is clearly important that somebody using a Hackney Carriage or Private Hire vehicle to go home alone late at night should be confident that the driver is ‘fit and proper’ and that the vehicle is safe. But on the other hand, if the supply of Hackney Carriage or Private Hire vehicles has been unduly constrained by onerous licensing conditions, then that person’s safety might be put at risk by having to wait on late-night streets for a Hackney Carriage or Private Hire vehicle to arrive; he or she might even be tempted to enter an unlicensed vehicle with an unlicensed driver illegally plying for hire.
- 2.3 City of Doncaster Council, therefore, wants to be sure that every licensing requirement is in proportion to the risk it aims to address; or to put it another way, whether the cost of a requirement in terms of its effect on the availability of transport to the public is at least matched by the benefit to the public, for example through increased safety. This is not to propose that a detailed, quantitative, cost-benefit assessment should be made in each case; but it is to say that City of Doncaster Council does look carefully at the costs – financial and otherwise – imposed by all of its licensing policies.

3. Introduction

- 3.1 The Licensing Department at City of Doncaster Council (“the Council”) is responsible for dealing with all applications for Hackney Carriage and Private Hire licences including drivers, vehicles and Private Hire operators. The Department also deals with complaints and enforcement in relation to Hackney Carriage and Private Hire matters.
- 3.2 The licensing of Hackney Carriage and Private Hire drivers, vehicles and operators aims to secure the following objectives:
 - That all licensed drivers, proprietors and operators are “fit and proper” persons to ensure the highest levels of public safety and good practice.
 - That all licensed vehicles are roadworthy and fit for use.
 - To encourage the use of environmentally friendly vehicles.
 - To encourage the use of vehicles that are accessible to persons who have disabilities.

3.3 The Council will ensure that these aims are met by setting minimum requirements for the licensing of drivers, vehicles and operators. These requirements include:

- Medical checks
- Criminal record checks
- Driving ability
- Knowledge of the area
- Customer care
- Safeguarding
- Disability awareness
- DVLA driving licence checks

- Accurate record keeping
- Routine inspections by Council officers
- Insurance checks
- Strict mechanical testing of vehicles

- Investigation of complaints
- Enforcement of legislation and licence conditions with appropriate action taken in accordance with the Council's enforcement policy statement.
- Ongoing training, development and monitoring of the Council's Licensing Committee and officers.
- Provision of information to the Hackney Carriage and Private Hire trade and members of the public through press releases, publications, trade bulletins, the Council website, social media and attendance at relevant forums.

Terms of Reference

3.4 Throughout this policy, where the term 'Taxi' is used this refers to Hackney Carriage. The key message to members of the public is that; unless you are hailing a locally licensed taxi (Hackney Carriage) in the street or at a stand (taxi rank), you should not get in any other vehicle unless you have pre-booked it and have received information from the operator to identify it.

4. Review of Policy and Procedures

Taxi and Private Hire Licensing: Best Practice Guidance 2010

4.1 The Department for Transport has national responsibility for Hackney Carriage and Private Hire legislation in England and Wales. Following widespread consultation, the Department produced Best Practice Guidance for licensing authorities which sets out standards which can be considered good practice in this area of licensing, although it also recognised that individual licensing authorities should produce their own policies in relation to specific licensing matters.

Consultation prior to first publication

- 4.2 The Council is keen to hear the views of persons who may be affected by this policy and has identified people and organisations that may be interested in commenting on this document. Prior to adoption of the policy the Council consulted widely and invited comments from any interested party in particular those listed below.

Representatives of the Hackney Carriage and Private Hire Trade	South Yorkshire Local Authorities and other bordering Authorities
Private Hire Association	Primary Care Trusts
All existing licensed Hackney Carriage and Private Hire Drivers.	Doncaster Council Children's Services (school contracts)
South Yorkshire Police	Disability Rights Commission
Ward Councillors	Citizens Advice Bureau
Town and Parish Councils	Age Concern
MPs and MEPs	Chamber of Commerce
Local Businesses and Residents	Hearing Dogs for Deaf People
Safer Doncaster Partnership	Representatives for the Blind and Partially Sighted People
Doncaster Women's Centre	Passenger Transport Executive / Transport providers
Local Traders (Frenchgate Centre / Lakeside etc.)	

Implementation

- 4.3 This policy first took effect in February 2012 and is kept under review and revised as appropriate.
- 4.4 The Council will review all existing licences to ensure compliance with this policy. Where a licence holder is identified as not meeting the criteria of this policy, provided that there is no risk to the safety of the public, a reasonable opportunity will be given in order to become compliant.
- 4.5 Where a more subjective change has been introduced, for example an amended policy on previous convictions, then each case will be considered on its own merits. Where there are exceptional, clear and compelling reasons to deviate from this policy, consideration will be given to doing so.

Review 2020

- 4.6 Following the publication of the Department for Transport Statutory Taxi & Private Hire Standards, the Council has undertaken a review of the policy. Prior

to drafting an amended policy, the Licensing Officer carried out an online survey to gauge the local opinion of the standards as well as other considerations for changes to the policy.

4.7 The responses helped to shape the amended policy, which was then subject to a wider consultation with various people including;

- Members of the public
- Union representatives of licensed Hackney Carriage & Private Hire drivers
- All Doncaster licensed Hackney Carriage & Private Hire drivers, operators and vehicle licence holders.
- Elected members
- Town and Parish Councils
- South Yorkshire Police
- Public Health
- Corporate Health & Safety
- Health & Safety
- Doncaster Safeguarding Children Board
- Doncaster Education School Contracts
- Local Businesses and residents
- Neighbouring local authorities
- Pubwatch

Statutory Taxi & Private Hire Vehicle Standards: July 2020

4.8 The Statutory Taxi & Private Hire Vehicle Standards (July 2020) state:

*Whilst the focus of the Statutory Taxi and Private Hire Vehicle Standards ('the standards') is on protecting children and vulnerable adults, all passengers will benefit from the recommendations contained in it. There is consensus that common core minimum standards are required to regulate better the taxi and private hire vehicle sector, and the recommendations in the standards document are the result of detailed discussion with the trade, regulators and safety campaign groups. **The Department for Transport therefore expects the recommendations to be implemented unless there is a compelling local reason not to.***

The Statutory Taxi and Private Hire Vehicle Standards reflect the significant changes in the industry and lessons learned from experiences in local areas since the 2010 version of the Department's Best Practice Guidance. This includes extensive advice on checking the suitability of individuals and operators to be licensed; safeguarding children and vulnerable adults; the Immigration Act 2016 and Common Law Police Disclosure (which replaced the Notifiable Occupations Scheme).

The standards replace relevant sections of the Best Practice Guidance issued by the Department in 2010, where there is a conflict between the Statutory Taxi and Private Hire Vehicle Standards and the Best Practice Guidance, the standards take precedence.

*The standards set out a framework of policies that, under section 177(4) of the Policing and Crime Act 2017, licensing authorities “**must have regard**” to when exercising their functions. These functions include developing, implementing and reviewing their taxi and private hire vehicle licensing regimes. “Having regard” is more than having a cursory glance at a document before arriving at a preconceived conclusion.*

*“Having regard” to these standards requires public authorities, in formulating a policy, to give considerations the weight which is proportionate in the circumstances. **Given that the standards have been set directly to address the safeguarding of the public and the potential impact of failings in this area, the importance of thoroughly considering these standards cannot be overstated.** It is not a question of box ticking; the standards must be considered rigorously and with an open mind.*

In the interest of transparency, all licensing authorities should publish their consideration of the measures contained in Statutory Taxi and Private Hire Vehicle Standards, and the policies and delivery plans that stem from these.

The Statutory Taxi and Private Hire Vehicle Standards does not purport to give a definitive statement of the law and any decisions made by a licensing authority remain a matter for that authority.

- 4.9 The Statutory Taxi and Private Hire Vehicle Standards have been taken into consideration in preparing this policy.

Review 2024

- 4.10 Following the publication of the updated Department for Transport Taxi and Private Hire Vehicle Licensing Best Practice Guidance for Licensing Authorities in England (17 November 2023), the Council has undertaken a review of the policy.

Scope of the best practice guidance

- 4.11 The Best Practice Guidance states:

This guidance does not seek to cover the whole range of possible licensing requirements. Instead, it seeks to concentrate on those issues that have caused difficulty in the past or that seem of particular significance. This document will be reviewed and updated when necessary and other specific issues may be added should the need arise. The law on taxi and private hire vehicle licensing contains many complexities which are beyond the scope of this guidance.

The guidance does not purport to give a definitive statement of the law and any decision made by a licensing authority remains a matter for that authority. Licensing authorities will need to seek their own legal advice on issues that are particularly relevant to them. The department is not responsible for interpreting the law – that is a matter for the courts.

The personal safety of passengers is critical. The government has clearly set out measures that licensing authorities should take to safeguard passengers in the Statutory Taxi and Private Hire Vehicle Standards. This guidance seeks to reinforce that message by highlighting other measures that should be considered to assist the sector to deliver the range of services the public demand.

- 4.12 The Best Practice Guidance has been taken into consideration in preparing this policy.

5. Hackney Carriage / Private Hire Driver Licence New and Renewal applications

- 5.1 Sections 51 and 59 of the Local Government (Miscellaneous Provisions) Act 1976 require that a district council shall not grant a driver's licence to drive a Private Hire vehicle or Hackney Carriage unless they are satisfied that an applicant is a fit and proper person.

- 5.2 When determining an application, the Council must be satisfied that the answer to the following question is 'yes' -

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

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

- 5.3 In order for the Council to establish whether an applicant is fit and proper the applicant must provide evidence of:

- Honesty and trustworthiness
- Driving standard
- Medical fitness
- Criminal history
- Safeguarding & disability awareness
- Relevant knowledge of the borough
- Knowledge of licensing legislation
- Customer service skills
- Understanding of English (spoken, written and reading)

All applicants are strongly advised to read the Council's Statement of Policy about Relevant Convictions before considering whether to apply for a Hackney Carriage or Private Hire vehicle driver's licence.

- 5.4 Application forms must be completed in full. Any incomplete forms will be returned to the applicant as invalid.

- 5.5 Applications will only be accepted as valid if they include and/or are accompanied by the following:
1. Correct application form provided by the Council (which may be in an electronic format), completed in its entirety and signed by the applicant.
 2. The appropriate fee.
The current fees are available at www.doncaster.gov.uk/licensing
 3. Evidence that the applicant holds a full DVLA driving licence.
Applicants must have held a full DVLA licence for at least 1 year (section 5.2)
 4. A completed medical certificate (section 5.3) less than 3 months old.
 5. Evidence of having passed City of Doncaster Council's approved practical driving assessment and, where applicable, wheelchair exercise within the previous 12 months.
 6. Evidence of having passed City of Doncaster Council's approved knowledge test (new applications only) within the previous 12 months.
 7. Evidence of having attended City of Doncaster Council's approved safeguarding & disability awareness session, within the previous 12 months.
 8. 1 recently taken, colour, passport sized photograph of the applicant, no hats (unless worn for religious reasons), or sunglasses.
 9. A copy of your Driving Licence.
 10. A DVLA mandate completed and signed by the applicant (this may be sent to you electronically upon submission of your application).
 11. An Enhanced Disclosure & Barring Service (DBS) criminal record certificate obtained via an approved body, which can be verified as current via the DBS update service. The certificate must include a check of both the adults' and children's barred lists. (section 5.4)
 12. A 'certificate of good conduct' from the appropriate embassy. Applicable to all applicants who have previously spent an extended period (three or more continuous months) outside the UK. Where an applicant is unable to provide a satisfactory criminal record check / certificate of good conduct, a licence will not be granted because the licensing authority cannot be satisfied as to their fitness and propriety.
 13. Evidence of your right to work.
- 5.6 There may be occasions where the authority will contact an applicant to request further information where necessary.

Fee

- 5.7 All applications must be accompanied by the appropriate fee as prescribed from time to time by the Council. Licensing fees are reviewed on an annual basis and approved by the Council.
- 5.8 No refunds are payable where applications are not pursued or completed or where applications are refused e.g. as a result of relevant criminal records, where relevant information has been withheld or where applicants fail to meet application / policy requirements.

Driving Standards

- 5.9 It is a statutory requirement that a licence will not be issued to any person who, at the time of the application, has not held a full driving licence for a continuous period of one year immediately prior to the date of receipt of a valid application by the Council
- 5.10 Applicants are required to have held a full valid UK DVLA driving licence for at least 1 year before an application can be considered.
- 5.11 In order to establish that an applicant has reached an acceptable driving standard, new applicants will also be required to have successfully undertaken City of Doncaster Council's approved practical driving assessment. Existing drivers may also be required to undertake this assessment, at their own cost, where serious concerns are raised about the standard of their driving.
- 5.12 Applicants for a Hackney Carriage or Joint driver's licence must have also undertaken City of Doncaster Council's approved wheelchair exercise assessment.
- 5.13 All applicants for Hackney Carriage / Private Hire Vehicle drivers licence will be assessed on their individual merits. City of Doncaster Council does not consider it necessary to set a maximum age limit for drivers provided that regular medical checks are made (see 5.3), nor does it consider a minimum age limit, beyond the statutory limitations.

Medical Fitness

- 5.14 There is a general recognition that it is appropriate for Hackney Carriage / Private Hire vehicle drivers to have more stringent medical standards than those applicable to normal car drivers because:
- they carry members of the public who have expectations of a safe journey;
 - they are on the road for longer hours than most drivers; and
 - they are required to provide assistance to disabled passengers and handle luggage.
- 5.15 City of Doncaster Council supports the widely held view that Group 2 medical standards applied by the DVLA in relation to bus and lorry drivers should also be applied by local authorities to Hackney Carriage / Private Hire vehicle drivers.
- 5.16 The Councils Group 2 medical standards certificate signed by a doctor registered or practising in the United Kingdom, who has access to the

individuals medical records, will be required from all applicants regardless of any medical checks they may have undertaken for other purposes. The applicant is responsible for the payment of all fees required for any medical examination.

- 5.17 Once licensed, a medical certificate will remain valid for the duration of the drivers licence (i.e. 3 years).
- 5.18 A new medical certificate, which is less than 3 months old at the point that it is presented to the authority, will be required to be submitted with applications for renewal of Private Hire and/or Hackney Carriage Driver licences.
- 5.19 Any renewal application will be rejected as incomplete where the above requirement is not met.
- 5.20 The Group 2 medical standards preclude the licensing of drivers with insulin treated diabetes. However, exceptional arrangements do exist for drivers with insulin treated diabetes, who can meet a series of medical criteria, to obtain a licence to drive category C1 vehicles. It is the policy of City of Doncaster Council to apply the C1 standards to taxi and Private Hire vehicle drivers with insulin treated diabetes. The criteria is summarised in Appendix 3.
- 5.21 Should concerns arise regarding the health of a licensed driver, the Council at any time may request further information or a further medical examination to be carried out and submitted. The Council reserves the right to revoke or suspend a licence if requested information is not submitted within 4 weeks of the request and a satisfactory explanation is not given for the failure to provide such information or where the information provided raises further concerns as to the applicant's fitness to carry out his/her duties as a licensed driver.
- 5.22 Should the Council become aware of any health concern which could impact the drivers ability to be considered suitable to continue to drive a licensed vehicle, the Council reserves the right to immediately suspend a licence until a new, satisfactory medical has been received and assessed.
- 5.23 City of Doncaster Council have produced a medical form and guidance which new applicants and existing licence holders are required to be completed by their own GP, or a medical professional who has access to the medical records, during the assessment of their medical fitness to drive. The form can be provided upon request or downloaded from the relevant page of the local authority website:
www.doncaster.gov.uk/licensing.

Criminal Record

- 5.24 Prior to consideration of any application, the Council will obtain from the applicant a Disclosure & Barring Service Enhanced Certificate in respect of the applicant, to be assessed in accordance with the Council's statement of policy about relevant convictions. Applicants and existing licence holders are required to subscribe to the DBS update service to allow for periodical checks.

- 5.25 It is recognised that many vehicles are used for the carriage of children and vulnerable persons and the Enhanced Disclosure is most appropriate with a check of the adults' and children's barred lists. It is the policy of City of Doncaster Council that no person will be granted a licence if they appear on either barred list.
- 5.26 Where the validity of a DBS is unable to be checked via the update service, the licence holder will be required to produce a new Enhanced Disclosure & Barring Service Certificate. Should the licence holder fail to produce a current (less than one month old) Enhanced Disclosure Certificate within a period specified in the request, the authority will suspend the licence with immediate effect.
- 5.27 Where the update service indicates that a certificate is no longer valid due to new information being added to the licence holders criminal record, the authority reserves the right to immediately suspend a licence until such time that a new Enhanced DBS certificate has been received and assessed.
- 5.28 Prior to consideration of any new or renewal application, all applicants who have previously spent an extended period (three or more continuous months) outside the UK are required to provide criminal records information or a 'certificate of good conduct' from the appropriate embassy. For information on applying for overseas criminal record information or 'Certificates of Good Conduct' please see the Home Office guidance:
<https://www.gov.uk/government/publications/criminal-records-checks-for-overseas-applicants>
 Where an applicant is unable to provide a satisfactory criminal record check / certificate of good conduct, a licence will not be granted because the licensing authority cannot be satisfied as to their fitness and propriety.
- 5.29 A licence will not normally be granted to any applicant who does not comply with the minimum requirements as set out in the Council's Statement of Policy about Relevant Convictions (see Appendix 2). Where more than one offences have been committed the Council will take into consideration any pattern of offending. The Council can also take into consideration spent convictions, cautions or any court orders associated with the offences listed in the conviction policy when determining an application for a driver's licence.
- 5.30 Existing licence holders are required to notify the licensing authority in writing or by email within 48 hours of an arrest and release, charge or conviction (including a caution) of any offence and any court orders associated with the offences listed in the conviction policy. The licensing authority will consider what, if any, action in terms of the licence should be taken based on the balance of probabilities.
- 5.31 Importantly, a failure by a licence holder to disclose an arrest that the issuing authority is subsequently advised of might be seen as behaviour that questions honesty and therefore the suitability of the licence holder regardless of the outcome of the initial allegation.
- 5.32 A licence may be suspended or revoked pending the outcome of any investigation or trial where an existing driver is found to be awaiting trial or has

been charged with a crime relating to any offence which raises doubts as to the individuals suitability to hold a licence.

- 5.33 A licence may also be suspended or revoked where information received raises grave doubts as to the fitness of a driver, regardless of whether criminal charges are brought.
- 5.34 Any new or renewal application from an individual charged with any offence which questions their suitability to hold a licence, will not be considered until the outcome of that matter has been determined.
- 5.35 Where an existing driver commits an offence and/or breaches the licence conditions/byelaws, the nature and number of incidents will be taken into account when considering if the driver continues to be considered 'fit and proper'.
- 5.36 Complaints in relation to existing licence holders will be held on file and may be taken into consideration by decision makers when assessing suitability to continue to hold a licence. The length of time a person has been licensed by the authority without any contraventions or incidents will also be considered.
- 5.37 Where a licence is revoked for any reason, the minimum period of time specified in Appendix 2 will be required to elapse before a further application can be considered.

Conduct

- 5.38 The Council may also take into consideration conduct that has not resulted in a criminal conviction.
- 5.39 Drivers of licensed vehicles are often the first person that a visitor to the borough will interact with, for example when they enter Doncaster via the train station. Licensed drivers should recognise the importance of conducting themselves in a professional, respectful, compliant and courteous manner at all times.
- 5.40 Any person who acts in a manner below the expected standard of the Council when interacting by any means (including social media) with members of the public, police officers, council staff, or who persistently fail to comply with the conditions of a licence, will raise serious doubt as to their suitability to hold a licence.

Knowledge Test & Language Proficiency

- 5.41 First time applicants are required to have passed the City of Doncaster Council approved knowledge test in English, within the previous 12 months, prior to the submission of a driver's licence application.
- 5.42 The content of the test shall give the applicant the opportunity to demonstrate their ability relating to the relevant conditions and laws, safeguarding awareness, disability awareness, customer care, written and oral English language skills.

- 5.43 A lack of language proficiency could impact on a driver's ability to understand written documents, such as policies and guidance, relating to the protection of children and vulnerable adults and applying this to identify and act on signs of exploitation. Oral proficiency will be of relevance in the identification of potential exploitation through communicating with passengers and their interaction with others.
- 5.44 In order to achieve the objective stated above, any applicant who does not satisfy the Council of their ability to read, write and understand English to an acceptable level will not be considered suitable to be granted a licence.
- 5.45 Knowledge test appointments require payment of the published fee at the time of booking. Appointments can be cancelled up to 48 hours before the appointment without incurring any costs. No refunds will be provided for cancellations made with less than 48 hours' notice, failing to attend or any other action on your part which prevents the appointment taking place.

