

**Schedule Of Proposed Amendments To Hackney Carriage & Private Hire Driver, Vehicle & Operator Policy
General Licensing Sub-Committee 8 October 2009**

<u>Subject</u>	<u>Current policy / wording</u>	<u>Proposed amendment and reasoning / explanation</u>
5.2.6 'Q' plate registrations	Any vehicle with a 'Q' plate registration will not be licensed if in excess of 4 years old	Any vehicle with a 'Q' plate registration will not be licensed as 'Q' plates are issued for vehicles which are either not originally registered in the UK and proof of age was unavailable at registration or for vehicles that have been built with a significant proportion of used parts. 'Q' plates are also used to disguise stolen or 'rung' cars.
5.3.1 Accessibility	The Council will carry out further research on this subject	Since April 2008, there has been a 50% reduction in vehicle fees for 'wheelchair-accessible vehicles' but with no further definition of eligibility, causing confusion. It is proposed to offer a reduction in fees to vehicles which have been given a 'Group 2 European Community Whole Vehicle Type Approval Standard' Certificate (an ECWVTA) meaning that all internal components required for the safe carriage of passengers in their wheelchairs have been checked. A further proposal to offer a smaller percentage reduction in fees where a vehicle has not been issued with this certificate but has several minor modifications to make the vehicle more accessible to people with disabilities and the modifications have been carried out by VOSA approved installers, is suggested.
5.3.3 Requirement that vehicles manufactured or adapted to carry passengers in their wheelchairs have side-loading facilities	No current policy	The Council will require licensed vehicles manufactured or adapted to carry passengers in wheelchairs to have side-loading facilities. Rear-loading shall be prohibited. This is a safety measure requested by a numbers of disabled persons' groups, the Royal Society for The Prevention of Accidents and

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		<p>the National Taxi Association, in order to minimise the chance of injury to the passenger. The Council also feels this condition is necessary to ensure passengers in wheelchairs are treated equally. It is currently policy that passengers should be able to exit vehicles in an emergency without the removal or folding of any seat and therefore wheelchair users should be able to exit the vehicle in an emergency through the side door and not have to wait for someone to open the boot before they can escape.</p>
<p>5.5.3 Trade disputes with one of the Council’s Nominated Testing Stations</p>	<p>Anyone who wishes to complain about or is in dispute with the nominated testing station may contact the Licensing Unit who will investigate.</p>	<p>Anyone who wishes to complain about or is in dispute with either nominated testing station may contact the Licensing Unit who will investigate. Complaints about the part of the test that checks the Council’s conditions will be dealt with by the Licensing Unit with reference to an expert if necessary. Council Officers will immediately refer any complaint about the mechanical / MOT part of the test to VOSA who have a procedure in place for such disputes.</p>
<p>5.6.6 Removal of option to have magnetic licence plates</p>	<p>Open policy, purely mentioning the requirement to display a plate.</p>	<p>The plates shall not be magnetic as these have been reported to frequently fall off the vehicles when in motion, resulting in an unacceptable hazard to road users and additional costs of replacement for the proprietor. In addition, many new vehicles emerging on the market are made of lighter non-magnetic materials, making magnetic plates un-workable. Thirdly as magnetic plates are quickly removed their use is open to abuse by both licensed and unlicensed drivers, the latter in particular causing a public safety risk.</p>

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5.6.7 Option for trade to add business details etc. to taxi roof sign	All Hackney Carriages licensed by the Council must carry illuminated roof-mounted signs bearing the word "TAXI" and nothing else...limited advertising concerning the proprietors business will be permitted but will be strictly controlled.	Addition of the wording: 'Any other additional wording requested on the roof sign will require prior approval of the Council.'
5.6.8 Door stickers	No mention in body of policy, only at Appendix A. Open policy, purely mentioning the requirement to display them.	Added to main body of policy. The stickers shall not be magnetic as these have been reported to frequently fall off the vehicles when in motion, resulting in an unacceptable hazard to road users and additional costs of replacement for the proprietor. In addition, many new vehicles emerging on the market are made of lighter non-magnetic materials, making magnetic stickers un-workable. Thirdly as magnetic stickers are quickly removed their use is open to abuse by both licensed and unlicensed drivers, the latter in particular causing a public safety risk.
5.6.10 'Pre-book only' signs for Private Hire vehicles	The Guidance recommends a licence condition which requires such a sign. The Council will formulate details for such a sign.	As in the Council's area there does not appear to be a problem with of members of the public hailing Private Hire vehicles and such vehicles do not attempt to ply for hire on ranks, both of which happen in other districts, it is not currently necessary to bring in a requirement that Private Hire vehicles display 'Pre-booking only' stickers.
5.6.10 Signs to show that a charge lower than the Council's maximum tariffs is made	The Council will formulate details for such a sign.	It is the choice of proprietors if and how they let customers know they charge less than the Council's maximum fare tariffs.
5.6.11 Discreet	No current requirement.	Those Private Hire vehicles which have been granted

