



Cambridge City Council

Hackney Carriage and Private Hire Taxi Handbook

July 2024

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By: Luke Catchpole

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General Enquiries and Correspondence

The Commercial & Licensing Team can be contacted via:

Email: taxi@cambridge.gov.uk

Telephone: 01223 457888

Post: Commercial & Licensing Team
Cambridge City Council
PO Box 700
Cambridge
CB1 0JH

Web Address: [Cambridge City Council](#)

Appointments: Appointments are made in advance for a visit to the Customer Service Centre,
Mandela House
4 Regent Street
Cambridge
CB2 1BY

- The Customer Service Centre is open at the following times:

Wednesday to Friday 9.00am – 5.15pm

Preface

Cambridge City Council is situated in Cambridgeshire, which contains a total of 5 District Councils. Cambridge combines a rich history with the vibrancy and prosperity of outstanding educational institutions and modern businesses.

The City of Cambridge is in the east of England, 50 miles north of London. A beautiful place to live and work, Cambridge is an historic University City and market town with high quality architecture and attractive open spaces. It is also a city of national importance, being a world leader in higher education and many 21st century industries – information technology, telecommunications and commercial research, particularly the biotechnology sector.

The population of Cambridge is over 125,000. A significant characteristic of the City's population is its large and diverse student population, totaling almost 27,000 (including post graduates). This is swollen further by language students attending "summer schools", which adds to a high "churn" in our population. Cambridge is also unique with a large number of cyclists being a notable feature of the traffic.

The daytime population of the City increases significantly, with high levels of commuting into the City and very large numbers of tourists and visitors. Last year nearly 4 million people visited the City.

Taxis are a vital component of the public transport system that provides a door-to-door service which is relied upon by a significant number of users.

For many visitors, the journey they make in one of Cambridge City's licensed vehicles will play a significant part in forming an initial perception of the City and so our licensed drivers play an important role in the future success of the City as a business and visitor destination.

Cambridge City Council is dedicated to providing the city with a top quality Private Hire Vehicle and Hackney Carriage service for its residents and visitors alike. The process for obtaining a driver's licence is therefore targeted at various aspects to ensure that the Council can be satisfied you are a "fit and proper" person to hold such a licence.

*Environmental Health Manager
Cambridge City Council*

Introduction and General Principles

This handbook provides details of all the current procedures in relation to Hackney Carriage and Private Hire Vehicles, Drivers licences and Operators licences.

This handbook accompanies the Hackney Carriage and Private Hire Licensing Policy which has been approved by the Licensing Committee and will be subject to periodic updating and change. Readers are recommended to use this handbook as a guide, in line with the Policy, to ensure understanding and compliance within Taxi Licensing.

Cambridge City Council is responsible for regulating Hackney Carriage and Private Hire Vehicles, the drivers of Hackney Carriages and Private Hire Vehicles and the operators of Private Hire Vehicles under the provisions of the Town Police Clauses Act 1847 and Part II of the Local Government Miscellaneous Provisions Act 1976.

In addition to this, the Council has made byelaws for regulating Hackney Carriages and each Licence that is granted (except for Licences to drive Hackney Carriages) will have standard conditions attached to it with which the Licence holder must comply.

Vehicles, drivers and operators are regulated to ensure the protection of the public and the Council is dedicated to providing a safe and secure Hackney Carriage and Private Hire service for its residents and visitors alike.

This Handbook outlines the operational procedures and processes associated with the administration of the licences. The main aim of the document is to offer assistance to anyone involved in operating and driving Hackney Carriages and Private Hire Vehicles by setting out the processes for applying for and renewing Licences, including the testing of vehicles. Additionally, the handbook outlines the standards expected of Licence holders and the action that may be taken for breach of legislative obligation, breach of condition or for any other matter that brings in to question whether the Licence should remain in force.

The Handbook is subject to amendment by the Environmental Health Manager.

Structure

Taxi Licensing is set with the Commercial & Licensing Team.