Safeguarding & Disability Awareness

- 5.46 In order for the Council to establish whether an applicant is fit and proper, the applicant must provide evidence of attending a City of Doncaster Council approved safeguarding & disability awareness sessions within the 12 months prior to making an application. The session will include providing an awareness of:
- Understanding the need to protect vulnerable adults, young people and children.
 - Identifying possible victims of abuse and exploitation by understanding indicators of risk.
 - Identifying sources of advice and pathways for reporting concerns.
 - Understanding their roles and responsibilities in relation to personal safety and security.
 - County lines exploitation.
 - Disability awareness
- 5.47 Attendance at City of Doncaster Councils approved refresher training is mandatory for all existing licensed drivers and must be undertaken at least once every 3 years, preferably within the final (3rd) year of their current licence.
- 5.48 Applications for renewal will only be accepted where the applicant can show they have attended a City of Doncaster Council approved safeguarding & disability awareness training session within the 3 years immediately prior to the date of expiry of their current licence.

Qualifications

- 5.49 The Council strongly encourages licence holders who wish to develop and evidence their professional standards through additional external training and obtaining qualifications relevant to their role.

Disclosing and Sharing Licensing Information

- 5.50 Applicants and licence holders are required to disclose if they hold or have previously held a licence with another authority and to disclose if they have had an application for a licence refused, or a licence revoked or suspended by any other licensing authority.
- 5.51 Making a false statement or omitting to provide the information requested may be a criminal offence.
- 5.52 The authority will utilise tools such as the National Register of Taxi and Private Hire Vehicle Driver Licence Suspension, Refusals and Revocations (known as 'NR3S') to search and share information with other licensing authorities.
- 5.53 Where the Council become aware that a person holds / has previously held a licence with another authority, we will contact that authority and request that they provide any relevant information which will assist in reaching a decision about their suitability to hold a licence.
- 5.54 City of Doncaster Council will also respond to similar requests received from other authorities, where relevant information is held and it is appropriate to do so.
- 5.55 Failing to declare information, which the authority later becomes aware of, will be considered as an act of dishonesty.

Drivers Dress Code

- 5.56 City of Doncaster Council is committed to encouraging the professional image of the Hackney Carriage and Private Hire trade and considers that drivers of licensed vehicles are vocational drivers. The Council considers, therefore, that drivers should conform to a minimum standard of dress, as set out in Appendix 4, in order to raise and maintain the profile of the licensed trade. The Authority does not impose such standards by way of conditions to any licence. It is expected, however, that such standards will be maintained at all times.

Penalty Points

- 5.57 City of Doncaster Council has introduced a points-based system of enforcement, as set out in Appendix 17, which allows breaches to be recorded and considered in context while referring those with persistent or serious breaches to the Licensing Committee. This has the benefit of consistency in enforcement and makes better use of the Licensing Committee and officer's time.

Renewal of Licences

- 5.58 It is the responsibility of the licence holder to ensure that their licence is renewed prior to the expiry of their current licence.
- 5.59 A licence may be renewed up to 2 months prior to the expiry date.

- 5.60 Any licence that is not renewed within 1 month following expiry will not be renewed and a new application in full will be required.
- 5.61 Where a licence holder will not be available at the time of renewal, for example due to an extended holiday, then they may apply in writing to the Licensing Officer, prior to the expiry date, explaining their circumstances and request a waiver. If granted, this waiver will allow the licence holder to renew their licence after the expiry date or depending on the circumstances, the licence may be renewed early.
- 5.62 We will strive to issue all licence renewal applications before the expiry of the current licence, provided that, the application is complete and has been submitted to the authority not later than 7 days before the expiry of the current licence.
- 5.63 It is the responsibility of the applicant to ensure that their application and any required supporting documents for renewal are submitted in full as early as possible prior to the expiry of the current licence. Applications can be submitted up to 2 months before the expiry date.
- 5.64 Applications which are submitted less than 7 days before the expiry of the current licence, and applications which remain incomplete, may face delays in processing and result in you being considered un-licensed and not able to drive a licensed vehicle from the expiry of your current licence until your renewal application has been determined.

Applications which are submitted after the licence has expired

- 5.65 Complete applications can be submitted up to one month after the expiry of the current licence. However, the applicant will not be licensed or permitted to drive a licensed vehicle until the application has been considered and determined.
- 5.66 Applications which remain incomplete one month after the licence expiry date (due to any failure by the applicant to resolve outstanding issues, provide missing documents etc.) will be rejected and a new, full and complete application will be required.
- 5.67 The Council will endeavour to issue reminder letters at least six weeks prior to the expiry of a licence although there is no statutory duty for the Council to do so and the responsibility ultimately lies with the licensee to ensure that complete applications for renewal are submitted on time.
- 5.68 Applications for renewal will only be accepted where the applicant can show they have attended a City of Doncaster Council approved safeguarding & disability awareness training session within the 3 years immediately prior to the date of expiry of their current licence.
- 5.69 Prior to consideration of any new or renewal application, all applicants who have previously spent an extended period (three or more continuous months) outside the UK are required to provide criminal records information or a 'certificate of good conduct' from the appropriate embassy. For information on applying for

overseas criminal record information or 'Certificates of Good Conduct' please see the Home Office guidance:

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

Where an applicant is unable to provide a satisfactory criminal record check / certificate of good conduct, a licence will not be granted because the licensing authority cannot be satisfied as to their fitness and propriety.

Change of Licence Type

- 5.70 Licensees wishing to change from holding either a Private Hire licence or a Hackney Carriage licence to a Joint Private Hire and Hackney Carriage licence will only be required to undertake any additional tests and checks that are relevant to the additional use being applied for.
- 5.71 In either of the above scenarios the published fee(s) will be required on application and no refund will be payable in respect of an existing licence.

Surrender / Suspension / Revocation, Refusal of Licence or Failure to Complete Application

- 5.72 Where refusal, suspension or revocation of an application/licence is considered, subject to the exceptions below, the applicant/driver will, be invited to attend a Licensing Sub-Committee Hearing to discuss the concerns. During this meeting the applicant/licence holder, or their appointed representative, will be given an opportunity to state their case in relation to the issue(s) of concern. Following this hearing the Committee will determine the most appropriate action.
- 5.73 Where the licence holder no longer meets one of the basic requirements (e.g. failure to evidence a current Enhanced Disclosure Certificate, failure to provide a new medical certificate) the action of immediate suspension will be taken by a duly authorised officer.
- 5.74 Where the authority are notified of a serious incident where the immediate revocation of a licence is deemed necessary and the only effective action to prevent the risk of harm to the public, the Head of Service, the Licensing Manager or, in his absence, the Licensing Officer have the authority to approve the immediate revocation of a licence.
- 5.75 In the event of a voluntary surrender of a driver's licence before its expiry, the authority reserves the right to consider the revocation or suspension of the licence where the reason for surrender is that the licence holder can no longer be considered as a fit and proper person to hold a licence, for example, where a licence holder receives a conviction, driving ban or is medically unfit.
- 5.76 In the event of a voluntary surrender, suspension, revocation, refusal of licence or where the applicant or the authority determine that the application process cannot be completed, there shall be no refund of the licence application fee.
- 5.77 Where a licence is refused, revoked or suspended the Council will record information on the National Register of Taxi and Private Hire Vehicle Driver Licence Suspensions, Refusals and Revocations (known as 'NR3') to share information with other licensing authorities.

Right of Appeal

- 5.78 Any person who is aggrieved by the Council's refusal to grant, suspension or revocation of a driver's licence may appeal to City of Doncaster Magistrates' court within 21 days of being notified in writing of the decision.

- 5.79 In line with s61 (2B) of the Local Government (Miscellaneous Provisions) Act 1976, as amended by s.52 of the Road Safety Act 2006, where it appears to the Council that it is in the interests of public safety for any revocation to have immediate effect there will be no right to drive as a Private Hire or Hackney Carriage driver pending an appeal. This power will only generally be invoked where there are allegations of serious violence offences, offences of a sexual nature or where there is considered to be a serious risk to passengers or members of the public in allowing the driver to continue as a licensed driver.

Duration of Drivers' Licences

- 5.80 Every licence granted to any person to drive a Private Hire / Hackney Carriage vehicle shall remain in force for 3 years from the date of issue or such lesser period as may be considered appropriate in the circumstances of the case.
- 5.81 Notwithstanding the above, where immigration leave is time-limited to less than the statutory length for a driver licence, the licence will be issued for a duration which does not exceed the applicant's period of leave.

6. Hackney Carriage / Private Hire Vehicle Licences

- 6.1 Section 47(2) of the Town Police Clauses Act 1847 permits a District Council to require that a Hackney Carriage licensed by them under the Act of 1847 to be of such design or appearance or bear such distinguishing marks as shall clearly identify it as a Hackney Carriage.
- 6.2 Section 48 of the Local Government (Miscellaneous Provisions) Act 1976 states that the Council shall grant a Private Hire vehicle licence provided the Council is satisfied that the vehicle is:
- Suitable in type, size and design for the use of a Private Hire Vehicle;
 - Not of such a design and appearance as to lead any person to believe that the vehicle is a Hackney Carriage;
 - In a suitable mechanical condition;
 - Safe;
 - Comfortable; and
 - That there is in force in relation to the use of the vehicle a policy of insurance that complies with the Road Traffic Act 1988.
- 6.3 **Once licensed, a Hackney Carriage or Private Hire vehicle remains a Hackney Carriage or Private Hire vehicle until the licence either expires, is suspended or revoked. A licensed vehicle can, subject to very limited exemptions, only ever be legally driven by a driver who holds the relevant Hackney Carriage or Private Hire drivers' licence and appropriate insurance.**
- 6.4 To allow flexibility for new types of vehicles to be readily considered to be licensed the Council has set down basic vehicle specifications leaving it open to the Hackney Carriage and Private Hire trade to put forward vehicles of their own choice which can be shown to meet these criteria.

- 6.5 With regard to Hackney Carriages, it is the policy of City of Doncaster Council to only license purpose built Hackney Carriages which are wheelchair accessible and fitted with a partition between the driver and passenger compartments. The driver's compartment must never be used to carry any fare paying passenger(s).
- 6.6 To support passengers who are deaf or hard of hearing to communicate with drivers; the installation of a 'hearing loop' is required for all vehicles which have a partition fitted which separates the driver from the passengers.
- 6.7 All applications submitted for the grant of a licence are advised to apply at least 14 days before the licence is required to allow time for the vehicle to be compliance tested and the licence to be processed.
- 6.8 Application forms must be completed in full, accompanied by all required documents and signed. Any incomplete forms will be deemed invalid and shall be returned / rejected.
- 6.9 Applications will only be acceptable as valid if they include and/or are accompanied by the following:
1. Application form provided by the Council (which may be in an electronic format), completed in its entirety and signed.
 2. The appropriate fee.
 3. Confirmation of approval for the vehicle issued by the approved Vehicle Testing Station (para 6.19-6.24).
 4. Vehicle registration document showing the applicant to be the registered keeper or other acceptable proof of ownership (the V5 New Keeper Supplement completed by the applicant or an official receipt from a registered company in the case of newly manufactured vehicles).
 5. Certificate of insurance for the vehicle which covers the activity required (i.e. public or private hire – section 6.2) and which is valid on the date that the licence is due to come into force.
 6. A Basic Disclosure Certificate which is less than one month old, will be required annually for each individual / director / partner applying for a vehicle proprietor's licence. It is recognised that where the applicant is also a licensed driver or operator they will already be subject to requirements to produce Disclosure Certificates and therefore will not be required to produce a further certificate when applying to licence a vehicle. However, should the vehicle licence holder cease to be a licensed driver and/or operator then a Basic Disclosure Certificate will be required immediately.

Licence Fee

- 6.10 All applications must be accompanied by the appropriate fee as prescribed by the Council; the current scale of fees is available from the Council at www.doncaster.gov.uk/licensing.
- 6.11 Licensing fees are reviewed on an annual basis and adopted by the Council following advertisement by a notice in a local newspaper. The notice will also be displayed at the Council Offices to allow for any comments to be made.
- 6.12 In the event of the surrender of a vehicle licence before its expiry a pro-rata refund will be offered subject to the published administration fee.

Insurance

- 6.13 All Hackney Carriage and Private Hire vehicles must be insured for the appropriate activity of public hire / hire and reward, such insurance to provide as a minimum requirement insurance cover for third party fire and theft and also to include legal liability for passengers and luggage.
- 6.14 It is the responsibility of the vehicle licence holder, driver and (where relevant) private hire operators to ensure that the appropriate insurance cover is in effect at all times while the vehicle is licensed. Failure to comply will raise serious doubts about the suitability of those responsible, to remain licence holders.
- 6.15 The authority will take whatever action it deems necessary where a licensed vehicle is found to not have the appropriate insurance in place which may include, but is not limited to, the immediate suspension of the vehicle licence and prosecution of those responsible.

Criminal Records Checks

- 6.16 Enhanced DBS and barred list checks are not available for vehicle licensing. A Basic Disclosure from the DBS is required for all applicants (where the applicant is a partnership or company, a Basic DBS will be required for each partner or Director).
- 6.17 Basic Disclosure certificates shall be required at the time of initial application and annually from the grant of a licence. The print date on the certificate shall be less than one month prior to the date it is presented to the authority.
- 6.18 Prior to consideration of any new or renewal application, all applicants who have previously spent an extended period (three or more continuous months) outside the UK are required to provide criminal records information or a 'certificate of good conduct' from the appropriate embassy. For information on applying for overseas criminal record information or 'Certificates of Good Conduct' please see the Home Office guidance:
<https://www.gov.uk/government/publications/criminal-records-checks-for-overseas-applicants>
 Where an applicant is unable to provide a satisfactory criminal record check / certificate of good conduct, a licence will not be granted because the licensing authority cannot be satisfied as to their fitness and propriety.

Testing of Vehicles

- 6.19 All licensed vehicles are required to undergo roadworthy inspection tests (MOT) at a frequency based upon the age of the vehicle as set out in the table below:
- 6.20 The age of the vehicle will be determined on the start date of the licence from the date of first registration as stated on the vehicle registration document.

Age of Vehicle	Test Frequency
Less than 4 years	Annually
Over 4 years but less than 7 years	6 Monthly
Over 7 years	4 Monthly

- 6.21 In addition to the mechanical testing, vehicles will also be required to pass a policy compliance test at the Councils approved testing station. At the commencement of every compliance test, the person presenting the vehicle for inspection must produce an MOT pass certificate which is dated less than one month prior to the date on which the compliance inspection takes place.
- 6.22 Evidence of passing both the Roadworthy Inspection (MOT) and Policy Compliance tests will be required before a vehicle will be considered suitable for the grant of a licence, suitability to remain licenced (interim test) or renewal of a licence.
- 6.23 The licence holder (or applicant) will be responsible for all associated fees.
- 6.24 Where concerns arise during the period of the licence regarding the mechanical fitness of a licensed vehicle the Council may request a further test to be undertaken and a further confirmation of approval to be produced at the Licensee's expense. However, the Licensing Authority cannot require a vehicle to have more than 3 tests per year.

Licence Continuity and Renewals

- 6.25 In order to ensure that a vehicle remains continuously licensed the vehicle must be presented for test and pass on or before the next test due date. The test due date is stated on the documents provided by the Council at the time the licence is granted and/or after each inspection test.
- 6.26 Vehicles may be presented for test up to 1 month prior to the test due date.
- 6.27 Vehicles which are being licensed for the first time or which are tested after the expiry of the licence must be licensed within 10 working days of the date of the compliance test otherwise the vehicle will be required to undergo a further test at the expense of the applicant. This additional test will not count towards the maximum of 3 tests per year. At the commencement of every compliance test, the person presenting the vehicle for inspection must produce an MOT pass certificate which is dated less than one month prior to the date on which the compliance inspection takes place.

- 6.28 Where an application for renewal is made more than 10 working days after the expiry of the licence the application will be considered as a new application.
- 6.29 Any vehicle failing its compliance test will be required to undertake and pass a further test before it can be licensed or, in the case of an existing licensed vehicle, before it can continue to be used as a licensed vehicle. This further examination is known as a retest.
- 6.30 The Council's policy with regard to retests and, where applicable, the fee is set out in Appendix 5. Retests do not count towards the limit of 3 tests per year.
- 6.31 The applicant is responsible for the payment of all fees required for any mechanical or compliance tests.
- 6.32 It is the responsibility of the vehicle licence holder, driver and (where relevant) private hire operator to ensure that the vehicle is tested before the expiry of the current test. Failure to comply will raise serious doubts about the suitability of those responsible, to remain licence holders.
- 6.33 The authority will take whatever action it deems necessary where a licensed vehicle is found to not have been appropriately tested before the expiry of the current test period which may include, but not limited to, the immediate suspension of the vehicle licence.
- 6.34 Following expiry of a licence the vehicle will not be considered to be licensed and will not be permitted to be used as a licensed vehicle until such time as a licence has been granted.
- 6.35 The Council will endeavour to issue reminder letters at least four weeks prior to the expiry of a vehicle test although there is no statutory duty for the Council to do so and the responsibility ultimately remains with the vehicle licence holder, driver and (where relevant) private hire operator to ensure that no vehicle is used as a Private Hire or Hackney Carriage which does not fully comply with this policy.
- 6.36 Prior to consideration of any new or renewal application, all applicants who have previously spent an extended period (three or more continuous months) outside the UK are required to provide criminal records information or a 'certificate of good conduct' from the appropriate embassy. For information on applying for overseas criminal record information or 'Certificates of Good Conduct' please see the Home Office guidance:
<https://www.gov.uk/government/publications/criminal-records-checks-for-overseas-applicants>
 Where an applicant is unable to provide a satisfactory criminal record check / certificate of good conduct, a licence will not be granted because the licensing authority cannot be satisfied as to their fitness and propriety.
- 6.37 Vehicle test appointments require payment of the published fee at the time of booking. Appointments can be cancelled up to 48 hours before the appointment without incurring any costs. No refunds will be provided for cancellations made with less than 48 hours' notice, failing to attend or any other action on your part which prevents the appointment taking place.

Type of Vehicle

- 6.38 In order to assess vehicle suitability, the Council will take into account passenger safety, comfort and the design of the vehicle.
- 6.39 In order to be considered suitable to be licensed as a Hackney Carriage the vehicle must comply with the basic specification set out in Appendix 6, comply with the conditions listed in Appendix 7 and pass the Council's vehicle inspection test.
- 6.40 Any vehicle complying with the basic specification set out in Appendix 9 will be considered suitable to be licensed as a Private Hire Vehicle subject to it complying with the conditions listed in Appendix 11 and passing the Council's vehicle inspection test.
- 6.41 In exceptional circumstances the Council's basic requirements for vehicles may be waived to facilitate the licensing of other vehicle types (e.g. limousines, fire engines, horse drawn carriages etc.), subject to the authority being satisfied that it meets all public safety requirements and conditions which the authority considers appropriate. Applications will be considered on their own merit although confirmation should be sought from the Licensing Officer prior to any application being made.
- 6.42 In addition to meeting the relevant vehicle specifications all Private Hire Vehicles, including Novelty Vehicles, will have to comply with the Private Hire vehicle conditions. (Appendix 11)

Seating Capacity

- 6.43 No vehicle capable of carrying more than 8 passengers can be licensed by the Council.
- 6.44 In order to facilitate the licensing of a wide variety of vehicle types and to encourage more environmentally friendly vehicles the Council has not set a limit on the minimum number of seats but instead requires a minimum space standard per passenger as detailed in the basic specifications for vehicles.
- 6.45 It is the proprietor's and operator's responsibility to ensure that they established the number of passengers at the time of booking. This is particularly important for those proprietors and operators who choose to utilise smaller vehicles.

Accessibility

- 6.46 City of Doncaster Council is committed to social inclusion and ensuring a wide variety of vehicle types are available for disabled passengers to avoid discrimination in terms of travel arrangements.
- 6.47 All Hackney Carriage vehicles are required to be wheelchair accessible. Private Hire Vehicles of a type which are wheelchair accessible are welcomed by the authority.

- 6.48 The Council recognises individual choice and preferences of the travelling public. In order to encourage a wide variety of vehicle types the Council will not be unnecessarily restrictive with regard to wheelchair accessible vehicles with the obvious proviso that they must allow wheelchair passengers to be boarded and transported safely and in comfort. Vehicles that allow side or rear boarding of wheelchair passengers will be considered for a licence.
- 6.49 Any equipment fitted to a licensed vehicle for the purpose of lifting a wheelchair into the vehicle must comply with and have been tested in accordance with the requirements of the Lifting Operations and Lifting Equipment Regulations 1998 – or as amended from time to time.
- 6.50 Where the vehicle is designed or adapted to carry a wheelchair, the proprietor shall ensure that the driver has received sufficient training to board and convey wheelchair users.
- 6.51 Signage is to be fixed to the outside of all vehicles to convey to passengers that the vehicle has been designed or adapted to carry a wheelchair.
- 6.52 In accordance with sections 165 and 167 of the Equality Act 2010, City of Doncaster Council publishes on its website, a list of all licensed wheelchair accessible vehicles ('designated vehicles'). Where the driver of a designated vehicle does not hold an exemption on medical grounds which has been issued by the local authority from transporting a passenger in a 'reference wheelchair' (as defined in Schedule 1 of the Public Service Vehicle Accessibility Regulations 2000), he/she shall be committing a criminal offence to refuse to carry passengers in wheelchairs, to fail to provide them with appropriate assistance, or to charge them extra.
- 6.53 Drivers of any licensed vehicle cannot refuse to carry an assistance dog (as defined in the Equality Act 2010) unless they have a medical exemption issued by the Council. Such exemptions shall only be issued following receipt of a medical report produced by the driver's registered general practitioner.
- 6.54 Any driver or operator who is investigated and found to have refused carriage of an assistance dog will be required to attend a Licensing Sub-Committee hearing for a review of their suitability to continue to hold a licence and, where there is sufficient evidence to do so, will be prosecuted for the offence.
- 6.55 Private Hire Operators should provide a range of booking methods so that people with limited access to certain forms of technology or communication can request a Private hire vehicle.
- 6.56 Operators should identify a passenger's accessibility needs prior to taking a booking to ensure an appropriate vehicle is provided.
- 6.57 Operator websites and digital booking apps comply with the WCAG 2.1 accessibility standard to Level AA and with the principles of the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018 as a minimum for digital content.