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<p>identification stickers for exempted Private Hire vehicles</p>		<p>an exemption from displaying their licence plate by the Council shall affix a prescribed sticker internally on the windscreen in place of or above the tax disc holder. The sticker shall contain a tax disc holder and vehicle / licence details to be visible from the outside and the required 'No Smoking' sign and vehicle / licence details visible from the inside. Exempted vehicles shall also display a small sticker in the back window of the vehicle. This sticker will also display the vehicle / licence details so that they are visible from the rear. The sticker shall be affixed in the centre of the window horizontally and at the top or bottom of the window, depending of the location of any brake-lights. Both stickers shall be clearly visible from the inside and outside of the vehicle and neither shall be placed in a position that obstructs the view of the driver.</p>
<p>5.7.3 Notices to set out what is acceptable behaviour by passengers</p>	<p>No current notices.</p>	<p>There would be difficulty enforcing the display of such notices as the majority of vehicles are ordinary vehicles, not London-style black cabs and therefore space is restricted and owners are not keen to stick notices to the vehicle. If the notices were not stuck down they could be easily removed. In the spirit of the suggestion, it is proposed to add a sentence to the Tariff Card which it is already mandatory to display in Hackney Carriages, whose drivers are most at risk of abusive behaviour. This will ask passengers to treat the driver with the same respect they expect to be treated with as passengers. Private hire drivers may wish to draft their own notice.</p>

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<p>5.8.6 The Council's definition of a 'low emission' vehicle</p>	<p>The Council will carry out further research to promote cleaner fuels.</p>	<p>The Council has offered a reduction in fees of 15% to vehicles with 'low emissions' since April 2008, but a definition of this was not given. Since 1st January 2009, eligible vehicles have been specified as those which come under 'Vehicle Tax Bands A & B'. This definition has avoided confusion over which vehicles are eligible and continues to encourage the purchase of less polluting vehicles.</p>
<p>5.8.7 Air Quality / Control of Emissions</p>	<p>At present there are no local emission controls applicable in the Council's area. An Air Quality Action Plan is scheduled for development in 2007 and such controls may be brought in as part of that plan.</p>	<p>Add: 'However, the Council has declared an Air Quality Management Area in parts of Abingdon and Botley (places where national air quality standards have been breached as a result of vehicle emissions). The Council's AQAP (Air Quality Action Plan) was approved by the Licensing & Regulatory Committee in April 2009. The AQAP refers to the consideration of possible further measures to reduce emissions from Hackney Carriage and Private Hire vehicles. The Council will seek to achieve a reduction in emissions from Hackney Carriages and Private Hire vehicles by continuing to offer a reduction in fees for vehicles in DVLA Tax Bands 'A' and 'B' but will also offer a reduction in fees for vehicles first registered after the 1st October 2001, in order to ensure that vehicles meeting Euro Emission Standard 3 are encouraged. In addition, licensed vehicles are required to switch off their engines whilst parked, unless there are reasonable safety or comfort grounds for not doing so, for example keeping warm in very low temperatures. It is also of note that more frequent testing of older vehicles, on the grounds of safety, no doubt also encourages a younger,</p>