The service is answerable to the Licensing Committee which comprises of twelve Councillors who consider licensing policies in relation to the grant, suspension or revocation of licences for the provision of Hackney Carriage or Private Hire Drivers and Vehicles and Private Hire Operators.

Equal Opportunities

Cambridge City Council is committed to equality of opportunity and aims to ensure that no applicant receives more or less favourable treatment on the grounds of gender or gender reassignment; race and ethnicity; disability; sexual orientation; age; religion/belief; pregnancy and maternity; or marriage and civil partnership.

Cambridge City Council believes in the dignity of all people and their right to respect and equality of opportunity. We value the strength that comes with difference and the positive contribution that diversity brings to our city.

National Fraud Initiative

Cambridge City Council is under a duty to protect the public funds it administers and to this end may use the information you provide on the application form for the prevention and/or detection of fraud. It may also share this information with other bodies responsible for auditing or administering public funds for these purposes.

National Register of Refusals and Revocations

The Local Government Association (LGA) has launched a national register of hackney carriage and private hire licence refusals and revocations called NR3, which is being introduced within the National Anti-Fraud Network. It is a shared service that allows Council's to share information about revocations and refusals.

Cambridge City Council participates in this register and will be searching this database for all relevant new and renewal applications, as part of our routine checks to ensure the fitness and propriety of applicants. We also upload details of all relevant revocations and refusals so that other Licensing Authorities can have access to this information. Details contained on the register will be limited to information that will help to identify an individual to a certain degree of accuracy, but will not give a reason why actions were taken. It will be up to individual authorities to follow up on any searches they make which come back with a match. All data is

stored on the national database for 25 years, and it is shared and stored in accordance with our [privacy policy](#).

Safeguarding

Cambridge City Council is committed to safeguarding and promoting the welfare of children, young people and adults at risk. We take our responsibilities seriously and expect all of our licensed drivers, proprietors and operators to share this commitment.

We have rigorous procedures and checks in place for all to adhere to. As the Licensing Authority we have a duty to ensure that all licence holders are 'fit and proper'.

In addition to this we want to promote a safe culture, increase our safeguarding approach and promote good practice to protect children and vulnerable adults from harm.

Full details on Safeguarding can be found further on in the Handbook.

Customer Care

Cambridge City Council is committed to providing a high standard of service and we strive to get it right first time, every time.

We expect all licensees to display the utmost care and consideration in all their dealings with members of the public. Further details on the standards expected can be found further on in the Handbook.

Compliments, Complaints and Suggestions

We like to know when things go right, but we also want to know when things wrong.

The Licensing and Enforcement team encourage feedback on any areas within Licensing and welcome suggestions.

If you are unfortunate enough to have cause for complaint about a Cambridge City licence holder; you may choose to take up your complaint with the driver or private hire operator directly.

Alternatively you can take note of the driver's name and badge number, the vehicle plate number and/ or the vehicle registration number and contact the Commercial & Licensing Team with the details of your complaint (taxi@cambridge.gov.uk).

Some complaints are about poor customer service and we encourage Taxi Associations and Private Hire Operators to investigate and resolve the problem, which they do on a large number of occasions.

The Commercial & Licensing team operates under Licensing Law and can investigate complaints by passengers concerning drivers, vehicles and operators.

What is the Council's role?

We record all complaints concerning licensed drivers, vehicles and operators, except where the complainants are unwilling to provide their contact details. It is important that if you make a complaint that you provide as much detail as possible.

What do I need to do?

Tell us what happened and when. We will need you to be able to identify the driver and/ or vehicle (e.g. the plate number, badge number or vehicle registration number). If you cannot provide these details then we will be unable to follow the matter up.

You will also need to provide your name, address and, if you would rather be contacted by telephone than by email, your telephone number.

What happens next?

In cases of misconduct the complainant may be required to make a witness statement and will be advised that formal disciplinary action may depend on them supporting their statement in person at a disciplinary hearing.

If there are two conflicting accounts of an incident and no independent witnesses then our powers are limited. In such cases, the driver may only be given words of advice on the standard of driving and behaviour expected from licensed drivers.