Quantity Restrictions of Vehicle Licences

- 6.58 Whilst the law prohibits the Council from setting a limit on the number of Private Hire vehicle licences it issues, quantity restrictions can be set to regulate the number of licensed Hackney Carriages.
- 6.59 In 2010 the Council commissioned an independent survey of Hackney Carriage usage. The 2010 study identified that there is no evidence of significant unmet demand for Hackney Carriages in Doncaster. On this basis the Council has discretion in its Hackney Carriage licensing policy and may either:
- continue to allow market forces to dictate the number of Hackney Carriage licences;
 - issue any number of additional plates as it sees fit, either in one allocation or a series of allocations; or
 - introduce a limit on the number of vehicles.
- 6.60 In the interests of the travelling public and having regard to the accepted best practice it is the policy of City of Doncaster Council not to impose quantity restrictions but to allow the number of licences issued to maintain a market level.

Penalty Points

- 6.61 City of Doncaster Council has introduced a points-based system of enforcement, as set out in Appendix 17, which allows breaches to be recorded and considered in context while referring those with persistent or serious breaches to the Licensing Committee. This has the benefit of consistency in enforcement and makes better use of the Licensing Committee and officer's time.

Licensed Vehicle Age (see Appendix 7 & 10)

- 6.62 City of Doncaster Council recognises that newly manufactured vehicles are subject to more stringent regulations on safety than some older vehicles. In the interests of public safety and protection of the environment, it is strongly recommended that:
- any vehicle being considered for the initial grant of a licence should be less than 5 years old,
 - any vehicle being considered for the renewal of a licence should be less than 10 years old,

Right of Appeal

- 6.63 Any person who is aggrieved by the Council's refusal to grant, suspension or revocation of a licence may appeal to Doncaster Magistrates' court within 21 days of being notified in writing of the decision.

Duration of Vehicle Licence

- 6.64 Every licence granted to any proprietor of a Private Hire or Hackney Carriage vehicle shall remain in force for 1 year from the date of issue or such lesser period as may be considered appropriate in the circumstances of the case.

Daily Compliance Checks

- 6.65 Prior to making any licensed vehicle available for hire each day, the driver shall undertake a walkaround check of the vehicle to take all reasonable steps of ensuring that the vehicle is roadworthy and compliant with the conditions of licence.
- 6.66 Where more than one driver uses the vehicle, each driver shall undertake the walkaround check prior to using the vehicle.
- 6.67 A vehicle checklist document is issued as part of every vehicle licence and further copies are available for download from the Councils website.
- 6.68 Drivers are required to complete the vehicle checklist document daily, retain copies for a minimum of 6 months and produce them for inspection by any authorised officer upon reasonable request.
- 6.69 Where a request is made and the documents are not immediately available, the driver will have 7 days from the date of request to produce the documents to the licensing authority.
- 6.70 Where documents are requested and not produced or, where it is clear that while the form has been completed, the check has not, then the driver of the vehicle may be subject to sanctions.
- 6.71 Any driver, vehicle licence holder, vehicle proprietor or private hire operator who is found to be using a defective vehicle, especially if the condition of the vehicle is such that it is obvious no routine checks have occurred over several days may face further sanctions.

Executive Hire

- 6.72 There is no legal definition which determines the difference between Executive and Standard Private Hire. In each instance it will involve a booking being accepted by a licensed private hire operator and an appropriately licensed vehicle and driver meeting the requirements of the booking.
- 6.73 The main distinction between standard and executive private hire can broadly be described as the type of client catered for, the type of service offered, and the cost of the service provided
- 6.74 In determining whether a booking is considered executive hire, regard will be had to several factors, including:
- How the booking is made, e.g. written contract.

- How payment is made, any payment should be made in advance of the journey or, if after the journey, following the creation of an invoice from the private hire operator and not made directly to the driver.
 - The type of the vehicle used to undertake the journey.
 - Dress code/attire worn by the driver – smart / professional / uniform
 - The business plan/model provided by the Private Hire Operator.
- 6.75 The vehicle used to undertake executive private hire work will be a licensed vehicle, of high value and high specification.
- 6.76 Any vehicle which is granted an exemption will not be required to display licence plates and signage.
- 6.77 Privacy / Blackout glass will be permitted for the passenger compartment.
- 6.78 Compliance with all other licensing requirements and conditions associated with private hire licensing will be required.
- 6.79 The vehicle must be of an executive / prestige / luxury type and must be less than 5 years old at the time of application.
- 6.80 Examples of vehicles which may be considered are:
- BMW 7 Series
 - Mercedes S / E Class
 - Lexus GS / LS
 - Jaguar XJ
 - Audi A8
- 6.81 Any vehicle granted an exemption will not be permitted to display any form of advertising, including company or private hire operator details.
- 6.82 Once an exemption has been granted the vehicle will not be permitted to be used for anything other than executive transport i.e. it will not be permitted to be used for standard private hire use.
- 6.83 Applications for Executive Hire Exemptions are available on written request to the licensing department.

7. Private Hire Operator's Licence

- 7.1 The objective of licensing Private Hire vehicle operators is, again, the safety of the public, who will be using operators' premises, vehicles and drivers arranged through them. The Council will grant a Private Hire operator licence provided that the Council is satisfied that the applicant is a fit and proper person to hold such a licence.

- 7.2 In order for an operator to prove that they are fit and proper they must provide evidence that they:
- are of good repute;
 - have adequate arrangements for monitoring drivers, vehicles and the keeping of records;
 - have attended a safeguarding & disability awareness session approved by City of Doncaster Council and demonstrated a commitment to cascade this knowledge to all staff directly involved with the day to day operation of the business in particular those involved in taking bookings and dispatching vehicles and drivers;
 - are capable of ensuring that they, their staff and licensed drivers obey all the rules.
- 7.3 All applicants for initial grant of a licence should allow at least four weeks before the licence is required to enable the local authority to undertake the necessary vetting procedures as detailed in this document.
- 7.4 The granting of a licence does not remove the responsibility of the licence holder to ensure that the appropriate Planning Permissions and Insurance is in place.
- 7.5 Any licence holder found to be acting as a Private Hire Operator without having obtained the appropriate Planning Permissions and/or Insurance policy will raise doubts as to their suitability to continue to hold a licence.
- 7.6 Any application for the renewal of a licence which is not made before the expiry of the previous licence will be treated as an application for a new licence.
- 7.7 Applications will only be acceptable if they include the following:
1. Application form provided by the Council (which may be in an electronic format), completed in its entirety, signed and accompanied by all supporting documents and showing the address of the premises (virtual offices will not be acceptable), within the borough, from where the business will operate.
 2. A Basic Disclosure Certificate which is less than one month old at the time of application, will be required annually for each individual / director / partner applying for the operator's licence. It is recognised that where the applicant is also a licensed driver or licensed vehicle proprietor they will already be subject to requirements to produce Disclosure Certificates and therefore will not be required to produce a further certificate on application or annually following the grant of an operator's licence. However, should the Private Hire Operator cease to be a licensed driver and/or licensed vehicle proprietor then a Basic Disclosure Certificate will be required immediately.

3. Evidence of having attended City of Doncaster Councils approved safeguarding & disability awareness session, within the previous 12 months (or 36 months for renewals).
4. A copy of your policy on employing ex-offenders in roles of booking and dispatch staff.
5. The appropriate fee

Criminal Records Checks

- 7.8 Enhanced DBS and barred list checks are not available for Private Hire vehicle operator licensing. A Basic Disclosure from the DBS is required for all applicants (where the applicant is a partnership or company, a Basic DBS will be required for each partner or Director).
- 7.9 Basic Disclosure certificates shall be required at the time of initial application and annually from the grant of a licence. The print date on the certificate shall be less than one month prior to the date it is presented to the authority.
- 7.10 Prior to consideration of any new or renewal application, all applicants who have previously spent an extended period (three or more continuous months) outside the UK are required to provide criminal records information or a 'certificate of good conduct' from the appropriate embassy. For information on applying for overseas criminal record information or 'Certificates of Good Conduct' please see the Home Office guidance:
<https://www.gov.uk/government/publications/criminal-records-checks-for-overseas-applicants>
 Where an applicant is unable to provide a satisfactory criminal record check / certificate of good conduct, a licence will not be granted because the licensing authority cannot be satisfied as to their fitness and propriety.

Safeguarding & Disability Awareness

- 7.11 In order for the Council to establish whether an applicant is fit and proper, the applicant must provide evidence of attending City of Doncaster Councils approved safeguarding & disability awareness sessions within the 12 months prior to making an application. The session will provide an awareness of:
- Understanding the need to protect vulnerable adults, young people and children.
 - Identifying possible victims of abuse and exploitation by understanding indicators of risk.
 - Identifying sources of advice and pathways for reporting concerns.
 - Understanding their roles and responsibilities in relation to personal safety and security.
 - County lines exploitation.
- 7.12 Licence holders must undertake City of Doncaster Councils approved refresher training at least once every 36 months. Applications for renewal will only be considered where the applicant can show they have previously attended City of Doncaster Councils approved safeguarding & disability awareness session within 36 months prior to the date of expiry of their current licence.

Accessibility Compliance

- 7.13 Private Hire Operators should provide a range of booking methods so that people with limited access to certain forms of technology or communication can request a Private hire vehicle.

- 7.14 Operators should identify a passenger's accessibility needs prior to taking a booking to ensure an appropriate vehicle is provided.
- 7.15 Operator websites and digital booking apps comply with the WCAG 2.1 accessibility standard to Level AA and with the principles of the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018 as a minimum for digital content.
- 7.16 Any driver or operator who is investigated and found to have refused carriage of an assistance dog will be required to attend a Licensing Sub-Committee hearing for a review of their suitability to continue to hold a licence and, where there is sufficient evidence to do so, will be prosecuted for the offence.

Recruitment of Ex-offenders

- 7.17 Operators may outsource booking and dispatch functions to their staff but they cannot pass on the obligation to protect children and vulnerable adults. The operator must demonstrate to the Licensing Authority that all staff that have contact with the public and/or oversee the dispatching of vehicles do not pose a risk to the public.
- 7.18 The operator is required to keep a register of all staff that will take bookings or dispatch vehicles. The register must evidence that the operator has had sight of a recently issued Basic DBS check for all individuals named in the register and that the frequency of checks and employment of persons with prior convictions are compatible with the operators own policy on employing ex-offenders.
- 7.19 As with the threshold to obtaining a Private Hire operator's licence, those with a conviction for offences provided in Appendix 2, other than those relating to driving, may not be suitable to decide who is sent to carry a child or vulnerable adult unaccompanied in a car.

Fees

- 7.20 For licences applied for or renewed after 1st April 2017 there is a single application/renewal fee and, once granted, there is no limit on the number of vehicles that may be operated.

Licence Duration

- 7.21 Operator licences, once issued, are valid for 5 years or such lesser period as may be considered appropriate in the circumstances of the case. Applications for renewal must be received on or before the expiry of the current licence.
- 7.22 Notwithstanding the above, where immigration leave is time-limited to less than the statutory length for an operator's licence, the licence will be issued for a duration which does not exceed the applicant's period of leave.

Qualifications

- 7.23 The Council strongly encourages licence holders who wish to develop and evidence their professional standards through additional external training and obtaining qualifications relevant to their role.

Drivers Dress Code

- 7.24 City of Doncaster Council is committed to encouraging the professional image of the Hackney Carriage and Private Hire trade, and considers that drivers of licensed vehicles are vocational drivers. The Council considers, therefore, that drivers should conform to a minimum standard of dress, as set out in Appendix 4, in order to raise and maintain the profile of the licensed trade. The Authority does not impose such standards by way of conditions to any licence. It is expected, however, that such standards will be maintained at all times and supported by operators.

Penalty Points

- 7.25 City of Doncaster Council has introduced a points-based system of enforcement, as set out in Appendix 17, which allows breaches to be recorded and considered in context while referring those with persistent or serious breaches to the Licensing Committee. This has the benefit of consistency in enforcement and makes better use of the Licensing Committee and officer's time.

Renewal of Licences

- 7.26 It is the responsibility of the licence holder to ensure that their licence is renewed prior to the expiry of their current licence.
- 7.27 A licence may be renewed up to 2 months prior to the expiry date.
- 7.28 Any licence that is not renewed within 1 month following expiry will not be renewed and a new application in full will be required.
- 7.29 Where a licence holder will not be available at the time of renewal, for example due to an extended holiday, then they may apply in writing to the Licensing Officer, prior to the expiry date, explaining their circumstances and request a waiver. If granted, this waiver will allow the licence holder to renew their licence after the expiry date or depending on the circumstances, the licence may be renewed early.
- 7.30 We will strive to issue all licence renewal applications before the expiry of the current licence, provided that, the application is complete and has been submitted to the authority not later than 7 days before the expiry of the current licence.
- 7.31 It is the responsibility of the applicant to ensure that their application and any required supporting documents for renewal are submitted in full as early as possible prior to the expiry of the current licence. Applications can be submitted up to 2 months before the expiry date.

- 7.32 Applications which are submitted less than 7 days before the expiry of the current licence, and applications which remain incomplete, may face delays in processing and result in you being considered un-licensed and not able to operate private hire vehicles from the expiry of your current licence until your renewal application has been determined.

Applications which are submitted after the licence has expired

- 7.33 Complete applications can be submitted up to one month after the expiry of the current licence. However, the applicant will not be licensed or permitted to operate private hire vehicles until the application has been considered and determined.
- 7.34 Applications which remain incomplete one month after the licence expiry date (due to any failure by the applicant to resolve outstanding issues, provide missing documents etc.) will be rejected and a new, full and complete application will be required.
- 7.35 The Council will endeavour to issue reminder letters at least four weeks prior to the expiry of a licence although there is no statutory duty for the Council to do so and the responsibility ultimately lies with the licensee to ensure that complete applications for renewal are submitted on time, including Basic DBS Certificates.
- 7.36 Prior to consideration of any new or renewal application, all applicants who have previously spent an extended period (three or more continuous months) outside the UK are required to provide criminal records information or a 'certificate of good conduct' from the appropriate embassy. For information on applying for overseas criminal record information or 'Certificates of Good Conduct' please see the Home Office guidance:
<https://www.gov.uk/government/publications/criminal-records-checks-for-overseas-applicants>
 Where an applicant is unable to provide a satisfactory criminal record check / certificate of good conduct, a licence will not be granted because the licensing authority cannot be satisfied as to their fitness and propriety.

Surrender / Suspension / Revocation or Refusal

- 7.37 Where refusal, suspension or revocation of an application/licence is considered, subject to the exceptions below, the applicant/licence holder will be invited to attend a Licensing Sub-Committee Hearing to discuss the concerns. During this hearing the applicant/licence holder or their appointed representative, will be given an opportunity to state their case in relation to the issue(s) of concern. Following this hearing the Committee will determine the most appropriate action.
- 7.38 Where the licence holder no longer meets one of the basic requirements (e.g. failure to evidence a current Basic Disclosure Certificate), the action of suspension will be taken by a duly authorised officer.
- 7.39 Where the authority are notified of a serious incident where the immediate revocation of a licence is deemed necessary and the only effective action to

prevent the risk of harm to the public, the Head of Service, Licensing Manager or, in his absence, the Licensing Officer have the authority to approve the immediate revocation of a licence.

- 7.40 In the event of a voluntary surrender of a Private Hire Operators licence before its expiry, the authority reserves the right to consider the revocation or suspension of the licence where the reason for surrender is that the licence holder can no longer be considered as a fit and proper person to hold a licence, for example, where a licence holder receives a conviction.

Right of Appeal

- 7.41 Any person who is aggrieved by the Council's refusal to grant, suspension or revocation of a Private Hire Operators licence may appeal to Doncaster Magistrates' court within 21 days of being notified in writing of the decision.

Record Keeping

- 7.42 Section 56 of the Local Government (Miscellaneous Provisions) Act 1976 requires Private Hire vehicle operators to keep records of the particulars of every booking invited or accepted, whether it is from the passenger or at the request of another operator. See Appendix 12.

Use of Passenger Carrying Vehicles (PCV) Licensed Drivers

- 7.43 PCV licensed drivers are subject to different checks from Hackney Carriage and Private Hire vehicle licensed drivers as the work normally undertaken, i.e. driving a bus, does not present the same risk to passengers. Members of the public are entitled to expect when making a booking with a Private Hire vehicle operator that they will receive a licensed Private Hire vehicle and driver. The use of a driver who holds a PCV licence and the use of a Public Service Vehicle (PSV) such as a minibus to undertake a Private Hire vehicle booking is not permitted without the informed consent of the booker. Please see Appendix 15.

Executive Hire

- 7.44 There is no legal definition which determines the difference between Executive and Standard Private Hire. In each instance it will involve a booking being accepted by a licensed private hire operator and an appropriately licensed vehicle and driver meeting the requirements of the booking.
- 7.45 The main distinction between standard and executive private hire can broadly be described as the type of client catered for, the type of service offered, and the cost of the service provided
- 7.46 In determining whether a booking is considered executive hire, regard will be had to several factors, including:
- How the booking is made, e.g. written contract.
 - How payment is made, any payment should be made in advance of the journey or, if after the journey, following the creation of an invoice from the private hire operator and not made directly to the driver.

- The type of the vehicle used to undertake the journey.
 - Dress code/attire worn by the driver – smart / professional / uniform
 - The business plan/model provided by the Private Hire Operator.
- 7.47 The vehicle used to undertake executive private hire work will be a licensed vehicle, of high value and high specification.
- 7.48 Any vehicle which is granted an exemption will not be required to display licence plates and signage.
- 7.49 Privacy / Blackout glass will be permitted for the passenger compartment.
- 7.50 Compliance with all other licensing requirements and conditions associated with private hire licensing will be required.
- 7.51 The vehicle must be of an executive / prestige / luxury type and must be less than 5 years old at the time of application.
- 7.52 Examples of vehicles which may be considered are:
- BMW 7 Series
 - Mercedes S / E Class
 - Lexus GS / LS
 - Jaguar XJ
 - Audi A8
- 7.53 Any vehicle granted an exemption will not be permitted to display any form of advertising, including company or private hire operator details.
- 7.54 Once an exemption has been granted the vehicle will not be permitted to be used for anything other than executive transport i.e. it will not be permitted to be used for standard private hire use.
- 7.55 Applications for Executive Hire Exemptions are available on written request to the licensing department.

8. Enforcement

- 8.1 City of Doncaster Council acknowledges that well-directed enforcement activity benefits not only the public but also the responsible people in the Hackney Carriage and Private Hire trade. It is the policy of City of Doncaster Council to actively seek out those operators who are evading the licensing system, not just licensing and regulating those who come forward seeking the appropriate licences.
- 8.2 An integral part of City of Doncaster Council's enforcement strategy will be routine spot checks which can result in the suspension or, ultimately, revocation of operator, vehicle and/or drivers' licences.

- 8.3 Whilst City of Doncaster Council is committed to securing compliance with all aspects of Hackney Carriage and Private Hire licensing, the Council will pay particular attention to ensuring licensed vehicles are adequately insured and routinely tested.
- 8.4 City of Doncaster Council will, through spot checks and operator inspections, monitor licensed vehicle insurance.
- 8.5 Where a licensed vehicle is overdue an inspection test or fails to pass the test by the due date the plates must be deposited with the licensing authority or the vehicle will be liable for suspension.
- 8.6 The Council considers that its enforcement costs should not, wherever possible, be borne by compliant responsible licence holders. Subject to the exception below, the Council will charge a non-punitive administration fee for all vehicle suspensions to cover the cost of administering the suspension and any vehicle examination costs that may be incurred. No administration fee shall be applied where a vehicle is suspended by the vehicle examiner arising from a scheduled test.
- 8.7 Where a vehicle licence is suspended for a physical or mechanical defect, e.g. a defective tyre or defective meter, the suspension fee must be paid before the vehicle will be re-examined. The suspension, however, will not be lifted until the defect has been rectified to the satisfaction of a suitably authorised officer of the Council. In all other cases the suspension fee must be paid at the time the defect is rectified e.g. on production of valid insurance.
- 8.8 To ensure that all enforcement action is proportionate and consistent officers will follow the City of Doncaster Council Enforcement Policy.