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		less polluting fleet.
5.11.3 Licensed Hackney Carriages or Private Hire vehicles used for weddings	Not currently mentioned.	If a licensed Hackney Carriage or Private Hire vehicle is used for a wedding the licence plate must still be displayed. However Licensing Officers will consider a written request for removal of a Hackney Carriage roof sign and door stickers for the period of the wedding.
5.13 Requirement for both parties to attend Council offices in person to carry out a transfer	Transfer not currently defined and no requirement to attend in person.	Added for clarification. Both parties shall be required to attend the Council offices in person as we have become aware of a case where the 'previous' licence holder alleged that they were unaware of the transfer and their signature must have been forged.
6.3.3 Basic maths in the Knowledge Test	Not currently mentioned in the main body of the policy.	Added as has been part of the test since its introduction in January 2008.
6.3.3. Time limit for the Knowledge Test	No time limit officially set but applicants have been given 2 hours.	Proposal for a time limit of 1 hour as it is felt that if the answers are known, this is sufficient time. Also drivers would not have as long in reality to locate places on a map or find them using their Sat Navs as they take in the test.
6.3.5 Offer of a verbal Knowledge Test	No current policy but has been done in practice and been found to be helpful.	Firm up the chance to sit a verbal Knowledge Test in the policy.
6.3.6 Maximum number of Knowledge Tests in one application	Not currently a maximum in the policy but in practice 5 has been the maximum.	An applicant may sit a maximum of four tests (combined total of verbal or written). From the Licensing Unit's experience, most applicants pass the test at the first re-sit but for those who do not they often need a total of four tests. Five tests have been offered in the past but this is considered too time consuming for both parties and it is recognised that some limit must exist as question papers are not exhaustive and would become a less valuable tool as time passed and

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		applicants would become more likely to pass solely on guessing what the questions might be.
6.3.6 Fee for a re-sit of the Knowledge Test	A fee has been charged since April 2009, however this is not currently detailed in the policy.	Add to the policy.
6.4.4 Introduction of Disability Awareness Training	Not currently required.	Government may decide on mandatory training on this and other aspects of customer care, however the DfT's guidance already suggests disability awareness training as a minimum. 13% of the Vale's residents are disabled and 15% are over 65 years of age (although there may be some overlap between these two figures). Proposal: Mandatory attendance for each new applicant for a Hackney Carriage or Private Hire driver's licence to undergo the training within the first 6 months of their licence and currently licensed drivers to be trained within the first six months of licence renewal. Current training prices are £24 per delegate for a whole day's course. However, there will be also costs involved in hiring a venue and the intention is to pass this onto the delegates. The course can be tailor made to suit the Council area's demographics (i.e. to include the safe handling and transportation of a wheelchair or communicating with sight or hearing impaired passengers). The courses are generally a mix of tuition and practical exercises.
6.4.5 Non GB issued driving licences	Requirement of a 12 month qualification period post licence conversion prior to the issue of a Hackney Carriage or Private Hire driver's licence.	To comply with the DfT's guidance, those applicants whose driving licences were not issued by an EEA state, an Accession State or Northern Ireland will be required to hold the converted UK licence for 12 months prior to being issued with a Hackney Carriage /

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		Private Hire vehicle drivers licence. However, those who have held a driving licence issued by an EEA state, an Accession state or Northern Ireland for 12 months will be eligible to apply immediately post conversion.
6.4.6 DVLA checks	All new driver applicants checked.	Proposal to check this on renewal of a driver's licence as well. Such checks have brought to light driving offences which do not show on the licence the applicant shows the council as they have reported a licence as lost/stolen and the points are on the other licence or the other licence has been taken away by the court.
6.5.2 Medicals to be carried out by a G.P. at the surgery the applicant is registered at	Currently go to any G.P.	Proposal to change this in order that the G.P. examining the applicant has access to their medical history. Still gives a choice of G.P.
6.5.4. Requirement to undergo medical examination every three years	Medical examination every five years, unless over 65 or a different period set by the G.P. or consultant.	The DfT's guidance is that Hackney Carriage & Private Hire drivers are medically examined to a DVLA Group 2 medical standard every 3 years. Proposal: to change the frequency of examination considering the importance of a driver's physical and mental health when carrying members of the public. The proposal would result in increased costs to drivers but this impact needs to be balanced against the requirement for public safety.
6.6.3 CRB (Criminal Records Bureau) disclosures only accepted if less than	Accepted if less than three months old and if issued by another body, so long as it is the appropriate level of disclosure.	Officers must be satisfied that when granting (or renewing) a licence the applicant is at that point fit and proper to hold the licence. A CRB disclosure of less than one month old assists officers to make this