A record of the complaint will be retained on the driver's record and the matter will again be considered if similar complaints are received in the future that suggest that there is a pattern to the licence holder's behaviour. A number of minor complaints in a short space of time or a similar incident occurring could lead to disciplinary action being taken.

If it is alleged that criminal offences under taxi or private hire legislation have been committed, the council will investigate the offence. A statement will usually be taken from the complainant and other relevant evidence gathered prior to the licence holder being interviewed under caution. If there is sufficient evidence to instigate legal proceedings, the complainant may be called as a witness to give evidence in court in support of the council's case.

If the council cannot enforce the offence, the complainant as detailed above will be advised to refer the matter to the police or the relevant enforcement agency. In such cases disciplinary action will usually be postponed until the police have completed their investigation and closed the incident.

This may mean waiting to see if the licence holder is convicted of the offence but, if the matter is of such a serious nature that it requires the council to take interim steps, the licence may be suspended pending the completion of the police investigation.

General

If you have already attempted to resolve the issue, without success, please contact us and we will, if necessary, carry out further investigations and refer the matter to other appropriate bodies as applicable.

We are committed to providing the City with a top quality Hackney Carriage and Private Hire service for its residents and visitors alike. We welcome feedback in any form, be it a compliment, a complaint or a comment and we encourage you to contact us if you have any queries or concerns.

Please be advised that the Licensing and Enforcement Team does not have the power to enforce:

- ❑ **Parking Infringements** (e.g. parking on double yellow lines or double parking or other highway parking issues). For parking infringements please contact Cambridgeshire County Council at info@cambridgeshire.gov.uk
- ❑ **Obstruction** (e.g. causing obstruction on the public highway including parking too near road junctions). For obstruction infringements please contact Cambridgeshire Constabulary in the first instance on 101, the non-emergency number. (If the matter is an emergency then call 999)
- ❑ **Traffic offences** (e.g. using hand-held mobile phone while driving, road rage, careless or dangerous driving). For traffic offences please contact Cambridgeshire Constabulary in the first instance on 101, the non-emergency number. (If the matter is an emergency then call 999)
- ❑ **Criminal offences** (e.g. assault, threats, harassment, theft of mobile phone, indecency). For criminal offences please contact Cambridgeshire Constabulary in the first instance on 101, the non-emergency number. (If the matter is an emergency then call 999)

- **Running a vehicle engine and sounding a vehicle horn when stationary** can be offences. These offences are infringements under Regulations 98 & 99 of the Road Vehicles (Construction and Use) Regulations 1986. For infringements of these regulations please contact Cambridgeshire Constabulary in the first instance on 101, the non-emergency number. (If the matter is an emergency then call 999)

- **Vehicles licensed by another local authority** (e.g. South Cambridgeshire District Council, East Cambridgeshire District Council, Huntingdonshire District Council) Contact the relevant local authority which has licensed these vehicles:
 - [South Cambridgeshire District Council taxi licensing information](#)
 - [East Cambridgeshire District Council taxi licensing information](#)
 - [Huntingdonshire District Council taxi licensing information](#)

Application Forms

This handbook contains details of the application procedures for a Vehicle, Driver and Operator Licence. Reference is made in these sections to the “relevant application form”.

The [taxi licensing application forms](#) are specific to the type of Licence that is being applied for and they are available to download on the Council’s website.

Fees and Charges

The Council is permitted to charge fees for the administration, process of, compliance associated with and some enforcement activity associated with the licensing regime.

The fees and charges for Licences are reviewed on an annual basis. The current fees and charges are shown in [Appendix F](#) and can also be found on [‘Fees for taxi licensing’](#) webpage.

Online Applications

The Commercial and Licensing Team is moving towards an online digital system for all licensing applications, including those for drivers, proprietors and operators. This will make the process more efficient and will reduce the amount of paper required and time taken.

It is anticipated that any reminders, or other general correspondence, will be communicated via email only so it is important that licence holders keep us up to date with their email contact details.