Penalty Points

- 8.9 City of Doncaster Council has introduced a points-based system of enforcement, as set out in Appendix 17, which allows breaches to be recorded and considered in context while referring those with persistent or serious breaches to the Licensing Committee. This has the benefit of consistency in enforcement and makes better use of the Licensing Committee and officer's time.

Joint Authorisation of Enforcement Officers

- 8.10 To mitigate the opportunities for drivers to evade regulation, where the need arises, City of Doncaster Council will jointly authorise officers from other authorities so that compliance and enforcement action can be taken against licence holders from outside of their area.

Complaints

- 8.11 Any person who has reason to complain about a driver, operator or vehicle should, in the first instance, provide details of their complaint and contact information by email to taxi.licensing@doncaster.gov.uk

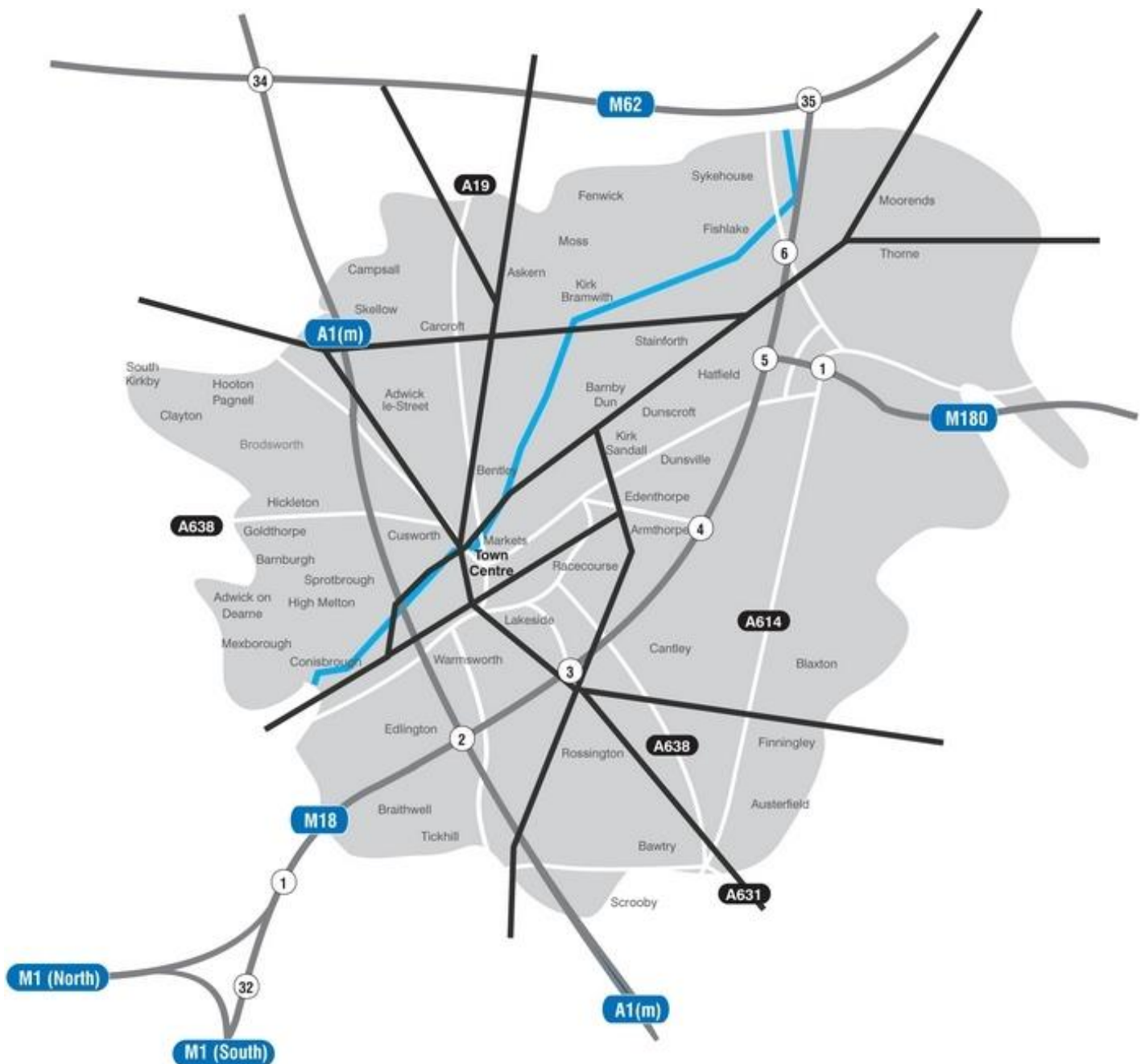
- 8.12 Upon receipt, complaints are assigned to a licensing compliance co-ordinator to investigate. The officer will contact you directly to discuss the complaint and give advice on the investigation process.
- 8.13 You will be notified of the outcome of your complaint by the officer once the investigation has been completed.
- 8.14 If your complaint is serious in nature (e.g. sexual, violence etc.) you should always report the incident to the police.
- 8.15 Key information which will assist in the investigation of complaints includes:
 - The time, date and location of the incident
 - A description of the driver or vehicle
 - If the vehicle was hailed in the street or booked through an operator
 - The drivers badge number, vehicle licence plate or registration number

9. Technology, Communication and Recognition

- 9.1 City of Doncaster Council recognises that since this policy was first introduced in 2012 the advancement in technology means that face to face and telephone bookings between passenger and operator are reducing and being replaced by online 'app' based systems. The licensing authority do not seek to restrict the use of such systems provided that they are compliant with statutory requirements and this policy.
- 9.2 Equally, the trade will recognise that communication between licence holders and the licensing authority has also moved on from what was once a face to face reception to an online based service.
- 9.3 To ensure that lines of communication and information sharing remain active, the licensing authority have introduced social media accounts (Facebook & X (formerly Twitter) and a 'Driver Bulletin' which is periodically sent to all licence holders by email. The bulletin contains up to date information, guidance, training material and local updates directly to the Doncaster licenced Hackney Carriage & Private Hire trade.
- 9.4 The licensing authority know that the abhorrent incidents which have been linked to the licensed trade in recent years has had an effect on the public perception of taxi and private hire drivers as a whole. While it remains the case that the primary concern of the licensing authority is to protect the public, we also want to share the positive impact that the licensed trade has on the people of Doncaster. For example, it has long been the policy that all Doncaster Hackney Carriage vehicles are wheelchair accessible to allow wheelchair users the ability to travel throughout the borough.
- 9.5 We are encouraging the Hackney Carriage and Private Hire trade and the public who use their services to share their good news and achievements with the licensing authority to help 'promote the positive'.

- 9.6 If you are a driver and have any positive stories to share about you or your colleague, if you have completed relevant training for your role, if you are a passenger and have a compliment about the service you received, or if you are an operator and have introduced a new safety system or internal policy, then please email taxi.licensing@doncaster.gov.uk

Map of Doncaster Borough



Relevant Convictions Policy

- 10.1 In determining safety and suitability the licensing authority is entitled to take into account all matters concerning that applicant or licensee. The authority is not simply concerned with that person's behaviour whilst working in the taxi or private hire trade.
- 10.2 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.
- 10.3 When submitting an application for the grant or renewal of a licence you are required to declare if you have committed any motoring offences or have any non-motoring convictions or cautions, or any court orders associated with the offences listed in the conviction policy, in addition to providing an Enhanced Disclosure & Barring Service certificate and subscribing to the DBS update service (or Basic Disclosure & Barring Service certificate for Operators and Vehicle licence holders). The information received will be treated in confidence.
- 10.4 The disclosure of a criminal record or other information will not debar you from gaining a licence unless the authority considers that one or more convictions render you unsuitable.
- 10.5 In making this decision the authority will consider the nature of the offence, how much time has passed since the completion of any sentence, how old you were at the time of the offence and any other factors which may be relevant.
- 10.6 The authority will consider each case on its own merits, and all applicants / licence holders will receive fair and impartial consideration (see Appendix 18).
- 10.7 Any applicant refused a licence, or any licence holder who has their licence suspended or revoked, on the grounds that he/she is not a 'fit and proper' person to hold such a licence has a right of appeal to Doncaster Magistrates' Court.
- 10.8 If you would like to discuss what effect a conviction might have on your application you may request a call from a senior member the Licensing office for advice, in confidence, by emailing taxi.licensing@doncaster.gov.uk

Assessment of Previous Convictions

General Policy

- 11.1 Each case will be decided on its own merits, but the overriding consideration is the protection of the public. There may be cases where, although none of the following specific sections directly apply, the circumstances of the application

lead to the conclusion that refusal to grant, refusal to renew or a decision to suspend or revoke a licence at the present time would be appropriate.

- 11.2 Where a period of time is given below, it should be taken to be a minimum in considering whether a licence should be granted or renewed.
- 11.3 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, any court orders associated with the offences listed in the conviction policy and community resolutions will also be considered in the same way as a conviction.
- 11.4 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, bailed, released under investigation or where an investigation is continuing) can and will be taken into account by the licensing authority.
- 11.5 In addition, complaints and or investigations where there was no police involvement will also be considered. Within this document, any reference to "conviction" will also include matters that amount to criminal behaviour, but which have not resulted in a conviction.
- 11.6 In the case of any new applicant who has been charged with any offence and is awaiting trial, the determination may be deferred until the trial has been completed or the charges withdrawn. Where an existing licensee is charged, it will be for the licensing authority to decide what action to take in the light of this policy.
- 11.7 In all cases, the licensing authority will consider the conviction or behaviour in question and what weight should be attached to it, and each and every case will be determined on its own merits, and in the light of this policy.
- 11.8 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, and the fact that any other offences were not connected with the taxi and private hire trades will not be seen as mitigating factors.
- 11.9 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 specified 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.
- 11.10 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.

- 11.11 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.
- 11.12 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 that licence being revoked.
- 11.13 Any dishonesty by any applicant or other person on the applicant's behalf which is discovered to have occurred in any part of any application process (e.g. failure to declare convictions, false names or addresses, falsified documents) will result in a licence being refused, or if already granted, revoked and may result in prosecution.
- 11.14 Although the direct impact on the public varies depending upon 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 are applied to all licences, except motoring convictions in relation to a private hire operator.
- 11.15 This policy suggests minimum periods of time that should elapse between the date of conviction or completion of the sentence (whichever is later) and the grant of a licence. Those periods are for single convictions. 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.
- 11.16 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 licence.
- 11.17 Convictions for some offences do become less important over time (hence the time periods) but multiple convictions or continued offending over any period of time will always be of significant concern to the 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.
- 11.18 Where an applicant/licensee is convicted of an offence, or has evidence of unsuitable behaviour, which is not detailed in this guidance, the licensing authority will take that conviction and/or behaviour into account and use this policy as an indication of the approach that should be taken.
- 11.19 Where a situation is not covered by this policy, the authority will consider the matter from first principles and determine the fitness and propriety of the individual.
- 11.20 It must always be borne in mind that the time periods referred to are not fixed periods, and if there are "truly exceptional circumstances" the time periods can be reduced in individual cases. Such instances will only be for "truly exceptional circumstances" and not frequent occurrences.

- 11.21 Decision makers will 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.

Crimes Resulting in Death

- 11.22 Where an applicant or licensee has been convicted of a crime which resulted in the death of another person or was intended to cause the death or serious injury of another person they will not be licensed.

Exploitation and Criminal Harassment

- 11.23 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.

- 11.24 This includes slavery, child sexual exploitation, grooming, psychological, emotional or financial abuse, stalking without violence, but this is not an exhaustive list.

Offences Involving Violence against persons, property, animals or the State

- 11.25 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. The licensing authority will determine whether there is any justification for departing from this time period, dependant of the facts of a particular case.

- 11.26 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. Where the offence of violence was committed against a child or vulnerable adult a licence will never be granted.

Public Order Offences

- 11.27 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.

Possession of a Weapon

- 11.28 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.

Sex and Indecency Offences, Obscene Materials

- 11.29 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
- 11.30 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.

Dishonesty

- 11.31 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.

Alcohol Abuse, Misuse or Dependency

- 11.32 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.
- 11.33 If the applicant has a number of convictions for drunkenness and or there are indications of a medical problem associated with possible misuse or dependence, the applicant will also be subject to additional medical testing/assessment (at their own expense) before the application is considered.
- 11.34 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.

Drugs Abuse, Misuse or Dependency

- 11.35 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.
- 11.36 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 controlled drugs.

Discrimination

- 11.37 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. This includes e.g. refusals to carry assistance dogs or to provide mobility assistance.

Motoring Offences

- 11.38 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.
- 11.39 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 the fact that the licensee may not take their professional responsibilities seriously and may therefore not be a safe and suitable person to be granted or retain a licence.
- 11.40 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 will also have to undergo drugs testing (at their own expense) to demonstrate that they are not using controlled drugs.
- 11.41 Where an applicant has a conviction for using a held-hand mobile telephone or a hand-held 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.
- 11.42 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 upon the offence. They may be removed from the licence after 4 or 11 years. That action does not remove the offence that led to the points being imposed. Penalty points (and the underlying offence) will be relevant and taken into consideration for 4 or 11 years from the date of the conviction or the date of the offence depending on the type of offence.
- 11.43 By attaining 7 or more penalty points on their DVLA licence a driver is demonstrating they may not be fit and proper and the authority should assess their suitability. Part of the assessment will require the licence holder to pass a practical driver assessment (at their own expense), within 2 months of notice from the authority that they are considering the suitability of the 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.
- 11.44 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.
- 11.45 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 exceptional hardship arguments shall not be able to advance 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.

11.46 Any driver who has been 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.

11.47 Drivers who commit parking, obstruction and other such motoring related offences (e.g. smoking in licensed vehicles, littering from a licensed vehicle) are not displaying a professional approach to their work. Persistent offenders will be required to attend a hearing of the licensing sub-committee who may consider a period of suspension depending on the severity and frequency of the incidents reported.

Immigration Offences

11.48 Where a licence holder has been served an immigration penalty or convicted of an immigration offence the licence should be revoked immediately.

Previous Non-renewal or Revocation

11.49 Any former Private Hire/Hackney Carriage licensee, who has had his/her licence renewal refused or licence revoked by any local authority because of misconduct, will not be considered eligible for a fresh grant until 7 years have elapsed from the date of the refusal to renew or revocation of licence or, in the case of an appeal, from the date the appeal is dismissed.

Behaviours

11.50 Driver behaviours that fall short of criminal behaviour but are indicators of more sinister behaviour need to be addressed to maintain confidence in the taxi trades and to stop unwanted behaviours before they evolve into criminal acts.

11.51 Behaviours such as:

- Asking a passenger for their contact or social media details
- Asking personal or intimate questions
- Hugging passengers or invading their personal space

11.52 This is more important if the passenger is a lone vulnerable individual.

11.53 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 explained how the behaviour may be perceived by a vulnerable passenger.

11.54 If the behaviour, on the balance of probability, is repeated and considered to be predatory in nature then any applicant should not be licensed.

11.55 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.

Private Hire Operators

11.56 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 also licensed as a private hire driver). However, in performing their duties they obtain and hold 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.

11.57 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.

11.58 Operators must ensure that any staff that are used within the business (whether employees or independent contractors) and are able to access any information as described above are subject to the same standards as the operator themselves. This can be effected by means of the individual staff member being required by the operator to obtain a basic DBS certificate.

11.59 If an operator is found not to be applying the required standards and using staff that do not meet the licensing authority’s overall criteria, that will lead to the operator’s licence being revoked.

11.60 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 those applied to drivers, except motoring offences to recognise the operator is not connected with the use of a vehicle, which are outlined above.

Vehicle Proprietors

11.61 Vehicle proprietors (both taxi and private hire) have two principal responsibilities.

- Firstly, they must ensure that the vehicle is maintained to an acceptable standard at all times.
- Secondly, they must ensure that the vehicle is not used for illegal or illicit purposes.

- 11.62 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.
- 11.63 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 proprietors as those applied to drivers, which are outlined above.

Assessing Applicants and Existing Drivers for a Hackney Carriage / Private Hire Vehicle Driver Licence in Accordance with C1 Standard.

12.1 The following arrangements mean that those with good diabetic control and who have no significant complications can be treated as “exceptional cases” and are not therefore precluded from being licensed as Hackney Carriage/Private Hire vehicle drivers. The criteria is:

- To have been taking insulin for at least 4 weeks;
- Not to have suffered an episode of hypoglycaemia requiring the assistance of another person whilst driving in the last 12 months;
- To attend an examination by a hospital consultant specialising in the treatment of diabetes at intervals of not more than 12 months and to provide a report from such a consultant in support of the application which confirms a history of responsible diabetic control with a minimal risk of incapacity due to hypoglycaemia;
- To provide evidence of at least twice daily blood glucose monitoring at times when driving either a Hackney Carriage or Private Hire vehicle;
- To have no other condition which would render the driver a danger when driving a Hackney Carriage or Private Hire vehicle; and
- To sign an undertaking to comply with the directions of the doctor(s) treating the diabetes and to report immediately to the Doncaster Licensing Authority any significant change in condition.

Dress Code for Licensed Drivers

- 13.1 In order to raise and maintain the profile of the licensed trade City of Doncaster Council is committed to encouraging the professional image of the trade and it considers that drivers should conform to a minimum standard of dress, as set out below.
- 13.2 Whilst the Authority does not wish to impose such standards by way of conditions to any licence it expects, however, that such standards will be maintained at all times.
- 13.3 We would recommend that all clothing, as a minimum should be clean, ironed and in good condition.

Tops

- 13.4 Shirts, blouses, T-shirts or similar, should cover the shoulders and be capable of being worn inside trousers, skirts or shorts.
- 13.5 Shirts or blouses can be worn with a tie or open-necked.

Trousers/Shorts/Skirts

- 13.6 Trousers may be either full length or shorts.
- 13.7 Drivers should not wear above the knee shorts or skirts.

Footwear

- 13.8 Footwear should fit around the heel of the foot (safety shoes with protected toecaps are recommended, but not required).

Offensive Clothing

- 13.9 The Council disapproves of all clothing that depicts any national, political, racial, cultural, sexual or other potentially offensive language or symbols.

Safety Clothing and Uniform

- 13.10 The Council supports the use of a uniform for licensed drivers and/or the wearing of safety clothing if desired, such as a high visibility waistcoat or overcoat.
- 13.11 Examples of Unacceptable Standards of Dress within this Code include:
- Bare chests
 - Vest tops
 - Unclean or damaged clothing or footwear

- Clothing with offensive words, logos or graphics
- Sportswear promoting sports teams
- Clothing with studs or sharp edges
- Beach type footwear (e.g. Flip flops and mules)
- Baseball caps or 'hoodies'
- Tracksuits or Gym wear

Hackney Carriage / Private Hire Vehicle Compliance Examination Retest Policy

- 14.1 Any vehicle failing its compliance examination test will be required to undertake and pass a further compliance examination test before it can be used or, in the case of an existing licensed vehicle, continue to be used as a Private Hire/Hackney Carriage vehicle. This further compliance examination is known as a retest.
- 14.2 Subject to the exemptions below, if the vehicle is retested before the end of 10 working days following the day of failure then only the retest fee will be charged.
- 14.3 If a vehicle fails on not more than 5 items from the list overleaf and is retested before the end of 10 working days following the day of failure then no retest fee will be charged. (A retest for failure of any item(s) not listed below will incur a retest fee).
- 14.4 Only 1 retest is permissible per test. Any vehicle failing a retest will be required to undergo the full compliance examination test for which the full test fee will be charged.
- 14.5 Any vehicle not presented for retest before the end of 10 working days following the day of failure will be required to undergo a full compliance examination test for which the full test fee will be charged.
- 14.6 Payable retest appointments require payment of the published fee at the time of booking. Appointments can be cancelled up to 48 hours before the appointment without incurring any costs. No refunds will be provided for cancellations made with less than 48 hours' notice, failing to attend or any other action on your part which prevents the appointment taking place.
- 14.7 No vehicle will be compliance tested unless the person presenting the vehicle for test can produce to the examiner, an MOT certificate which is less than one month old.

Retest items

No additional fee for vehicles failing up to 5 items

Seats	Body condition (1)
Steering wheel	Tailgate
Boot lid	Vehicle Identification Number
Doors	Windscreen
Lamps	Windscreen wipers / washers
Loading door	Wheels and tyres (including spare)
Mirrors	First Aid Kit
Rear reflectors	Roof sign – through meter (2)
No-smoking signs	Meter & Fare card (2)
Copy of conditions carried in vehicle	Wheelchair ramps (2)
Registration plates	Wheelchair restraints (2)

Seat belts (but not anchorages)	Plates & signage (3)
Advertising	Daily inspection sheets carried in vehicle (3)

- (1) Where the examination of the body is carried out solely for the purpose of ascertaining whether there are any sharp edges or projections likely to cause injury
- (2) Hackney Carriage only
- (3) Existing licensed vehicles only

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Hackney Carriage Vehicle
Specifications

- 15.1 These standards apply to vehicles which are presented to City of Doncaster Council on primary application for licensing as a Hackney Carriage and shall continue to apply at all times thereafter.
- 15.2 No licence will be issued in respect of a Hackney Carriage which does not comply with **ALL** of the following requirements.