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one month old and obtained by this Council		judgement using as much up to date knowledge as possible, within reason. Disclosures are obtained by the applicant first showing a combination of different proofs of ID or address. Other authorities have been found to be more lax at checking these documents, leading to the possibility that the person whose criminal record is being checked, is not the same person as the applicant for the licence.
6.6.3. Certificate of Good Conduct required for ‘overseas’ applicants	Required for applicants who ‘have been living’ overseas.	Clarification of which countries can feed into the CRB and therefore applicants who have lived in which overseas countries require a Certificate Of Good Conduct. ‘Has been living elsewhere’ changed to ‘has ever lived’ (see below also) for clarification.
6.6.3 Translation of a Certificate Of Good Conduct submitted in a language other than English	No current policy, however usual practice has been to get the document translated and pass the fee onto the applicant.	Current procedure to be added to policy. The passing on of the fee has been deemed to be acceptable, non-discriminatory practice by the Councils’ Equality Officer. Proposal also to not grant a licence if this fee is not paid.
6.6.4 Age from which Certificate Of Good Conduct should cover	Not currently identified.	Clarification needed as frequently asked by applicants. No suggestions from DfT so common sense and fair approach of the age of 10 is suggested, in line with the age of criminal responsibility in the UK and therefore how far back a UK resident would have their criminal record checked.
6.6.8 Keeping CRB findings confidential	The Council will not divulge information obtained to any third parties.	Addition of, ‘except to other agencies (never individuals) as part of its obligation to prevent crime and disorder and for reasons of public safety’. Self-explanatory.
6.6.9 Reporting of	Licensed drivers are required to notify the Council without	Expanded upon to include other penalties /

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offences	delay of any criminal convictions, formal cautions or fixed penalty notices against them.	punishments. Time limit of 21 days proposed.
6.7.7 Nine points on a DVLA licence	In particular, applications will be referred to the Sub-Committee where an applicant's record includes...more than nine points.	Change and clarify wording to 'nine or more points' as this already shows a poor driving record. 10 and above is considered too many.
6.8 Proof Of Right To Work / Prevention Of Illegal Working	No current policy.	Whilst not being the employer of Hackney Carriage or Private Hire drivers, the DfT considers it appropriate for licensing authorities to check on an applicant's right to work before granting a Hackney Carriage or Private Hire driver's licence. The Council agrees that this is not only good practice but helps protect the income of those currently licensed who do have the right to work. The Council will refer to the UK Border Agency's Guidance 'Prevention Of Illegal Working' when dealing with applicants and therefore all applicants will have to prove their right to work in the UK by supplying the relevant documentation as detailed in the Guidance. Current licence holders will be checked at renewal of their licence. Licences issued for a period consistent with their right to work if their right is not permanent.
6.12.6 Council not obliged to send reminder letters	Council officers will send a reminder letter... in order to assist applicants. It is the proprietor's or operator's responsibility to ensure that all necessary documentation is available for processing by Council staff in sufficient time.	Clarification/re-wording. Council officers will endeavour to send reminder letters but are not obliged to do so and the responsibility of ensuring licences do not expire remains with the licence holder.
7.1.3 All three Private Hire licences to be with the same Authority	Not currently mentioned.	Added to state legal requirement for this.
7.9 Record keeping	Private Hire Operators are required to keep records	Proposal to add a) fare quoted, b) pick-up time and c)

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	including the name of the passenger, the destination, the name of the driver and the number of the vehicle.	date and time of booking.
7.10.1 Public liability insurance	The Council will check that appropriate public liability insurance has been taken out for the premises that are open to the public (e.g. taxi waiting rooms).	Change of wording to: ‘The Council requires that an applicant must provide evidence that appropriate public liability insurance has been taken out for premises that are open to the public (e.g. waiting rooms) and will not issue a licence until it is satisfied that this is the case’ for clarification.
7.13 Private Hire operators sub-contracting work	No mention currently.	Added to clarify legal position.
Appendix A Permanent removal of seats	The vehicle shall be constructed and designed...with access to all passenger seats which will not require...the removal of any seat...’	Additional wording of, ‘ (permanent removal of a seat/s in a large capacity vehicle may in fact be necessary to ensure this prior to the licence being issued) to clarify this as members of the trade have queried under what circumstances they are permitted to remove seats.
Appendix A Access/egress condition	The vehicle shall be constructed and designed with access to all passenger seats which will not require the laying flat, folding, removal or re-positioning of any seat or equipment.	Additional wording of ‘and egress’ (as this is what has actually been agreed by the trade and Council) and additional wording of ‘N.B. Licences issued before 1 st January 2009 are exempt from this condition provided that there has been no gap in licensing or a transfer of a licence to another person has taken place’ to clarify exemptions to new applicants and current licence holders. This timescale was previously agreed by the trade and Council but detail was not added to the policy.
Appendix A, page 2 Mirrored windows	Mirrored glass is prohibited for all new vehicle applications.	Additional wording of, ‘and existing licensed vehicles that do not already have mirrored windows. Any vehicle with mirrored windows that was licensed before