Currently you can view and download taxi documentation, guidance and forms from [‘Become a taxi driver’](#) webpage.

Part 1

Hackney Carriages and Private Hire Vehicles

Hackney Carriages are defined in section 38 of the Town Police Clauses Act 1847 as:

“Every wheeled carriage, whatever may be its form or construction, used in standing or plying for hire in any street...”

Private Hire Vehicles are defined in section 80(1) of the Local Government (Miscellaneous Provisions) Act 1976 as:

“A motor vehicle constructed or adapted to seat fewer than nine passengers, other than a hackney carriage or public service vehicle or a London cab or tramcar, which is provided for hire with the services of a driver for the purpose of carrying passengers”

There are differences between the activities that Hackney Carriages and Private Hire Vehicles may carry out. These are outlined in the table below:

Type of Work/ Business/ Vehicle	Hackney Carriage	Private Hire
Picking up people from a rank	Only Hackney Carriage Vehicles can use ranks	Private Hire Vehicles cannot use ranks
Picking up people who flag down (hail) on the street	Only Hackney Carriage Vehicles can ply for hire, only within Cambridge City (accept a flag down/ be hailed in the street)	Private Hire Vehicles cannot ply for hire (accept a flag down/ be hailed in the street)
Accept pre-booked journeys from a Licensed Private Hire operator	Hackney Carriage Vehicles can accept bookings from a licensed Private Hire operator and can take bookings directly	Private Hire Vehicles can only accept bookings from a licensed Private Hire operator

1. Vehicle Specification for Hackney Carriages and Private Hire Vehicles which are NOT Zero or Ultra-Low Emission Vehicles

This is applicable to current and new standard Hybrids and currently licenced petrol and diesel vehicles.

- A new vehicle licence will not be granted in respect of a vehicle unless it meets the Euro 5 standard or higher.
- A vehicle licence will not be renewed unless the vehicle is less than 11 years old.
- No vehicle will be considered acceptable for licensing as a Wheelchair Accessible Hackney Carriage (or Private Hire Vehicle) unless it is a category M1 type vehicle. Category M1 is defined as a vehicle designed and constructed for the carriage of passengers and comprises no more than eight seats in addition to the driver's seat.

All vehicles must comply with the Vehicle Standards as set out in [Appendix G](#).

No vehicle will be considered acceptable for licensing as a Wheelchair Hackney Carriage Vehicle or Wheelchair Accessible Private Hire Vehicle unless it has been through one of the following type approval schemes and unaltered since that time:

1. European Community Whole Vehicle (M1) Type Approval,
2. M1 Low Volume Type Approval
3. National Small Series Type Approval
4. Individual Vehicle Approval

EC Whole Vehicle Type Approval (ECWVTA)

This process provides a mechanism for ensuring that vehicles meet relevant environmental, safety and security standards. Because it is not practical to test every single vehicle made, one production vehicle is tested as being representative of the 'type'. Once all of the system and component approvals are in place, the vehicle will be considered as a whole by a designated approval body; in the UK this is VCA.

A successful inspection will result in the issue of a European Whole Vehicle Type Approval Certificate. This certification will be accepted throughout the EU without the need for further testing until a standard is updated or your design changes or is

altered. Once a vehicle is approved, the manufacturer should have processes in place to produce a Certificate of Conformity (CofC) for each vehicle manufactured.

Low volume Type Approval

Full EC whole vehicle type approval (ECWVTA) won't suit everyone, particularly those manufacturing vehicles in low numbers. In recognition of this fact there are a number of other approval routes available, including National Small Series Type Approval as detailed below:

a. National Small Series Type Approval

National Small Series Type Approval is a UK national scheme for low volume manufacturers who intend to sell only in the UK. The advantages of NSSTA are relaxed technical requirements for some subjects, a more pragmatic approach to the Conformity of Production (CoP) requirements, and reduction in administrative requirements. Like ECWVTA, once the design is approved, individual vehicles do not need to be tested.