Type of Vehicle

- 15.3 The vehicle must be a London-style cab or other approved right hand drive vehicle with wheelchair accessibility, comply with the requirements of the Equality Act 2010 and comply with any specific safety or environmental conditions required by the Licensing Authority. Any manufacturer of a modified vehicle must be able to demonstrate that they have undertaken comprehensive testing to ensure that the vehicle meets relevant legislation / regulations and that the original manufacturer has approved the development and design of modified vehicles.
- 15.4 Any vehicle not complying with these basic vehicle specifications may be considered on an individual basis and may be subject to individual standards and conditions.

Insurance Write Offs

- 15.5 Any vehicle for which an application for the initial grant of a licence is being applied for, which has at any time been categorised by an insurance company as either Category A (scrap), Category B (break), Category S (structural) or Category N (non-structural) salvage will not be considered suitable to be licensed.
- 15.6 Any vehicle which is currently licensed and has previously been categorised as either a Category S or Category N salvage will be allowed to continue to be licensed provided that a roadworthy inspection report has previously been produced and assessed by the Council as satisfactory. Should the vehicle licence lapse before an application to renew the licence has been made, any subsequent application will be treated as an initial grant and the application will be refused.
- 15.7 Any existing licensed vehicle which is categorised as either Category A, B, S or N during the period of licence, will not be considered suitable to continue to be licensed by the authority.

Colour

- 15.8 The vehicle must be finished in the original manufacturers colour without alterations unless otherwise approved by the Council.

Condition

- 15.9 The vehicle must meet the specification laid down by the Council in respect of mechanical, body and interior condition.

Engine

- 15.10 The engine must be of the manufacturers recommended specification and fitment and of a type and capacity suitable for use as a Hackney Carriage.

Body style and Interior Configuration

- 15.11 The body must be of the fixed-head type construction, with a fitted partially glazed (acrylic) partition or fitted grill separating the driver from passengers. If a sliding window is fitted it must open a maximum of 115 millimetres only.
- 15.12 To support passengers who are deaf or hard of hearing to communicate with drivers; the installation of a 'hearing loop' is required for all vehicles which have a partition fitted which separates the driver from the passengers.
- 15.13 Where the partition is not part of the original construction of the vehicle, the following requirements must be complied with:
- Before installing a screen to your vehicle you must have informed your insurance provider. Failure to do so risks invalidating your policy.
 - The screen must have undergone a complete risk assessment to ensure all vehicle safety systems (for example, the airbags) can deploy as per manufacturer's integral safety systems. The screen must not interfere with other vehicle safety systems, such as the seatbelts and their fixing points, seat back and head restraint operation or obscure the view from the rear view mirror.
 - The screen and their fixings must not have any sharp edges or protrusions that might cause injury. Screens must be made of materials that do not have sharp edges if they break.
 - The screen must have been tested for durability and flexibility to ensure it's not easily cracked nor shattered in the event of a road traffic accident.
 - Entry and exit from the vehicle should not be made significantly more difficult due to the fitting of a screen. When fitting a screen, ensure that grab handles remain available for use by passengers and that doors are not obstructed.
 - Ensure the screen is transparent and will not interfere with your vision while driving by obscuring rearward view in the internal mirror, or causing excessive reflection or distortion in that mirror or onto the windscreen. Both driver and passenger must be able to see each other clearly.

Passenger Compartment Floor Covering

- 15.14 The floor covering must be of non-slip material which can be easily cleaned. The outer edge at the entrance for passengers must be fitted with non-slip treads.

Steps

- 15.15 The top of the tread for any entrance must be level with the floor of the passenger compartment and must not exceed 380 millimetres above ground level when the vehicle is unladen.

Doors

- 15.16 The doors must be constructed so as to allow an unrestricted opening of at least 750 millimetres across the doorway. The minimum angle of the door when fully open must be 90 degrees. The doorway must have a clear height of at least 1200 millimetres.
- 15.17 Sliding doors must have a minimum of 750 millimetres across the doorway.
- 15.18 Grab handles must be fitted at door entrances to assist passengers when entering and exiting the vehicle.
- 15.19 Double catches of an approved type must be fitted to all doors.
- 15.20 If the boot lid is hinged at the bottom then a restriction must be fitted to prevent it being used as a luggage platform.

Passenger Seats

- 15.21 Passenger seats must measure not less than 400 millimetres per passenger, across the width of the front of the seat cushion. The measurement from the front edge of the seat cushion to the rear cushion must be no less than 400 millimetres.
- 15.22 The front, rearward facing, drop down seats must measure at least 400 millimetres across the width and at least 355 millimetres from the front to the rear of the seat. They must also be able to be secured when not in use and must not obstruct doorways.
- 15.23 Suitable means must be provided to assist passengers to rise from the rear seat with particular attention being paid to the needs of the elderly and disabled.
- 15.24 Seat belts shall be installed for all passengers and maintained in accordance with the manufacturer's specification at the time of manufacture of the vehicle.
- 15.25 A maximum capacity for seating of eight, providing all the seating complies with the basic standards and is seating that is provided by the manufacturer at the time of manufacture, or is of a type approved by the manufacturer.

Driver's Compartment

- 15.26 The driver's compartment must have adequate room for the driver.
- 15.27 All instruments and controls must be within sight and easy reach of the driver.

15.28 The driver's seat must be adjustable for both height and reach.

15.29 The driver must have a means of communication with passengers.

15.30 A sun visor that is adjustable by the driver must be fitted.

Wheels and Tyres

15.31 The vehicle shall have four road wheels and the vehicle manufacturers recommend size, speed rating and weight rating of tyres shall be used.

15.32 The vehicle must carry a full size spare tyre or meet the approved manufacturers' method of dealing with punctured tyres.

Interior Lighting

15.33 Adequate lighting must be provided for the driver and the passenger.

15.34 Separate lighting controls must be provided for both passenger and driver.

15.35 An illuminated control switch must be fitted in an approved position in the passenger compartment.

15.36 Lighting must also be provided at floor level to every passenger door and be activated by the opening of those doors.

Heating and Ventilation

15.37 An adequate heating and ventilation system must be fitted for the driver and the passengers with a means provided for independent control by the driver and passengers.

Luggage

15.38 Provision for carrying luggage must be available.

15.39 A safe and secure method of retaining luggage must be provided.

Taxi Sign

15.40 A taxi sign of an approved pattern must be fitted. It should be clearly visible both by day and by night when the Hackney Carriage is not hired.

Glass and Window Requirements

15.41 The windscreen of the vehicle must be of a laminated construction and all other windows and glass must be of an approved safety type.

15.42 Windows must be provided at the sides and at the rear of the vehicle.

15.43 Passenger door windows must be capable of being opened easily by passengers.

- 15.44 The control for opening a door window must be easily identified so as not to be mistaken for any other control.

Tinted Glass

- 15.45 All tinted and anti-glare windows must comply with the relevant Road Traffic Act and / or Construction and Use Regulations requirements.
- 15.46 Only tinted and anti-glare windows fitted by or equivalent to those fitted by the vehicle's manufacturer are acceptable.
- 15.47 Under no circumstances are aftermarket window tints permitted (e.g. stick on film etc.)

Facilities for Wheelchair Passengers

- 15.48 A ramp or ramps must be available at all times for the purpose of access for a wheelchair and its occupant into the vehicle.
- 15.49 An adequate locating device must be fitted to ensure that the ramp/ramps will not slip or tilt when in use.
- 15.50 Suitable stowage must be provided to enable the ramp/ramps to be stowed in the boot or the luggage compartment securely and safely when not in use.
- 15.51 Anchorages of an approved design must be provided for the security of the wheelchair and its occupant within the vehicle. Such anchorages must be either floor or chassis linked.
- 15.52 Floor linked anchorages must be of a suitable approved design which distributes the load evenly over the floor area.
- 15.53 Restraints for a wheelchair and the person seated in a wheelchair must be independent of each other.
- 15.54 Safe and secure storage must be provided for wheelchairs when they are not in use, when folded or otherwise carried within the passenger compartment.
- 15.55 The passenger compartment should be of a suitable size for the 'reference wheelchair' as defined in schedule 1 of the Public Service Vehicle Accessibility Regulations 2000.
- 15.56 The reference wheelchair has: (a) total length of 1200mm including extra-long footplates (b) total width of 700mm (c) sitting height (from ground to top of head) of 1350mm.

Other Regulations

- 15.57 The vehicle must at all times comply with all aspects of any regulations and legislation relating to motor vehicles in force at the time of licensing.
- 15.58 The vehicle must also comply with the Council's Conditions of Licence.
- 15.59 A Current MOT Certificate must be provided from the date of first registration.

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Hackney Carriage Vehicle
Additional (Recommended) Specifications

- 16.1 The following standards are not mandatory but are strongly encouraged.
- 16.2 A licence may still be considered in respect of a Hackney Carriage which does not comply with all of the following recommendations.

Fixing Brackets

- 16.3 Licensed vehicle identification plates should be fixed to the front and rear exterior of the vehicle using brackets designed specifically for this purpose.

Vehicle Age

- 16.4 The vehicle being considered for the initial grant of a licence should be less than 5 years old on the day the licence commences.
- 16.5 The vehicle being considered for the renewal of a licence should be less than 10 years old on the day the licence commences.

CCTV

- 16.6 CCTV equipment which meets the specifications agreed by the Council (Appendix 20 of the Councils Hackney Carriage and Private Hire Licensing Policy) should be fitted in the vehicle.

Technology adaptations for the Visually Impaired

- 16.7 The use of 'talking' fare meters and accessible payment card readers are encouraged to support more disabled passengers to use taxi vehicles with confidence.

Travel Receipts

- 16.8 The issuing of a receipt to passengers at the end of every journey, which identifies the time and date, vehicle registration, vehicle plate number and amount paid can be a way of providing reassurance to the travelling public who would otherwise find it difficult to identify which vehicle they had travelled in when the journey was not prebooked.

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Hackney Carriage Vehicle
Licence Conditions

- 17.1 These conditions are made under Section 47 of the Local Government (Miscellaneous Provisions) Act 1976 by City of Doncaster Council with respect to Hackney Carriages.

Maintenance and Testing of Vehicle

- 17.2 All licensed vehicles are required to undergo roadworthy inspection tests (MOT) at a frequency based upon the age of the vehicle as set out in the table below:
- 17.3 The age of the vehicle will be determined on the start date of the licence from the date of first registration as stated on the vehicle registration document.

Age of Vehicle	Test Frequency
Less than 4 years	Annually
Over 4 years but less than 7 years	6 Monthly
Over 7 years	4 Monthly

- 17.4 In addition to the mechanical testing, vehicles will also be required to pass a policy compliance test at the Council's approved testing station. At the commencement of every compliance test, the person presenting the vehicle for inspection must produce an MOT pass certificate which is dated less than one month prior to the date on which the compliance inspection takes place.
- 17.5 Evidence of passing both the Roadworthy Inspection (MOT) and Policy Compliance tests will be required before a vehicle will be considered suitable for the grant of a licence, suitability to remain licenced (interim test) or renewal of a licence.
- 17.6 The licence holder (or applicant) will be responsible for all associated fees.
- 17.7 Where concerns arise during the period of the licence regarding the mechanical fitness of a licensed vehicle the Council may request a further test to be undertaken and a further confirmation of approval to be produced at the Licensee's expense. However, the Licensing Authority cannot require a vehicle to have more than 3 tests per year.
- 17.8 At all times when in use or available for hire the vehicle and all its fittings shall be kept in an efficient, safe, tidy and clean condition and all relevant statutory requirements shall be fully complied with.
- 17.9 Vehicles presented for test must be washed and the engine cleaned, the interior must be cleaned and all seats must be maintained, clean and free from rips and tears.

- 17.10 All vehicles must be presented with a view to passing the inspection and test and any vehicle that fails to pass the test will be subject to a retest at a retest fee which will be reviewed annually alongside the normal fees and charges for such items.
- 17.11 Any vehicle failing a vehicle test will be subject to a retest fee in accordance with the Authority's retest policy.
- 17.12 Any vehicle owner who disputes the result of a test must make it clear before leaving the test station that they dispute the result and the report will be examined by a supervisor for ratification one way or another.
- 17.13 Vehicles which are subject to individual basic standards may be required to undergo a greater or lesser number of tests dependent on the vehicle type and use.

Alteration of Vehicle

- 17.14 At any time while the licence is in force no alteration or change in the specification, design, condition or appearance of the vehicle shall be made without the approval of the Council, and the proprietor shall ensure that the vehicle complies with the Council's Specification for Hackney Carriages at all times.

First Aid Kit

- 17.15 A first aid kit must be carried at all times and must consist of a minimum of the following:-

- 10 Plasters individually wrapped
- 1 Sterile Eye Pad
- 1 Triangular Bandage
- Safety Pins
- Sterile Dressings individually wrapped:
 - 1 large
 - 3 medium
 - 2 small

- 17.16 No medicines, cream, lotions or tablets of any kind are to be carried.

- 17.17 The First Aid Kit must be permanently and legibly marked with the Registration Number of the vehicle it is carried in.

Licensed Vehicle Identification Plates

- 17.18 The current external licence plates, issued by the Council, identifying the vehicle as a Hackney Carriage Vehicle must be securely fixed to both the front and the rear of the vehicle either to the bodywork or exterior of the vehicle in a prominent and visible position, i.e. vehicle bumper, or at a similar level to the vehicles number plate without causing interference or obstruction, in brackets or in such a manner as to be easily removed by an authorised officer of the Council or a Police Constable.
- 17.19 Under no circumstances should the external plates be positioned inside the vehicle, on the exterior of the vehicle windows, in any manner which would

obscure them from being viewed or in a way which would restrict their removal by an authorised officer of the Council or a Police Constable.

- 17.20 The smaller interior plate shall be fixed and displayed within the vehicle in such a position as to be clearly visible to passengers at all times.
- 17.21 Under no circumstances, throughout the period of the licence, must the identification plates to be removed except where the written consent of the Council has been obtained.
- 17.22 All external and interior identification plates are granted on loan by the Council and remain the property of the Council.

Table of Fares

- 17.23 A current table of fares must be displayed in a prominent position in the interior of the vehicle where it can be viewed by passengers.

Signs, Notices etc.

- 17.24 No signs, notices, advertisements, plates, marks, numbers, letters, figures, symbols, emblems or devices whatsoever shall be displayed on, in or from the vehicle except where they are required by legislation or where they are required or allowed by these conditions.
- 17.25 This condition shall not apply to any indication on a taximeter, nor shall it apply to a sign which:-
- is displayed in, on or from the vehicle while it is stationary; and
 - which contains only the name and address of the operator of the vehicle (or his business name and address) and the name of a passenger or passengers to be carried in the vehicle; and
 - is displayed following a prior arrangement made to carry the passenger or passengers named in the sign.
- 17.26 The proprietor shall ensure that any sign or notice relating to Hackney Carriages which may be required from time to time by the Council shall be fixed and maintained in the vehicle in a conspicuous position as directed by the Council.
- 17.27 Before displaying the signs the proprietor shall notify the Council's Licensing Officer of the precise wording he/she wishes to use and shall display only that wording which has been approved by the Council.
- 17.28 Multimedia advertising will be considered but must be approved by the Council before being installed in any vehicle.
- 17.29 Any advertisements requested by the proprietor will be considered by the Council and if approved can be displayed.
- 17.30 No approval will be given for any sign, notice, etc. which is intended to cover all or part of any window.

Insurance

- 17.31 A valid insurance policy shall be in force for the vehicle.
- 17.32 Only a Hackney Carriage driver licensed by City of Doncaster Council, with appropriate insurance, is authorised to drive a Hackney Carriage vehicle licensed by City of Doncaster Council, unless the vehicle is under test by a mechanic or subject to test.

Taximeter

- 17.33 A calendar controlled taximeter must be fitted and operate correctly at all times.
- 17.34 The meter must be sealed by the relevant approved body whenever a fare change or alteration is made.
- 17.35 The seal must remain intact whenever the vehicle is in use as a licensed vehicle.
- 17.36 The taximeter must be checked at least once per year by a competent person.
- 17.37 All meters fitted to Hackney Carriages must be British Standard Approved or an equivalent European Standard Approved.
- 17.38 The taximeter must be operated at all times when carrying a fare.

Taxi Sign and Roof Light Wiring

- 17.39 An illuminated taxi sign of a type approved by the Council shall be fitted to the Hackney Carriage roof.
- 17.40 The taxi sign shall be wired so that the light is extinguished when the taximeter in the vehicle is brought into operation and shall remain extinguished throughout the whole of the time the taximeter is in operation.

Hackney Carriage Drivers' Licence

- 17.41 Before the proprietor of a Hackney Carriage allows or employs any licensed person to drive the vehicle he shall ensure that the licence of that driver is delivered to him.
- 17.42 The proprietor shall then retain the licence in his possession until such a time as the driver ceases to be allowed or employed to drive the vehicle.

Change of Address, Telephone Number or Email Address

- 17.43 The proprietor shall notify the Council, in writing, including by email, of any change of his address, telephone number or email address during the period of the licence.
- 17.44 Notice of the change shall be given within seven days of it taking place.

Convictions

- 17.45 A Basic Disclosure Certificate which is less than one month old, will be required annually for each individual / director / partner applying for a vehicle proprietor's licence. It is recognised that where the applicant is also a licensed driver or operator they will already be subject to requirements to produce Disclosure Certificates and therefore will not be required to produce a further certificate when applying to licence a vehicle. However, should the vehicle licence holder cease to be a licensed driver and/or operator then a Basic Disclosure Certificate will be required immediately.
- 17.46 The proprietor shall, within 48 hours, disclose to the Council, in writing, including by email, details of any arrest and release, charge or conviction of any offence and any court orders associated with the offences listed in the conviction policy (where the proprietor is a company or partnership, this shall include any director or partner) during the period of the licence.

CB Radio, Mobile Phones or other Communication Devices

- 17.47 The use or operation of any Citizen Band Radio, Mobile Phone or other Communication Device in the vehicle (other than one which allows communication between the passenger and driver) is prohibited at all times that the vehicle is hired.
- 17.48 The use of such equipment in the case of an emergency shall not constitute a breach of this condition.

Television Receiving Apparatus or Monitors (screens)

- 17.49 No person shall install or use television receiving apparatus or monitors in a motor vehicle if the screen is partly or fully visible - directly or by reflection - to the driver while in the driving seat or if the controls - other than the sound volume control and the main switch - are within reach of the driver while in the driving seat.
- 17.50 No person shall use television receiving apparatus, monitor or similar in a motor vehicle under circumstances or in a position where it might cause distraction to the driver of any other vehicle on the road.

CCTV

- 17.51 Any CCTV equipment fitted to a licensed vehicle must meet the specifications agreed by the Council (Appendix 20 of the Councils Hackney Carriage and Private Hire Licensing Policy).

Damage to Vehicle

- 17.52 Any damage to a Hackney Carriage which affects its safety, performance or appearance must be reported by the proprietor to the Council as soon as reasonably practicable and in any case within 72 hours of the occurrence of the damage.
- 17.53 A Hackney Carriage shall not be used to carry passengers until it has been competently repaired and/or assessed by a competent person and declared to be

safe and compliant with all conditions and evidence of this assurance has been provided to the Council and the Council are satisfied.

Prohibition of Passengers in the Driver's Compartment

- 17.54 Fare-paying passengers must only be carried in the passenger compartment.
- 17.55 Under no circumstance are fare-paying passengers permitted to be carried in the driver's compartment, (the area containing the driver's seat and surrounded by a fixed partition) even if passenger seats are fitted.

Regulations

- 17.56 All relevant Regulations made by the Department for Transport (or equivalent) must be complied with at all times.

Suspension of Vehicle Licence

- 17.57 Where a vehicle licence is suspended, in addition to remedying the matters giving rise to the suspension, the proprietor of the Hackney Carriage vehicle is required to pay the Council's published suspension administration fee.

Use of Non-Standard Spare Wheels, Emergency Repair kits etc.

- 17.58 A temporary use spare wheel, run flat tyres (when punctured) or puncture repair kit must only be used to enable the vehicle to be driven to a place of repair.
- 17.59 Where use is required whilst carrying a fare the journey may be allowed to continue provided that the driver complies fully with the manufacturers' operating restrictions.
- 17.60 Any such non-standard wheel or tyre must be replaced before taking another fare.

CITY OF DONCASTER COUNCIL

Private Hire Vehicle
Specifications

- 18.1 These standards apply to vehicles which are presented to City of Doncaster Council on primary application for licensing as a Private Hire Vehicle and shall continue to apply at all times thereafter.
- 18.2 No licence will be issued in respect of a Private Hire Vehicle which does not comply with **ALL** of the following requirements.

Suitability of Vehicle

- 18.3 The vehicle must be of a size, type and design suitable for use as a Private Hire vehicle and the make or design of the vehicle shall not be such as to be likely to lead any person to believe that it is a Hackney Carriage licensed by City of Doncaster Council under the Town Police Clauses Act 1847 and the Local Government (Miscellaneous Provisions) Act 1976.
- 18.4 Any vehicle not complying with these basic vehicle specifications may be considered on an individual basis and may be subject to individual standards and conditions.