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		<p>1st January 2009 is exempt from this condition so long as the vehicle remains licensed and with the same proprietor (i.e. if the licence expires it will not be able to be licensed again and transfers will not be accepted) to clarify exemptions to new applicants and current licence holders. This timescale was previously agreed by the trade and Council but detail was not added to the policy.</p>
<p>Appendix A, page 2 Tinted windows</p>	<p>Tinted glass is prohibited for all new vehicle applications.</p>	<p>At the end of 2008, the then Licensing Portfolio Holder agreed with the then Head Of Environmental Health to a more considered approach to tinted windows to take into account that most new vehicles are manufactured with some degree of tint. In January 2009, this new approach was brought in. Since January the approach has been to only licence vehicles in which the facial expressions of the passengers can be seen from outside the vehicle but with an additional qualification that the ‘Visual Light Transmission’ (VLT) be of a certain percentage. The law prescribes a minimum VLT for the windscreen and the front passenger windows of a vehicle, but not the rear. It was agreed to apply the lower percentage of VLT for the front side windows to the rear passenger windows and the back window. In practice, officers have found the two-pronged approach to be problematic and suggest the fairer, simplistic approach of only licensing vehicles with tinted windows in which passengers’ facial expressions can be seen from the outside of the vehicle. The Council’s Nominated Garages have been checking this as part of</p>

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		the routine test. Any vehicles on which there are conflicting opinions are referred to officers. This has been a practice that has worked well and officers would like this formalised in the policy.
Appendix A, page 2 Tinted windows – timescales	No timescale for clarified procedure currently mentioned in the policy.	Added ‘any vehicle with tinted windows that was licensed before 1 st January 2009 is exempt from this condition so long as the vehicle remains licensed and with the same proprietor (i.e. if the licence expires it will not be able to be licensed again) to clarify this exemption to new applicants and current licence holders. This timescale was previously agreed by the trade and Council but detail was not added to the policy.
Appendix A, page 3 Rear-facing seats	Each passenger seat shall be forward-facing, with the exception of tip-down seats which may face to the rear.	Proposal: to allow the licensing of vehicles manufactured with rear-facing seats so long as each seat has a working seatbelt. Officers cannot find any justification for not licensing such vehicles. In fact it is easier to make a rear-facing seat safer than a forward-facing one. Side-facing seats are not permitted as they are not considered safe, being the least favourable position to be in during an impact.
Appendix A, page 3 Location of vehicle licence plate	The licence plate shall be affixed to the vehicle and be clearly visible to the public at all times.	In the past the Council has advised that, ‘the licence plate shall at all times be securely affixed to the rear exterior of the vehicle, preferably above the bumper or fixed to the registration plate using a fixing plate for this purpose so as not to obscure either plate) and shall be clearly visible at all times’ and therefore this wording is suggested as it does not currently appear anywhere in the policy. This specification ensures

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		plates being readily visible and a uniformed approach makes for a smarter fleet.
Appendix A, page 3 Position of door stickers	The 'signs' provided by the Council shall be affixed to the vehicle at the centre of both rear doors.	Added, 'in the centre both vertically and horizontally' as there seems to be confusion over this and therefore some stickers have been placed incorrectly.
Appendix A, page 4 (i) Meters to be set at maximum agreed tariffs or lower	The taximeter shall be set for the current maximum tariff agreed by the Council.	Addition of, '(or can be set at a lower tariff, however the maximum tariffs must still be displayed) to clarify that this is a legal option.
Appendix A, page 4 Meters to be sealed by one of the Council's Nominated Garages	The taximeter shall be sealed to prevent unauthorised adjustment.	Addition of: sealed by one of the Council's Nominated Garages as has always been the practice.
Appendix A, page 4 'No-smoking' stickers	Not currently mentioned.	'A 'No Smoking' sign must be displayed in each compartment of the vehicle in which people can be carried. This must show the international no-smoking symbol at least 70mm in diameter. Signs can be downloaded and printed from: smokefreeengland.co.uk/resources or order by telephone on 0800 169 1697' added to comply with the introduction of The Health Act 2006.
Appendix A, page 5 Fire Extinguishers	These shall be provided' ...'at all times when the vehicle is used for hire and reward' ... 'suitable and efficient'.	Added: 'Each vehicle shall contain an 'in-date' fire extinguisher, maintained at all times when the vehicle is licensed. A suitable and efficient fire extinguisher (1.0 kg dry powder or larger foam fire extinguisher) to meet BS EN 3 1996 (BS 5423) shall be securely fixed to the vehicle and be readily visible and available for immediate use in an emergency. Each driver of a