Insurance Write Offs

- 18.5 Any vehicle for which an application for the initial grant of a licence is being applied for, which has at any time been categorised by an insurance company as either Category A (scrap), Category B (break), Category S (structural) or Category N (non-structural) salvage will not be considered suitable to be licensed.
- 18.6 Any vehicle which is currently licensed and has previously been categorised as either a Category S or Category N salvage will be allowed to continue to be licensed provided that a roadworthy inspection report has previously been produced and assessed by the Council as satisfactory. Should the vehicle licence lapse before an application to renew the licence has been made, any subsequent application will be treated as an initial grant and the application will be refused.
- 18.7 Any existing licensed vehicle which is categorised as either Category A, B, S or N during the period of licence, will not be considered suitable to continue to be licensed by the authority.

Colour

- 18.8 The vehicle must be finished in the original manufacturers colour without alterations unless otherwise approved by the Licensing Authority.

Condition

- 18.9 The vehicle must meet the specification laid down by the Council in respect of mechanical, body and interior condition.

18.10 The bodywork shall have no significant signs of corrosion.

Body Style and Ride Height

18.11 The vehicle may be a saloon, estate, hatchback, minibus or other multi-purpose vehicle (MPV).

18.12 Access to the vehicle shall not be more than 460 millimetres from the ground level. Where access exceeds this height adequate steps must be provided.

Wheels and Tyres

18.13 The vehicle shall have four road wheels and must carry a full size spare tyre or meet the approved manufacturers' method of dealing with punctured tyres.

Drive

18.14 The vehicle must be a right hand drive vehicle.

Doors

18.15 The vehicle shall have a least four doors, 2 front and 2 rear.

18.16 Except in the case of a specially adapted vehicle e.g. wheelchair accessible vehicle or minibus, a rear opening hatchback door will not generally be considered or counted as a door for means of entry or egress

18.17 Vehicles shall have front driver and front passenger doors and two unrestricted, outward opening or sliding entry/exit doors for the rear passengers one of which must be on the near side.

18.18 Each passenger must have two means of exit from the vehicle

18.19 All exit and emergency doors must open from the interior.

Seating Capacity

18.20 The vehicle shall seat not more than eight passengers.

18.21 The rearmost row of seats and seats capable of being the rearmost seats e.g. fold away seats in some MPVs must be forward facing.

18.22 The seating capacity will be determined by the Council based upon the manufacturer's specification as stated on the vehicle registration document, the orientation of the seating and the dimensions of the seating.

18.23 Each 400 millimetres of seat base shall constitute a seat, (unless it is impossible for a person to sit there, e.g. due to no leg room). All measurements are taken across the front of the seat cushion.

18.24 The seating must be capable of being configured to achieve 600 millimetres minimum leg room available to any passenger. The measurement will be taken from the base of the seat to the rear of the seat in front. Where there is no seat in

front the measurement will be taken from the base of the seat to the nearest obstruction in front.

18.25 All seats within the vehicle, front and rear, must be fitted with working seat belts.

Tints to Windows

18.26 All tinted and anti-glare windows must comply with the relevant Road Traffic Act and / or Construction and Use Regulations requirements.

18.27 Only tinted and anti-glare windows fitted by or equivalent to those fitted by the vehicle's manufacturer are acceptable.

18.28 Under no circumstances are aftermarket window tints permitted (e.g. stick on film etc.)

Luggage Space

18.29 Provision for carrying luggage must be available.

18.30 A safe and secure method of retaining luggage must be provided.

Regulations

18.31 The vehicle must at all times comply with all aspects of any Regulations and Acts relating to motor vehicles in force at the time of licensing and where required must have a current MOT Certificate.

18.32 The vehicle must also comply with the Council's Conditions of Licence.

Partition Screens

18.33 The professional installation of a partition screen which separates the driver from the passengers is permitted subject to the following requirements:

- Before installing a screen to your vehicle you must have informed your insurance provider. Failure to do so risks invalidating your policy.
- The screen must have undergone a complete risk assessment to ensure all vehicle safety systems (for example, the airbags) can deploy as per manufacturer's integral safety systems. The screen must not interfere with other vehicle safety systems, such as the seatbelts and their fixing points, seat back and head restraint operation or obscure the view from the rear view mirror.
- The screen and their fixings must not have any sharp edges or protrusions that might cause injury. Screens must be made of materials that do not have sharp edges if they break.
- The screen must have been tested for durability and flexibility to ensure it's not easily cracked nor shattered in the event of a road traffic accident.

- Entry and exit from the vehicle should not be made significantly more difficult due to the fitting of a screen. When fitting a screen, ensure that grab handles remain available for use by passengers and that doors are not obstructed.
- Ensure the screen is transparent and will not interfere with your vision while driving by obscuring rearward view in the internal mirror, or causing excessive reflection or distortion in that mirror or onto the windscreen. Both driver and passenger must be able to see each other clearly.
- To support passengers who are deaf or hard of hearing to communicate with drivers; the installation of a 'hearing loop' is required for all vehicles which have a screen fitted which separates the driver from the passengers

CITY OF DONCASTER COUNCIL

Private Hire Vehicle
Additional (Recommended) Specifications

- 19.1 The following standards are not mandatory but are strongly encouraged.
- 19.2 A licence may still be considered in respect of a Private Hire vehicle which does not comply with all of the following recommendations.

Semi-permanent Signage

- 19.3 Approved signage should be attached to licensed Private Hire vehicles using a non-damaging adhesive and shall be constructed of a material which prevents their removal without tearing.

Fixing Brackets

- 19.4 Licensed vehicle identification plates should be fixed to the front and rear exterior of the vehicle using brackets designed specifically for this purpose.

Vehicle Age

- 19.5 The vehicle being considered for the initial grant of a licence should be less than 5 years old on the day the licence commences.
- 19.6 The vehicle being considered for the renewal of a licence should be less than 10 years old on the day the licence commences.

CCTV

- 19.7 CCTV equipment which meets the specifications agreed by the Council (Appendix 20 of the Councils Hackney Carriage and Private Hire Licensing Policy) should be fitted in the vehicle.

Wheelchair Passengers

- 19.8 Private Hire Vehicles of a type which are wheelchair accessible are welcomed by the authority.
- 19.9 A ramp/ramps or other approved hoist/lifting device must be available at all times for the purpose of access for a wheelchair and its occupant into the vehicle.
- 19.10 An adequate locating device must be fitted to ensure that the ramp/ramps will not slip or tilt when in use.
- 19.11 Suitable stowage must be provided to enable the ramp/ramps to be stowed in the boot or the luggage compartment securely and safely when not in use.

- 19.12 Anchorages of an approved design must be provided for the security of the wheelchair and its occupant within the vehicle. Such anchorages must be either floor or chassis linked.
- 19.13 Floor linked anchorages must be of a suitable approved design which distributes the load evenly over the floor area.
- 19.14 Restraints for a wheelchair and the person seated in a wheelchair must be independent of each other.
- 19.15 Safe and secure storage must be provided for wheelchairs when they are not in use, when folded or otherwise carried within the passenger compartment.
- 19.16 The passenger compartment should be of a suitable size for the 'reference wheelchair' as defined in schedule 1 of the Public Service Vehicle Accessibility Regulations 2000.
- 19.17 The reference wheelchair has: (a) total length of 1200mm including extra-long footplates (b) total width of 700mm (c) sitting height (from ground to top of head) of 1350mm.

CITY OF DONCASTER COUNCIL

Private Hire Vehicle
Licence Conditions

- 20.1 These conditions are made under Section 48 of the Local Government (Miscellaneous Provisions) Act 1976 by City of Doncaster Council with respect to all Private Hire Vehicles.

Maintenance and Testing of Vehicle

- 20.2 All licensed vehicles are required to undergo roadworthy inspection tests equivalent to an MOT at a frequency based upon the age of the vehicle as set out in the table below:
- 20.3 The age of the vehicle will be determined on the start date of the licence from the date of first registration as stated on the vehicle registration document.

Age of Vehicle	Test Frequency
Less than 4 years	Annually
Over 4 years but less than 7 years	6 Monthly
Over 7 years	4 Monthly

- 20.4 In addition to the mechanical testing, vehicles will also be required to pass a policy compliance test at the Councils approved testing station. At the commencement of every compliance test, the person presenting the vehicle for inspection must produce an MOT pass certificate which is dated less than one month prior to the date on which the compliance inspection takes place.
- 20.5 Evidence of passing both the Roadworthy Inspection (MOT) and Policy Compliance tests will be required before a vehicle will be considered suitable for the grant of a licence, suitability to remain licenced (interim test) or renewal of a licence.
- 20.6 The licence holder (or applicant) will be responsible for all associated fees.
- 20.7 Where concerns arise during the period of the licence regarding the mechanical fitness of a licensed vehicle the Council may request a further test to be undertaken and a further confirmation of approval to be produced at the Licensee's expense. However, the Licensing Authority cannot require a vehicle to have more than 3 tests per year.
- 20.8 At all times, when in use or available for hire, the vehicle and all its fittings shall be kept in an efficient, safe, tidy and clean condition and all relevant statutory requirements shall be fully complied with, including in particular those contained in Motor Vehicles (Construction and Use) Regulations.
- 20.9 Vehicles presented for test must be washed and the engine cleaned, the interior must be cleaned and all seats must be maintained, clean and free from rips and tears.

- 20.10 All vehicles must be presented with a view to passing the inspection and test and any vehicle that fails to pass the test will be subject to a retest at a retest fee which will be reviewed annually alongside the normal fees and charges for such items.
- 20.11 Any vehicle failing a vehicle test will be subject to a retest fee in accordance with the Authority's retest policy.
- 20.12 Any vehicle owner who disputes the result of a test must make it clear before leaving the test station that they dispute the result and the report will be examined by a supervisor for ratification one way or another.
- 20.13 Vehicles which are subject to individual basic standards may be required to undergo a greater or lesser number of tests dependent on the vehicle type and use.

Alteration of Vehicle

- 20.14 At any time whilst the licence is in force, no alteration or change in the specification, design, condition or appearance of the vehicle shall be made without the approval of the Licensing Office, and the proprietor shall ensure that the vehicle complies with the Council's relevant Private Hire Vehicle Specifications at all times.

First Aid Kit

- 20.15 A first aid kit must be carried at all times and must consist of a minimum of the following:-
- 10 Plasters individually wrapped
 - 1 Sterile Eye Pad
 - 1 Triangular Bandage
 - Safety Pins
 - Sterile Dressings individually wrapped:
 - 1 large
 - 3 medium
 - 2 small

- 20.16 No medicines, cream, lotions or tablets of any kind are to be carried.

- 20.17 The First Aid Kit must be permanently and legibly marked with the Registration Number of the vehicle it is carried in.

Licensed Vehicle Identification Plates

- 20.18 The current external licence plates, issued by the Council, identifying the vehicle as a Private Hire Vehicle must be securely fixed to both the front and the rear of the vehicle either to the bodywork or exterior of the vehicle in a prominent and visible position, i.e. the vehicle bumper, or at a similar level to the vehicles number plate without causing interference or obstruction, in brackets or in such a manner as to be easily removed by an authorised officer of the Council or a Police Constable.

- 20.19 Under no circumstances should the external plates be positioned inside the vehicle, on the exterior of the vehicle windows, in any manner which would obscure them from being viewed or in a way which would restrict their removal by an authorised officer of the Council or a Police Constable.
- 20.20 The smaller interior plate shall be fixed and displayed within the vehicle in such a position as to be clearly visible to passengers at all times.
- 20.21 Under no circumstances, throughout the period of the licence, must the identification plates to be removed except where the written consent of the Council has been obtained.
- 20.22 All external and interior identification plates are granted on loan by the Council and remain the property of the Council.

Fares / Table of Fares

- 20.23 A table of fares may be displayed for passenger information within the vehicle provided it is in a form and type of print previously submitted to and approved by the Council.
- 20.24 In the absence of a table of fares, a notice should be displayed for the benefit of passengers to the effect that the fare should be agreed between passenger(s) and operator, and confirmed with the driver before commencement of the journey.

Tariff Meter

- 20.25 If fitted, a calendar controlled tariff meter must be fitted and operate correctly at all times.
- 20.26 The meter must be sealed by the relevant approved body whenever a fare change or alteration is made.
- 20.27 The seal must remain intact whenever the vehicle is in use as a licensed vehicle.
- 20.28 The tariff meter must be checked at least once per year by a competent person.
- 20.29 All meters fitted to Private Hire vehicles must be British Standard Approved or an equivalent European Standard Approved.

Damage to Vehicle

- 20.30 Any damage to a Private Hire vehicle which affects its safety, performance or appearance must be reported by the proprietor to the Council as soon as reasonably practicable and in any case within 72 hours of the occurrence of the damage.
- 20.31 A Private Hire Vehicle shall not be used to carry passengers until it has been competently repaired and/or assessed by a competent person and declared to be safe and compliant with all conditions and evidence of this assurance has been provided to the Council and the Council are satisfied.

Signs, Notices, Distinguishing Marks etc.

20.32 The use of any exterior distinguishing marks, letters, writing, numbers or any sign or device, notices, advertisements, plates, whether illuminated or not, is prohibited in respect of any Private Hire vehicle, except where they are required by legislation or where they are required or allowed by these conditions

20.33 This condition shall not apply to a tariff meter or a sign which:-

- is displayed in, on or from the vehicle while it is stationary; and
- which contains only the name and address of the operator of the vehicle (or his business name and address) and the name of a passenger or passengers to be carried in the vehicle; and
- is displayed following a prior arrangement made to carry the passenger or passengers named in the sign.

20.34 The proprietor shall ensure that a sign approved by the Council and bearing the words 'Pre-booked only' is affixed to the near and off side doors of the vehicle at all times.

20.35 The proprietor shall ensure that any sign or notice relating to Private Hire vehicles which may be required from time to time by the Council shall be fixed and maintained in the vehicle in a conspicuous position as directed by the Council.

20.36 Any advertisements requested by the proprietor will be considered by the Council, and if approved can be displayed, but shall be limited to where they advertise:

- that the vehicle is a Private Hire vehicle
- details of the Private Hire Operator
- that the vehicle is wheelchair accessible

20.37 No approval will be given for any sign, notice, etc. which is intended to cover all or part of any window.

20.38 Under no circumstances shall roof signs or the word "taxi" or "cab", whether singular or plural, or any word of similar meaning or appearance to any of those words, whether alone or as part of another word, be displayed.

Insurance

20.39 A valid insurance policy shall be in force for the vehicle.

20.40 Only a driver licensed as a Private Hire driver with City of Doncaster Council, with appropriate insurance, is authorised to drive a Private Hire vehicle licensed by City of Doncaster Council.

Private Hire Drivers' Licence

20.41 If the proprietor allows or employs any person to drive the vehicle as a Private Hire vehicle they must ensure that, before that person commences to drive the vehicle, a copy of his Private Hire driver's licence is delivered to the proprietor.

- 20.42 The proprietor shall then retain this in his possession until such a time as the driver ceases to be allowed or employed to drive that vehicle or any other vehicle belonging to the proprietor.

Change of Address, Telephone Number or Email Address

- 20.43 The proprietor shall notify the Council, in writing, including by email, of any change of his address, telephone number or email address during the period of the licence.

- 20.44 Notice of the change shall be given within seven days of it taking place.

Television Receiving Apparatus or Monitors (screens)

- 20.45 No person shall install or use television receiving apparatus or monitors in a motor vehicle if the screen is partly or fully visible - directly or by reflection - to the driver while in the driving seat or if the controls - other than the sound volume control and the main switch - are within reach of the driver while in the driving seat.

- 20.46 No person shall use television receiving apparatus, monitor or similar in a motor vehicle under circumstances or in a position where it might cause distraction to the driver of any other vehicle on the road.

Luggage

- 20.47 Any passenger luggage must be carried under cover.

- 20.48 Roof racks are permitted but if personal luggage is carried on the outside of the vehicle then a suitable cover must be provided.

- 20.49 No luggage may be carried in aisles, gangways or in such a manner as to obstruct entrance/exit routes.

- 20.50 Luggage must be carried in a secure manner and be prevented from moving.

- 20.51 The luggage compartment shall be kept empty except for the luggage of passengers, the spare wheel (where applicable) and essential tools.

Trailers

- 20.52 Private Hire vehicles are permitted to tow a trailer, with prior arrangement with the vehicle hirer, for the purposes of transporting passengers luggage, provided that the following requirements have been satisfied:

- 20.53 The vehicle must have in place the appropriate insurance to cover such use for hire and reward.

- 20.54 An additional rear Private Hire vehicle licence plate, which shall be obtained from the council, must be clearly displayed on the rear of any trailer used. This Private Hire vehicle plate is in addition to that which must also be displayed on the rear of the vehicle.

- 20.55 The contents of the trailer must be secured and covered in an appropriate manner.

20.56 Any trailer, fixings etc. must comply with all required regulations.

20.57 The licensed driver of the vehicle must hold the appropriate licence category on their DVLA issued driving licence.

Use of Non-Standard Spare Wheels, Emergency Repair kits etc.

20.58 A temporary use spare wheel, run flat tyres (when punctured) or puncture repair kit must only be used to enable the vehicle to be driven to a place of repair.

20.59 Where use is required whilst carrying a fare the journey may be allowed to continue provided that the driver complies fully with the manufacturers' operating restrictions.

20.60 Any such non-standard wheel or tyre must be replaced before taking another fare.

CCTV

20.61 Any CCTV equipment fitted to a licensed vehicle must meet the specifications agreed by the Council (Appendix 20 of the Councils Hackney Carriage and Private Hire Licensing Policy)

Regulations

20.62 All Regulations made by the Department of Transport must be complied with at all times.

CB Radio, Mobile Phones or other Communication Devices

20.63 The use or operation of any Citizen Band Radio, Mobile Phone or other Communication Device in the vehicle (other than one which allows communication between the passenger and driver) is prohibited at all times when carrying a fare paying passenger.

20.64 The use of such equipment in the case of an emergency shall not constitute a breach of this condition.

Convictions

20.65 A Basic Disclosure Certificate which is less than one month old, will be required annually for each individual / director / partner applying for a vehicle proprietor's licence. It is recognised that where the applicant is also a licensed driver or operator they will already be subject to requirements to produce Disclosure Certificates and therefore will not be required to produce a further certificate when applying to licence a vehicle. However, should the vehicle licence holder cease to be a licensed driver and/or operator then a Basic Disclosure Certificate will be required immediately.

20.66 The proprietor shall, within 48 hours, disclose to the Council, in writing, including by email, details of any arrest and release, charge or conviction of any offence and any court orders associated with the offences listed in the conviction policy (where the proprietor is a company or partnership, this shall include any director or partner) during the period of the licence.

Suspension of Vehicle Licence

20.67 Where a vehicle licence is suspended, in addition to remedying the matters giving rise to the suspension, the proprietor of the Private Hire vehicle is required to pay the Council's published suspension administration fee.

CITY OF DONCASTER COUNCIL

LOCAL GOVERNMENT (MISCELLANEOUS PROVISIONS) ACT 1976

Private Hire Operator
Licence Conditions

Record Keeping

- 21.1 The record required to be kept by the operator under Section 56(2) of the Local Government (Miscellaneous Provisions) Act 1976 shall be kept in a bound book in ink, the pages of which are numbered consecutively, or a suitable electronic database with sufficient storage capacity and back up, and the operator shall enter or cause to be entered therein, before the commencement of each journey, the following particulars of every booking of a Private Hire vehicle invited or accepted by them:
- The time and date of the booking.
 - The full name and contact details of the passenger/hirer.
 - How the booking was made (e.g. by telephone, personal call etc.)
 - The time of pick-up.
 - The location of pick-up.
 - The destination.
 - Any fare quoted at time of booking.
 - The name of the driver.
 - The driver's licence number.
 - The registration number of the vehicle allocated for the booking, and the private hire vehicle plate number.
 - The name of any individual that responded to the booking request
 - The name of any individual that dispatched the vehicle.
 - The time at which the driver was allocated to the booking.
 - Remarks (including details of any sub-contract).
- 21.2 The operator shall also keep records of the particulars of all Private Hire vehicles operated by him.
- 21.3 The records shall include details of the vehicle proprietor, registration number, licence/plate number and the drivers of such vehicles, together with any radio call sign used.
- 21.4 Any record that is required to be kept by the operator shall be preserved for a period of not less than one year following the date of the last entry, and shall be promptly produced, in a format suitable for inspection, if requested by an authorised officer of City of Doncaster Council or a Police Constable.

Staff Records

- 21.5 The operator is required to keep a register of all staff that will take bookings or dispatch vehicles.
- 21.6 The register must evidence that the operator has had sight of a recently issued Basic DBS check for all individuals named in the register and that the frequency of checks and employment of persons with prior convictions are compatible with the operators own policy on employing ex-offenders.

Safeguarding & Disability Awareness

- 21.7 The Operator, or an appropriate nominated person responsible for day to day control must undertake City of Doncaster Councils approved refresher training at least once every 36 months.
- 21.8 The Operator, or appropriate person, must demonstrate a commitment to cascade this knowledge to all staff directly involved with the day to day operation of the business in particular those involved in taking bookings and dispatching vehicles and drivers.

Standard of Service

- 21.9 The operator shall provide a prompt, efficient and reliable service to members of the public at all reasonable times and for this purpose shall in particular:-
- 21.10 Ensure that when a Private Hire vehicle has been hired to be in attendance at the appointed time and place, the vehicle shall, unless delayed or prevented by sufficient cause, punctually attend at that appointed time and place.
- 21.11 Keep clean, adequately heated, ventilated and lit any premises which the operator provides and to which the public have access, whether for the purpose of booking or waiting.
- 21.12 Ensure that any waiting area provided by the operator has adequate seating facilities.
- 21.13 Ensure that any telephone facilities and radio equipment provided are maintained in a sound condition and that any defects are repaired promptly.

Complaints

- 21.14 The operator must record and investigate all customer complaints.
- 21.15 All records kept by the operator shall be preserved for a period of not less than one year following the date of the last entry, and shall be promptly produced, in a format suitable for inspection, if requested by an authorised officer of City of Doncaster Council or a Police Constable.
- 21.16 The operator must immediately (no later than the next working day) notify the Council Licensing office in writing, including by email, of any complaints of a serious nature concerning a contract for hire or purported contract for hire relating to or arising from his business and of the action (if any) which the operator has taken or proposes to take in respect thereof.

- 21.17 Complaints of a serious nature include allegations of sexual or violent misconduct.
- 21.18 For complaints which are not covered by the above, the Operator shall inform the Licensing office in writing, including by email, of the name and licence number of any driver who has, in the opinion of the operator, acted in a way which has caused the operator to terminate his/her employment, and provide details of those reasons within seven days.

Change of Address, Telephone Number or Email Address

- 21.19 The Operator shall notify the Council, in writing, including by email, of any change of his address, telephone number or email address during the period of the licence.
- 21.20 Notice of the change shall be given within seven days of it taking place.

Convictions

- 21.21 A Basic Disclosure Certificate which is less than one month old, will be required annually for each individual / director / partner applying for a Private Hire Operator licence. It is recognised that where the applicant is also a licensed driver or vehicle licence holder they will already be subject to requirements to produce Disclosure Certificates and therefore will not be required to produce a further certificate when applying for a Private Hire Operators licence. However, should the Private Hire Operator cease to be a licensed driver and/or vehicle licence holder then a Basic Disclosure Certificate will be required immediately.
- 21.22 The Operator shall, within 48 hours, disclose to the Council, in writing, including by email, details of any arrest and release, charge or conviction of any offence and any court orders associated with the offences listed in the conviction policy (where the Operator is a company or partnership, this shall include any director or partner) during the period of the licence.

PCV Drivers / PSV Vehicles

- 21.23 The use of either to undertake a Private Hire vehicle booking is not be permitted without the informed consent of the booker.

Digital Booking Platforms

- 21.24 Operators are required to ensure that any digital booking platforms comply with the WCAG 2.1 accessibility standard to Level AA and with the principles of the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018 as a minimum.

CITY OF DONCASTER COUNCIL

LOCAL GOVERNMENT (MISCELLANEOUS PROVISIONS) ACT 1976

**Private Hire Driver Licence Conditions &
Licensed Driver Code of Conduct**

- 22.1 The following conditions shall apply to all Private Hire Driver's licences and are the standard of behaviour and conduct expected of all licensed drivers.
- 22.2 Should any driver fall short of the standard, the Council will then consider whether they remain a fit and proper person to hold a licence.

Conduct of Driver

- 22.3 The driver shall behave in a professional, respectful, compliant and courteous manner at all times.
- 22.4 The driver shall afford all reasonable assistance with passengers' luggage.
- 22.5 The driver shall at all times be clean and respectable in his dress and person and behave in a civil and orderly manner.
- 22.6 The driver shall take all reasonable steps to ensure the safety of passengers conveyed in, entering or alighting from the vehicle driven by him/her.
- 22.7 The driver shall not drink or eat in the vehicle at any time when carrying a passenger.
- 22.8 The driver shall not play any radio or sound reproducing instrument or equipment in the vehicle without the express consent of the hirer other than for the purpose of sending or receiving messages in connection with the operation of the vehicle.
- 22.9 The driver shall at no time cause or permit the noise emitted by any radio or other previously mentioned equipment in the vehicle which he is driving to be a source of nuisance or annoyance to any person, whether inside or outside the vehicle.
- 22.10 The driver shall not behave in an inappropriate manner or participate in any behaviour of a sexual nature in the vehicle.
- 22.11 The driver shall not smoke in the vehicle.
- 22.12 The driver shall comply with the requirements of the vehicle licence conditions.

Passengers

- 22.13 The driver shall not convey or permit to be conveyed in a licensed vehicle, a greater number of persons than that prescribed in the licence for the vehicle.

- 22.14 The driver shall not without the consent of the hirer of a vehicle convey or permit to be conveyed any other person in that vehicle.
- 22.15 The driver shall not permit smoking in the vehicle.
- 22.16 Drivers must provide reasonable facilities for passengers with a disability.
- 22.17 Without prejudice to the generality of the above, where the vehicle has been hired by or for a person with a disability who is accompanied by an assistance dog, or by another person who wishes to be accompanied by a person with a disability and an assistance dog, the driver must permit the assistance dog to travel in the vehicle and allow it to remain with that person. The driver must not make an additional charge for doing so.
- 22.18 An exemption certificate may be granted by the Council on application by the licensed driver if the Council are satisfied that it is appropriate to do so on medical grounds.
- 22.19 Where the vehicle is wheelchair accessible and capable of safely transporting a 'reference wheelchair' (as defined in Schedule 1 of the Public Service Vehicle Accessibility Regulations 2000), the driver must not make an additional charge for doing so and, shall not refuse to carry a wheelchair user unless an exemption certificate has been granted by the Council on application by the licensed driver if the Council are satisfied that it is appropriate to do so on medical grounds.
- 22.20 Any exemption certificate shall be displayed as directed by the Council and produced to any person on request.

Drivers Badge

- 22.21 The driver 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.
- 22.22 Drivers may wear their badge in the following ways:
- A clip badge attached to clothing in a prominent position
 - A plain, block coloured lanyard around the neck
 - A plain, block coloured armband with a transparent pouch to be worn on the left arm, where a driver's badge can be fitted into and is clearly visible to passengers.

Return of Drivers Badge

- 22.23 The driver's badge remains the property of the Council.
- 22.24 Upon expiry of the licence and badge (whether application to renew has been made or not) the badge must be returned to the Council within 7 days of expiry or other such time as the Council may specify.
- 22.25 The badge must be returned to the Council immediately if the licence is suspended, revoked or becomes invalid for any reason (e.g. where it has expired).

Lost Property

- 22.26 The driver shall immediately after the termination of any hiring of a Private Hire vehicle or as soon as practicable thereafter, carefully search the vehicle for any property which may have been accidentally left there.
- 22.27 If any property accidentally left in a Private Hire vehicle by any person who may have been conveyed therein is found by or handed to the driver, he/she shall take it, as soon as possible, and in any event within twenty-four hours if not already claimed by or on behalf of its owner, to a convenient Police Station and leave it in the custody of the officer in charge.

Written Receipts

- 22.28 The Driver shall if requested by the hirer of the vehicle, provide the hirer with a written receipt for the fare paid.

Animals

- 22.29 The driver shall not convey in a vehicle any animal belonging to or in the custody of himself or the proprietor of the vehicle and he shall ensure that any animal belonging to or in the custody of any passenger is conveyed in the rear of the vehicle, with the exception of assistance dogs.

Copy of Conditions

- 22.30 The driver shall at all times when driving a licensed vehicle carry with him a copy of these conditions and the Vehicle Licence Conditions and shall make them available for inspection by the hirer or any other passenger on request.

Deposit of Licence

- 22.31 If the driver is permitted or employed to drive a vehicle of which the proprietor is someone other than him/her, he/she shall, before commencing to drive that vehicle, deposit his/her licensed vehicle drivers licence issued by the Council, with that proprietor for retention until such time as the driver ceases to be permitted or employed to drive the vehicle.

Change of Address, Telephone Number or Email Address

- 22.32 The driver shall notify the Council, in writing, including by email, of any change of his address, telephone number or email address during the period of the licence.
- 22.33 Notice of the change shall be given within seven days of it taking place.

Notification of Convictions

- 22.34 The driver shall, within 48 hours, disclose to the Council, in writing, including by email, details of any arrest and release, charge or conviction of any offence, and any court orders associated with the offences listed in the conviction policy, during the period of the licence.
- 22.35 A driver who is required to appear at a Licensing Sub-Committee Hearing following a conviction for a driving offence may be required to undertake City of

Doncaster Council's approved practical driving assessment at their own expense. Failure to complete and pass the assessment may result in the driver having their driver's' licence revoked.

Safeguarding & Disability Awareness

22.36 The driver must undertake City of Doncaster Councils approved refresher training at least once every 36 months.

CB Radio, Mobile Phones or other Communication Devices

22.37 The use or operation of any Citizen Band Radio, Mobile Phone or other Communication Device in the vehicle (other than one which allows communication between the passenger and driver) is prohibited at all times that the vehicle is hired.

22.38 The use of such equipment in the case of an emergency shall not constitute a breach of this condition.

Television Receiving Apparatus or Monitors (screens)

22.39 No person shall use television receiving apparatus, monitor or similar in a motor vehicle under circumstances or in a position where it might cause distraction to the driver of any other vehicle on the road.

Medical Fitness

22.40 Unless restricted to a shorter period for medical reasons, all licenced drivers are required to produce a Group 2 standard medical certificate, which is less than 3 months old at the point that it is presented to the authority, as part of their application to renew their licence.

22.41 Any renewal application will be rejected as incomplete where the above requirement is not met.

DVLA Driving Licence Checks

22.42 All licensed drivers will be subject to periodic DVLA driving licence checks.

22.43 Where a licence holder refuses to give consent for checking a driving record the licence will be suspended.

Criminal Record Checks

22.44 All licensed drivers are required to subscribe to the DBS update service to enable the licensing authority to routinely check for new information.

22.45 Where the authority is unable to check the update service, and the licence holder fails to immediately produce a new Enhanced Disclosure Certificate which is less than one month old, the authority will suspend the licence with immediate effect.

Vehicle Compliance Checks

- 22.46 Prior to making any licensed vehicle available for hire each day, the driver shall undertake a walkaround check of the vehicle to take all reasonable steps of ensuring that the vehicle is roadworthy and compliant with the conditions of licence.
- 22.47 Where more than one driver uses the vehicle, each driver shall undertake the walkaround check prior to using the vehicle.
- 22.48 A vehicle checklist document is issued as part of every vehicle licence and further copies are available for download from the Councils website.
- 22.49 Drivers are required to complete the vehicle checklist document daily, retain copies for a minimum of 6 months and produce them for inspection by any authorised officer upon reasonable request.
- 22.50 Where a request is made and the documents are not immediately available, the driver will have 7 days from the date of request to produce the documents to the licensing authority.
- 22.51 Where documents are requested and not produced or, where it is clear that while the form has been completed, the check has not, then the driver of the vehicle may be subject to sanctions.
- 22.52 Any driver, vehicle licence holder, vehicle proprietor or private hire operator who is found to be using a defective vehicle, especially if the condition of the vehicle is such that it is obvious no routine checks have occurred over several days may face further sanctions.

Penalty Point System

Use and Enforcement

- 23.1 This document provides guidance in respect to the penalty point system for Hackney Carriage and Private Hire enforcement.
- 23.2 The system will operate without prejudice to the Council's other enforcement powers in respect of Hackney Carriage and Private Hire controls.
- 23.3 The operation of the system is not intended to fetter the council's discretion to exercise the full range of its enforcement powers as it sees fit.
- 23.4 It is intended that the penalty points system will be enforced by City of Doncaster Councils Licensing Officers who have the appropriate authorisation under the Local Government (Miscellaneous Provisions) Act 1976 and Town and Police Clauses Act 1847.
- 23.5 Members of the Licensing Sub-Committee may also determine to issue penalty points when considering a persons suitability to hold a licence at a Licensing Sub-Committee Hearing.
- 23.6 In addition, any person may refer non-compliance along with the appropriate evidence to the Council's Licensing Officers which in the Council's discretion could result in the issuing of points.
- 23.7 Points may also be issued arising from complaints from other third parties such as members of the public.
- 23.8 The Council's Hackney Carriage and Private Hire Licensing Policy will be considered when determining the manner in which any offence or breach of licensing conditions is dealt with.
- 23.9 Whether or not penalty points have been issued, the Council reserves the right to suspend, revoke or refuse to renew a licence or to prosecute.
- 23.10 Penalty points will be issued depending on the points designated for that specific breach or, as appropriate, a specific number of points within the designated range depending on the facts and circumstances.
- 23.11 Notification of points imposed shall be sent to the licence holder in writing.
- 23.12 Points shall remain current for 3 years for drivers and 5 years for operators from the date of non-compliance or discovery of the non-compliance, whichever is later. If the licence lapses during this period, the points would be noted on the system and may be carried onto a new application.

- 23.13 If the licensee applies again at a later date points may be carried forward for the remaining period that the points would have remained current.
- 23.14 Any licence holder who has 12 or more current points shall be required to attend a Licensing Sub-Committee Hearing where their fitness to continue to hold a licence will be reviewed. (See Appendix 18)
- 23.15 Once the licence holder has been dealt with the points will be removed from his/her licence, however a file note will be kept for the life of the licence and on renewal.

Right of Appeal

- 23.16 Any licence holder appealing the issuing of penalty points by a Licensing Officer must do so in writing within 21 days of receiving the notice by submitting full details of their appeal via the Councils complaints procedure.
- 23.17 Any appeal shall be determined by a person in the role of Licensing Manager or above. The outcome of the appeal may result in all or part of the penalty points being removed or additional points being added.
- 23.18 Where points are issued by the Licensing Sub-Committee, the licence holder can appeal to Doncaster Magistrates' Court within 21 days of the date of the decision.

Changes to the Points System

- 23.19 The Council reserves the right to make changes to the points system and, in particular, to vary the number of points which can be issued for a specified breach and to vary (by adding, removing or otherwise) the list of specified breaches.

City of Doncaster Council Penalty Points Scheme

	Details of Misconduct	Action
1	Failure to notify the council in writing (including email) of a change of address, telephone number or email address, within 7 days	4 points
2	Refusal to accept hiring without reasonable cause	6 points
3	Unreasonable prolongation of journeys or any misconduct regarding the charging of fares	6 points
4	Private Hire driver plying for hire	Sub-Committee
5	Hackney Carriage driver plying for hire outside the district	Sub-Committee
6	Private Hire vehicle parking or waiting on a Hackney Carriage rank	6 points
7	Inappropriate behaviour at a Hackney Carriage rank	1 – 11 points / Sub-Committee
8	Leaving a Hackney Carriage unattended at a rank	4 points

9	Using an un-licensed vehicle or using a licensed vehicle without valid insurance or a current inspection test	Sub-Committee
10	Driver / Vehicle Licence Holder: Failure to produce relevant documents within timescales when requested by an authorised officer	4 points
11	Unsatisfactory condition of a licensed vehicle (interior / exterior)	4 points
12	Failure to undergo an inspection test on time resulting in the issue of a suspension notice	6 points
13	Failure to provide proof of insurance cover when requested, resulting in the issue of a suspension notice	6 points
14	Failure to attend a safeguarding & disability awareness refresher training session, resulting in the issue of a suspension notice	6 points
15	Failure to provide consent to check DVLA driving licence records, resulting in the issue of a suspension notice	6 points
16	Failure to provide a valid medical, resulting in the issue of a suspension notice	6 points
17	Failure to allow for the checking of the DBS update service or failing to produce a valid Enhanced DBS Certificate, resulting in the issue of a suspension notice	6 points
18	Failure to produce a licensed vehicle for inspection when requested	4 points
19	Using a vehicle for which the licence has been suspended or revoked	Sub-Committee
20	Failure to report an accident or damage to a licensed vehicle (in writing within 72 hours) which would cause the vehicle to be in breach of licence conditions	4 points
21	Carrying more passengers than stated on the vehicle licence plates	Sub-Committee
22	Failure to correctly display the external vehicle licence plates, internal licence plate or any other signage as required by this policy	6 points
23	Carrying an offensive weapon in a licensed vehicle	Sub-Committee
24	Failure to notify the sale or transfer of a licensed vehicle within 7 days	4 points
25	Failure to carry a First Aid kit in a licensed vehicle	6 points
26	Displaying unauthorised advertisements in or on a licensed vehicle	4 points
27	Failure to correctly maintain records in accordance with licence conditions	4 points
28	Private Hire Operator: Failure to produce records on request	8 points
29	Obstruction of an authorised officer or police officer wishing to examine a licensed vehicle	Sub-Committee
30	Evidence of smoking in a licensed vehicle	4 points
31	Using a Private Hire vehicle, the appearance or features of which suggests that it is a Hackney Carriage	6 points
32	Failure to carry an assistance dog or reference wheelchair without the requisite medical exemption certificate	Sub-Committee

33	Licensed driver subject to a driving ban	Sub-Committee
34	Failure of a licensed driver to have their badge clearly displayed on their person when working	4 points
35	Failure to notify the authority, in writing, of a change in medical circumstances which affects the suitability to continue to hold a licence	Sub-Committee
36	Failure of a Hackney Carriage driver to observe rank discipline	4 points
37	Misleading use of the word 'Taxi' or 'Cab' on Private Hire advertising material	4 points
38	Failure to issue a receipt on request	6 points
39	Using a vehicle in a dangerous condition	Sub-Committee
40	Failure to return vehicle licence, vehicle licence plates or drivers badge within 7 days after due notice following expiry, revocation or suspension of licence	6 points
41	Unsatisfactory behaviour or conduct of a licence holder	1 – 11 points / Sub-Committee
42	Failure to notify the council (in writing within 7 days) of receiving any motoring conviction resulting in up to 3 DVLA penalty points	4 points
43	Failure to notify the council (in writing within 48 hours) of any arrest and release, charge or conviction (including a caution or relevant court order) for any offence.	6 – 11 points / Sub-Committee
44	Failure to notify the council (in writing within 48 hours) of any motoring offence resulting in 4 or 5 DVLA penalty points	6 – 11 points / Sub-Committee
45	Failure to notify the council (in writing within 48 hours) of any motoring offence resulting on 6 or more DVLA penalty points, suspension or revocation of driving licence or driving ban	Sub-Committee
46	Being convicted of 2 or more driving offences in any 12 month period	6 – 11 points / Sub-Committee
47	Failure to behave in a civil and orderly manner or bringing the trade in to disrepute	1 – 11 points / Sub-Committee
48	Failure to provide reasonable assistance to a passenger	4 – 11 points / Sub-Committee
49	Failure to display a correct up to date fare card in a Hackney Carriage	4 points
50	Operating a Hackney Carriage with an un-sealed / defective meter	4 – 11 points / Sub-Committee
51	Carrying 2 or more separate fares without the appropriate consent	9 points
52	Failure to carry a legal spare wheel (or manufacturers alternative) and/or the necessary tools required	6 points
53	Private Hire Operator failing to dispatch a vehicle to the appointed time and place of booking	4 – 11 points / Sub-Committee
54	Licensed Driver failing to attend punctually at appointed time and place of booking	4 – 11 points / Sub-Committee
55	Licensed vehicle found to have a bald, dangerous or defective tyre	8 points
56	Contravention of a parking or waiting restriction	4 points

57	Licensed driver found to be using a hand held device while driving (which did not result in conviction)	9 points
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Licensing Sub-Committee Hearing

Reasons for a Committee Hearing

24.1 A Committee hearing may be required for;

- New applicants who do not meet the minimum standards required for the grant of a licence without further investigation.
- Existing licence holders whose actions have fallen below the standards of the Councils policy.

Attendance, Assistance and Representation

24.2 The applicant/licence holder who is the subject of the Sub-Committee hearing will be sent a notice of the time, date and location of the hearing.

24.3 The applicant/licence holder shall also be sent a report outlining the reasons for the Sub-Committee hearing.

24.4 The applicant/licence holder should complete the form 'Notice of actions following receipt of notice of Committee hearing' and give the notice to the Licensing authority not later than five (5) working days before the day (or the first day) on which the Sub-Committee hearing is to be held.

24.5 The subject should attend the Sub-Committee hearing at the appointed time and may be assisted or represented by any person whether or not that person is legally qualified.

24.6 Hearings may be held in person or remotely.

Committee Members

24.7 The Sub-Committee will consist of a minimum of three elected members of the Licensing Committee.

24.8 Also present at the hearing will be an officer of the Licensing department who will present the case to the Sub-Committee. This officer is not part of the Sub-Committee and is not involved in the decision making process.

Representations and Supporting Information

24.9 At the hearing you shall be entitled to —

- Give further information in support of your application (where applicable)
- Give a response to any of the questions raised by the Sub-Committee.
- Give a response or make comment on any items contained within the hearing report or raised at the hearing.
- Give a response to any of the reasons why the hearing is being held.

Failure to Attend the Sub-Committee Hearing

24.10 If you have informed the authority that you are unable to attend the hearing. The Sub-Committee may -

- With the agreement of all Sub-Committee members, rearrange the hearing to a later date of which you will be notified.
- Proceed with the hearing in your absence.