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		vehicle should familiarise themselves with the use of the fire extinguisher contained in the vehicle.’ To clarify that licensed vehicles must contain a fire extinguisher at all times, that it must be ‘in-date’ and that foam extinguishers will be permitted but these needs to be larger than the 1kg for dry powder and that the driver should familiarise themselves with the use of the extinguisher, or else the condition is futile.
Appendix A, page 5 First Aid Kits	Mentioned in the Vehicle Testing Manual provided to the garages but not listed in the policy.	Added, ‘The Council requires that a first aid kit is carried in a licensed vehicle. A suggested list of contents and other helpful advice can be found in the Health & Safety Executive’s guidance (see paragraphs 33-40 of the document at www.hse.gov.uk/firstaid/review/firstaid174.pdf). Expired items must be removed from the kit and replaced. No first aid kits carried in a vehicle licensed by this Council shall contain medication. The Council does not advocate drivers carrying out first aid which they are not trained to do except in an emergency.’ Self explanatory.
Appendix B Vehicle registration document to be in name of applicant and to be submitted with renewals	The vehicle registration document issued by the DVLA (new applications only).	The Vehicle Registration Document issued by DVLA in the name of the applicant (or a ‘New Keeper Supplement’ part of the registration document if the applicant is awaiting the full document from the DVLA). Added to ensure that the applicant still owns the vehicle for which they wish to renew the licence and to provide for the situation where a vehicle has just

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		been purchased.
Appendix D, page 2 Requirement for renewal applications for driver and operator licences to be accompanied by Certificate Of Good Conduct if the applicant has lived 'overseas' for 3 consecutive months or more since the grant of the last licence	No current policy / requirement.	Required as CRB may not have been notified of any offences committed 'overseas'.
Appendix F Various Ensuring all offences are considered	Specific offences listed.	As the classification of offences can often change and there are frequent additions to offences or new Acts this was felt to be too prescriptive. Proposal: add the wording, 'and any other offence of a similar nature' under each section (i.e. dishonesty, violence etc.) The existing guidelines on taking such offences into account will still apply as explained in the rest of this appendix.
Appendix F, page 3 More Public Order, provocation of violence and racial hatred offences specified	Currently racially aggravated Public Order offences specified but not those which do not have a racial element. No racial hatred offences listed.	Offences added as missing.
Appendix F, page 4 Indecent images	Not currently specified.	Offence (s) added as missing.
Appendix F, page 4 (ii)	An application will normally be refused where an applicant	Change to 9 or more as per page 1 of this document.

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Reduction in amount of driving licence points before an application is normally refused	has 12 or more penalty points.	
Appendix F, page 6 Other penalties to be considered	'For the purpose of these guidelines formal cautions and endorsable fixed penalties shall be treated as though they were convictions'.	Needs updating, too prescriptive / exclusive as per page 8 of this document
Appendix F, last page List not exhaustive	Not currently mentioned.	'This list is not exhaustive and codes may be changed or added during the duration of this policy. If an applicant or current licence holder has been disqualified or given points that are not listed here, they will still be taken into account.' Self-explanatory.
Appendix G Various amendments	See Appendix G in current policy	(i)'Responsible' changed to 'respectful', (ii)'Council Officers' added (iii)'discrimination will not be tolerated' added, (iv) drivers and proprietors to 'ensure vehicles are not causing an obstruction or nuisance to local residents' added. (v)'If approached by a potential customer, direct them to the Hackney Carriage at the front of the rank unless the passengers specifically asks for a particular driver or company' added after recent problems (vi) assist in improving air quality in the Vale by switching off vehicle engines when parked, unless there are reasonable safety or comfort grounds for not doing so, for example keeping warm in very low temperatures (vii) Criminal offences taken out of the code as it was felt that the Council should not be asking licence

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		holders not to do things which are already deemed illegal. Reference has been made and a list updated of the types of offences licence holders should be aware of.
Appendix H Re-wording (was Appendix D)	Duplicates some information already explained elsewhere. No mention of the Head Of Legal & Democratic Services.	No change to how applications are considered, purely duplication removed and procedure clarified.