24.11 If you fail to attend and have not previously notified the authority. The Sub-Committee may –

- Proceed with the hearing in your absence.
- With the agreement of all Sub-Committee members, rearrange the hearing to a later date of which you will be notified.

24.12 If you fail to attend a hearing where you have previously advised you would be in attendance. The Sub-Committee may –

- Proceed with the hearing in your absence.
- With the agreement of all Sub-Committee members, rearrange the hearing to a later date of which you will be notified.

24.13 Where the Sub-Committee agrees to rearrange a hearing as a result of the above and sends notification of the new date on which the hearing will take place - the hearing will proceed on the date specified on the notice regardless of your attendance.

Procedure at the Sub-Committee Hearing

24.14 At the beginning of the hearing, the authority shall explain the reasons for the Sub-Committee hearing and the procedure which will be followed.

24.15 All persons present at the hearing will introduce themselves. Any persons in attendance who have not been invited by the Sub-Committee, shall be required to explain their reason for attendance and their suitability to remain part of the hearing will be subject to the approval of the Sub-Committee members.

24.16 The Sub-Committee hearing shall take the form of a discussion led by the chair of the Sub-Committee. You will be given the opportunity to respond to any questions raised and to provide further detail on any matters arising which are relevant to the hearing.

24.17 The Sub-Committee may require any person attending the hearing who in their opinion is behaving in a disruptive manner to leave the hearing and may —

- Refuse to permit that person to return, or
- Permit him to return only on such conditions as the Sub-Committee may specify.

Closing Statement and Deliberations

- 24.18 Once the Sub-Committee has concluded their questions, you will be invited to make a closing statement. This is your opportunity to address the Sub-Committee and raise any relevant points in support of your suitability to hold a licence.
- 24.19 At the conclusion of the hearing, the meeting will close and you will be invited to leave.
- 24.20 The Sub-Committee will enter into deliberations. You will not be required to wait for the deliberations to conclude as the Sub-Committee may need to conduct further checks and reconvene at a later date.

Decisions and Appeals

- 24.21 When making a decision the Sub-Committee will take into account the representations made at the hearing, the Councils Hackney Carriage & Private Hire Licensing Policy and, where a licence is already held, all relevant licence conditions and code of conduct.
- 24.22 Where an applicant/licence holder has been convicted of a criminal offence, the Council cannot review the merits of the conviction [Nottingham City Council v. Mohammed Farooq (1998)]
- 24.23 The Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 provides that all convictions, irrespective of age, remain “live” for the purposes of a Hackney Carriage or Private Hire driver’s licence, these occupations being added to the exceptions list from that time.
- 24.24 Licensing authorities have a duty to ensure that any person to whom they grant a Hackney Carriage or Private Hire vehicle driver’s licence is a ‘fit and proper’ person to be a licensee. It may be helpful when considering whether an applicant or licensee is fit and proper to pose oneself the following question:
- 24.25 ***Without any prejudice, and based on the information before you, would you allow a person for whom you care, regardless of their condition, to travel alone in a vehicle driven by this person at any time of day or night?***
- 24.26 If, on the balance of probabilities, the answer to the question is ‘no’, the individual should not hold a licence.
- 24.27 In regards to Private Hire operators a similar question to consider would be:
- 24.28 ***Would I 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 he/she would not allow it to be used for criminal or other unacceptable purposes, and be confident that he/she would maintain it to an acceptable standard throughout the period of the licence?***
- 24.29 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 an applicant or

licensee should not be 'given the benefit of doubt'. If the Sub-Committee members are 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.

24.30 Section 61 of the Local Government (Miscellaneous Provisions) Act 1976 provides a licensing authority with the ability to suspend or revoke a driver's licence on the following grounds: -

- a) that he has since the grant of the licence—
 - I. been convicted of an offence involving dishonesty, indecency or violence; or
 - 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;
- aa) that he has since the grant of the licence been convicted of an immigration offence or required to pay an immigration penalty; or
- b) any other reasonable cause

24.31 Licensing authorities have the option to suspend or revoke a licence should information be received that causes concern over whether a driver is a fit and proper person. Where the licence holder has been served an immigration penalty or convicted of an immigration offence the licence should be revoked immediately. Guidance for licensing authorities to prevent illegal working in the taxi and private hire vehicle sector has been issued by the Home Office. As with the initial decision to license a driver, this determination must be reached based on the balance of probabilities, not on the burden of beyond reasonable doubt.

24.32 Before any decision is made, the licensing authority must give full consideration to the available evidence and the driver should be given the opportunity to state his or her case. If a period of suspension is imposed, it cannot be extended or changed to revocation at a later date unless there is new information which the authority was not previously aware of at the time the decision to suspend was made.

24.33 A decision to revoke a licence does not however prevent the reissuing of a licence should further information be received that alters the balance of probability of a decision previously made. The decision to suspend or revoke was based on the evidence available at the time the determination was made. New evidence may, of course, become available later.

24.34 New evidence may be produced at an appeal hearing that may result in the court reaching a different decision to that reached by the council or an appeal may be settled by agreement between the licensing authority and the driver on terms which, in the light of new evidence, becomes the appropriate course. If, for example, the allegations against a driver were now, on the balance of probability, considered to be unfounded, a suspension could be lifted or, if the licence was revoked, an expedited re-licensing process used.

24.35 A suspension may still be appropriate if it is believed that a minor issue can be addressed through additional training. In this instance the licence would be returned to the driver once the training has been completed without further consideration. This approach is clearly not appropriate where the licensing

authority believes that, based on the information available at that time, on the balance of probability it is considered that the driver presents a risk to public safety.

- 24.36 A refusal to license an individual as a driver or to suspend or revoke a driver licence does not automatically mean that that individual cannot be issued or continue to hold a vehicle or Private Hire vehicle operator licence; these decisions must be independent of a driver licence refusal and based on the appropriate information i.e. it should not consider information that would only be available via an enhanced DBS check but instead that which would be disclosed on a basic check. DBS certificate information can only be used for the specific purpose for which it was requested and for which the applicant's full consent has been given.
- 24.37 A failure by a licence holder to disclose an arrest that the issuing authority is subsequently advised of might be seen as behaviour that questions honesty and therefore the suitability of the licence holder regardless of the outcome of the initial allegation.
- 24.38 Where the Sub-Committee are unable to reach a unanimous decision, a majority decision will be accepted.
- 24.39 Where the committee is made of an equal number and a split decision is reached, the following will apply: If the Sub-Committee members are only "50/50" as to whether the applicant or licensee is 'fit and proper', they should not hold a licence.
- 24.40 The Sub-Committee will inform you of the decision within 14 days.
- 24.41 A decision notice will be sent to you in writing.
- 24.42 Where the decision of the Sub-Committee is to suspend or revoke, the decision notice will indicate if this action takes effect immediately or after 21 days.
- 24.43 Where the decision of the Sub-Committee is to suspend / revoke / refuse a licence, the notice will also include a statement explaining your right to appeal that decision to Doncaster Magistrates Court within 21 days.
- 24.44 Where the decision to suspend or revoke takes immediate effect, you will not be licensed while the appeal is determined.

Deviation for Serious Offences

- 24.45 In circumstances where it is in the interest of public safety to take immediate action against an existing licence holder due to the serious nature of the incident which questions the suitability for the continuation of a licence, it may be necessary for the Council to deviate from this policy.
- 24.46 Sub-Committee Hearings will be convened urgently and may consist of less than 3 elected members. Notice of the hearing may be given by telephone and the determination will be made at the first hearing even if the licence holder does not attend.

- 24.47 Where an immediate risk to the public is identified. The Head of Service, Licensing Manager and Licensing Officer have delegated powers to authorise the revocation of a licence with immediate effect without the need for a hearing. In these circumstances the officer taking the decision will engage with the Chair / Vice Chair of the Licensing Committee to advise them of the reasons for the deviation at, or as soon as reasonably practicable, after authorising the revocation.
- 24.48 Any deviation from this policy will not remove the licence holders right to appeal the decision to Doncaster Magistrates Court.

Referrals

- 24.49 Any decision to refuse or revoke a licence as the individual is thought to present a risk of harm to a child or vulnerable adult, shall be referred to the Disclosure & Barring Service (DBS).
- 24.50 Information may also be disclosed to South Yorkshire Police Disclosure Unit.
- 24.51 Where a licence is suspended, refused or revoked, an entry will be recorded on the National Register of Suspensions, Revocations and Refusals (NR3S) database.

Delegation

Hackney Carriage & Private Hire Licensing Policy

- 25.1 Approval of revisions to the Hackney Carriage & Private Hire Licensing Policy is delegated to the Licensing Committee.

Determination of New Applications and Renewals (where minimum standards are met)

- 25.2 Where an application meets or exceeds all of the required minimum standards, the decision to grant or renew a licence is delegated to authorised officers.

Determination of New Applications and Renewals (which do not meet the minimum standards)

- 25.3 Where an application falls below the required minimum standards, the decision to grant or refuse a New or Renewal application is delegated to the Licensing Committee.

Suspension of Licence (where certain conditions are not met)

- 25.4 Where the licence holder has failed to provide required documents or failed to allow for continuing checks of their suitability to hold a licence in accordance with conditions of licence (e.g. vehicle insurance, criminal record checks, medicals etc.), the suspension of licence is delegated to authorised officers.

Suspension or Revocation of Licence (Conduct)

- 25.5 In cases where consideration is given to the suspension or revocation of a licence, these decisions are delegated to the Licensing Committee.

Immediate Revocation of Licence (Public Safety)

- 25.6 Where information is received which, in the opinion of the Council, requires consideration for the immediate revocation of a licence, determination is delegated to the Head of Service, Licensing Manager or Licensing Officer.

Penalty Points

- 25.7 The penalty points system will be enforced by City of Doncaster Councils Licensing Officers who have the appropriate authorisation under the Local Government (Miscellaneous Provisions) Act 1976 and Town and Police Clauses Act 1847.
- 25.8 Members of the Licensing Sub-Committee may also determine to issue penalty points when considering a person's suitability to hold a licence at a Licensing Sub-Committee Hearing.

CCTV Technical Specification

Any CCTV system installed in a City of Doncaster licensed vehicle should meet the following technical specifications and system requirements.

1. Operational Technical Specifications

Reference	Specification	Details
1.1	100% solid state design or a proven vibration and shock resistant system.	The system should not have any fan and the recording should be vibration and shock proof, i.e.: Flash-based SSD (100% industrial grade), Hard disk with both mechanical anti-vibration and anti-shock mechanism and self-recovery and self-check file writing system. SD cards will not be acceptable
1.2	8 to 36 Volts DC	Operational between 8 and 36 volts DC
1.3	Reverse polarity protected	System to be protected against reverse voltage.
1.4	Short circuit prevention	System to be protected against short circuits
1.5	Over voltage protection	System to be protected against high voltage transients likely to be encountered in the vehicle electrical system.
1.6	Automotive Electromagnetic Compatibility Requirements	The camera equipment should be e-marked or CE-marked with confirmation by the equipment manufacturer as being non-immunity related and suitable for use in motor vehicles.
1.7	System override switch to be located in a position where it is not accessible from inside the vehicle (i.e. in the boot / engine compartment). The override switch must be illuminated when switched "on"	The system is required to be active at all times that the vehicle is being used as a licensed vehicle. This will allow the system to be deactivated during times when the vehicle is being used for domestic use. The switch that deactivates the system must be located within the vehicles boot or engine compartment (i.e. it must not be possible to deactivate the system immediately or from inside the vehicle)
1.8	First-in/first-out buffer recording principle	The system must automatically overwrite to create a constant cycle recording.
1.9	Access record	A service log must be kept and maintained by the approved installer and the local authority.
1.10	Security, duration and auto-clearing of log files	
1.11	Image recording formats and media	Images must be encrypted to a minimum of FIPS 140/2
1.12	Image protection during power disruption	Images must be preserved in the event of loss of power. Battery back-up will not be permitted
1.13	Unit must operate without the ignition being turned on.	The unit must have the ability to operate for at least 1 hour without power from the ignition. The device must be hard wired to both constant and ignition supply.
1.14	Image and audio data shall be recorded and stored in a unit separate from the	Self-contained storage cards within the camera head will not be acceptable.

	camera head.	
1.15	GPS capability	System must have GPS capability.
1.16	The system must be capable of recording audio time synchronized to the recorded image.	<p>If activated, the audio must record within the video file.</p> <p>The system should have the ability to start recording audio data by means of at least two trigger buttons</p> <p>One trigger button must be capable of being activated by the driver.</p> <p>A separate independent trigger button must be located on each passenger row of seating within the vehicle and be capable of being activated by any passenger occupying that row.</p>
1.17	The system shall not record audio except when audio recording is activated by means of an approved trigger switch	The system should have the ability to start recording audio data by means of a trigger switch
1.18	The audio playback, when triggered, shall be in 'real time' and synchronised with the images that are captured.	All audio files must simply be added to the video files as a voiceover, not in separate files
1.19	Audio data and image data must be stored together, not in separate files, and must be protected against unauthorised access or tampering.	
1.20	The system must support testing of the audio function for installation set-up and inspection purposes.	
1.21	Recorded images by the system shall not be displayed within the vehicle	Any monitors may only display live images as clearly visible by having a glance around as per ICO specifications, it must not display recorded images
1.22	The system must have at least two trigger switches for audio activation	<p>If activated, the audio must record within the video file.</p> <p>The system should have the ability to start recording audio data by means of at least two trigger switches.</p> <p>One trigger switch must be capable of being activated by the driver.</p> <p>A separate independent trigger switch must be located on each passenger row of seating within the vehicle and be capable of being activated by any passenger occupying that row</p>

1.23	The system must include a visual indicator that will clearly show when audio recording is taking place. This indicator must be visible to all passengers within the vehicle.	This may take the form of an indicator LED built into the audio activation switch, or a remote LED that can clearly be seen by passengers.
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2. Storage Capacity Technical Specification

Reference	Specification	Details
2.1	Minimum of 28 days (28 x 24 hours) of recording capacity	The camera system must be capable of recording and storing a minimum of twenty eight days of images of HD1 (720/288) size or better
2.2	Images must be clear in all lighting conditions	System to provide clear images in bright sunshine, shade, dark and total darkness. Also, when strong back light is present without the need for additional components

3. Camera Head Technical Specification

Reference	Specification	Details
3.1	Camera installation non-obstructive	The camera and all system components shall be installed in a manner that does not interfere with the driver's vision or view of mirrors or otherwise normal operation of the vehicle.
3.2	Protected camera disconnect	The camera head shall be designed to disconnect for ease of removal and replacement by maintenance personnel.
3.3	Special tools for adjustment/removal	To prevent inappropriate interference only tools supplied to authorised fitters should be capable of carrying out adjustments or removal.
3.4	Field of view to capture all passengers in the vehicle	The lens or the position of the camera must be of a type that captures the driver and all passengers of the vehicle on the recorded image. The lens must be of a style not to create a "fishbowl" effect.
3.5	Images must be clear	System to provide clear images in all lighting conditions and allow different skin tones to be detected
3.6	Compatible for use in vehicles with a partition screen	The camera system must be adaptable to provide clear images when a vehicle is equipped with a partition screen. This may be accomplished with the use of multiple camera heads.
3.7	Multiple cameras	The unit shall be capable of supporting up to four (4) cameras. Four cameras may be required to provide adequate coverage in larger vehicles and/or certain purpose built vehicles or external images

4. Storage Device (Recorder) Technical Specification

Reference	Specification	Details
4.1	Impact and shock resistance	The recorder shall be impact resistant, sufficient to withstand a typical car accident, or striking with a large, heavy object such as a suitcase.
4.2	Controller in concealed location	The storage unit shall be concealed from within the passenger compartment and effectively inaccessible except by authorized personnel. For example, in the luggage area
4.3	Download port provision	The recorder shall be equipped with a communication port within the hard drive housing for downloading by authorised personnel.
4.5	Download port cable length (300 millimetres minimum)	Where required, any download port shall be at least 300 millimetres in length for ease of download.
4.6	Recorder to be securely affixed to the vehicle	
4.7	Log to register each user access	
4.8	Log to register camera system parameter modifications	
4.9	Log to register each image download session	
4.10	Log to register modification / manipulation of downloaded images	
4.11	Log to register exporting of downloaded images	
4.12	Log to register exporting of downloaded clips	
4.13	Log file protected against un-authorised access	
4.14	Time/date stamp	All stored images must be time and date stamped.
4.15	Vehicle ID number stamp	All stored images must have vehicle identification number (VIN) and/or number plate
4.16	Controller non-modifiable ID code stamp	Each recorded image shall be automatically stamped with a unique and non-modifiable code that identifies the controller that was used to record the image.
4.17	Controller (Storage Recorder)	Manufacturer to supply Doncaster Council with a supply of specialised tools to allow for removal of the controller and download of data when required.

5. Specifications for Video and Audio Recording Rate

Reference	Specification	Details
5.1	Video image recording on system activation (when audio is not activated).	The system shall record images at a minimum rate of twenty five (25) images per second
5.2	Video image recording when audio is activated.	The system shall record images at the rate of twenty five images per second during periods when

		audio recording is activated (either due to time requirement, or through activation by the driver trigger switch or passenger trigger switch)
5.3	When activated, audio recording must be in real time and synchronised with the video recording.	
5.4	System to continue to record images (and audio when applicable) when engine is off.	System must continue to record images (and audio when applicable) for one hour after engine / ignition or override switch is switched off

6. Specification for Activation via Driver or Passenger Trigger Switch

Reference	Specification	Detail
6.1	The activation of a trigger switch when activated by driver or passenger	The system must be fitted with at least two trigger switches that, once activated, will trigger the recording of audio and video

7. Downloading Technical Specification

Reference	Specification	Details
7.1	Provision of necessary software, cables, security keys to the Council's Licensing Team.	
7.2	Windows compatible.	Once downloaded and converted, files must be compatible with 'windows' operating systems
7.3	Downloaded images stored in non-volatile media	
7.4	Downloaded images stored in secure format	
7.5	Verifiable image authenticity	Each image shall be watermarked with vehicle ID, time and date and be tamperproof
7.6	Provision of technical support to City of Doncaster Council's Licensing team when necessary	To assist in accessing system in case of damage to the vehicle or to the system in case of accident within a reasonable timeframe
7.7	Wireless Download Prohibited	Unit must not allow for wireless downloads. Wireless diagnostic may be used.
7.8	Filter the specific images for events and times for the approximate time of the crime committed.	The playback software must list the files in date and time slot order for ease of location of required file

8. Requirements in relation to System Information

Reference	Requirement	Details
8.1	Provision of service log	The unit manufacturer shall have a service log The manufacturer shall also provide detailed instructions for the drivers with each unit
8.2	Serial number indication on service log	The unit will be marked with a serial number

8.3	Installation date indication	A certificate of installation must be provided which will indicate the installation date
8.4	Clarity of operating instructions	The system shall be provided with clear and concise operation instructions which are written or presented with due consideration to varying levels of literacy
8.5	Installation by authorised agents	The unit shall only be installed by manufacturer's authorised agents
8.6	Provision of authorised agents list to the Councils licensing team	The manufacturer or supplier shall provide a list of all authorised agents to the Councils licensing team
8.7	Documentation	The manufacturer must provide clear and concise operating instructions which are written or presented in layman's terms (details on how the system operates)
8.8	Image Protection	All captured images must be protected using encryption software that meets or exceeds the current FIPS 140-2 (level 2) standard or equivalent

9. System requirements in relation to Vehicle Inspection Facility – Inspections

Reference	Requirement	Details
9.1	Provision of system status/health indicator	The driver shall have an indicator showing when the system is operational and when there is a malfunction. This should include the images as shown to verify the status of each camera
9.2	Mounting location of system status/health indicator to be seen	The indicators shall be mounted in such a way so as to allow for ease of view
9.3	Design and or installation to be testable as part of the vehicle compliance test or persons acting on behalf of the council, such as vehicle inspectors	The system shall be designed and installed such that the system may be easily tested as part of a vehicle compliance test as prescribed

10. General System Requirements

Reference	Requirement	Details
10.1	Vandal and tamper resistance	All component parts must be securely mounted , hard wired and small and discreet enough to remove the risk of tampering
10.2	Provision of statement of compliance	In addition to a formal test of all aspects of this requirement specification, a statement of compliance shall be provided and signed by an officer of the company.
10.3	Reliability in operational and environmental conditions	The system shall provide reliable and full functionality in all operational and environmental conditions encountered in the operation of licensed vehicles.
10.4	Programmability of image timing parameters	It shall be possible to change timing and parameters without the requirement to change components.
10.5	Training and Technical Support and Equipment	Manufacturer must provide City of Doncaster Council's Licensing Team with training and technical support
10.6	Software and Hardware	Manufacturer to supply City of Doncaster Council Licensing team with a supply of cables and software to be installed under the supervision of the Council's

		authorised staff.
10.7	Agreement between the Camera Manufacturer/Supplier and City of Doncaster Council	Agreement to allow City of Doncaster Council access to the relevant software from the manufacturer/supplier so that in the event the manufacturer/supplier goes out of business, the council will be able to support the system.

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