b. European Small Series Type Approval

EC Small Series Type Approval (EC SSTA) has been created for low volume car (category M1) and light van / light truck (category N1) producers only. Like full European Community Whole Vehicle Type Approval (ECWVTA) EC SSTA will allow Europe wide sales but with technical and administrative requirements that are more adapted to smaller businesses.

c. Individual Vehicle Approval

Individual Vehicle Approval is a UK national scheme and the most likely route for those manufacturing or importing single vehicles or very small numbers. IVA does not require CoP as it is based on inspection of each vehicle by DVSA, although most bodybuilders and converters will work with manufacturers to ensure there is no warranty compromise

Before purchasing a vehicle for use as a wheelchair accessible vehicle you must ensure that the final vehicle build meets one of the above.

2. Vehicle Specification for Hackney Carriages and Private Hire Vehicles that are Zero and Ultra-Low Emission

There is a need to reduce polluting emissions to improve poor air quality in City Locations dominated by emissions from buses, taxis and service vehicles. This must

be achieved whilst maintaining sufficient levels of access and capacity for travel in the City, for the vehicles using those areas.

In order to support the update of Zero and Ultra Low emission vehicles within the Hackney Carriage and Private Hire vehicle fleet, Members agreed on 19th March 2018 to incentivise the uptake of such vehicles.

This means that there is a change in the Hackney Carriage and Private Hire Licensing Policy to fit with the Governments' long term vision for all new cars and vans to be Zero emission by 2040.

- Following Members approval on 30 September 2019, Ultra-low and Zero emission vehicles will be licensed at any age, however the below applies;
 - A vehicle licence will not be renewed for a Zero Emission vehicle, unless the vehicle is less than 15 years old.
 - A vehicle licence will not be renewed for an Ultra-Low Emission vehicle, unless the vehicle is less than 12 years old.

Further information relating to Zero and Ultra-Low Emission Vehicles can be found at [Appendix R](#).

3. Vehicle Specification for Hackney Carriages only

A Wheelchair Accessible Hackney Carriage Vehicle Licence will only be granted in respect of a “new vehicle” if it meets the following requirements:

- The vehicle shall have a minimum door height and width and internal headroom equal to or larger than a London Taxi International FX4 Fairway Taxi. (These measurements are door width 680mm: door height 1270mm and inside height floor to roof 1320mm)
- Any aisle / gangway in such a vehicle should measure at least as wide as the minimum seat measurements.
- That they are capable of loading from the nearside or rear.
- One of the listed conversion certificates, if applicable; (i) European Community Whole Vehicle (M1) Type Approval, (ii) M1 Low Volume Type Approval (iii) National Small Series Type Approval (iv) Individual Vehicle Approval

A Zero Emission Hackney Carriage Vehicle Licence will only be granted in respect of a “new vehicle” if it meets the following requirements:

- The vehicle shall not emit any emissions during its operation.
- The vehicle is powered by either a battery or a hydrogen fuel cell.

A Ultra-low emission vehicles will only be granted in respect of a ‘new vehicle’ if it is:

- The vehicle is a plug-in hybrid with CO2 emissions less than 75g per km
- The vehicle is an extended range electric vehicles (E-Rev) with CO2 emissions less than 75g per km

Livery

Two rounds of public consultation took place in 2017 and again in 2018 in relation to a Hackney Carriage Livery. The findings of the consultations were presented to Full Licensing Committee on 9th July 2018 and again on 1st October 2018. Members agreed that Hackney Carriage Vehicles:

- Must be a silver base colour (as described on the V5 registration document for each vehicle).
- Must have a ‘wrap’ of two gloss stripes, one placed either side of the vehicle (running horizontally from the headlight to the rear light).
- Must have stripes which are ‘grass green’ in colour and must be fitted along the side of the vehicle and should follow the natural line of the vehicle.
- For Multi-Seater Vehicles, the stripe must be a thickness of 6 inches (150mm).
- For Saloon Vehicles, the stripe must be a thickness of 4 inches (100mm).
- Must have a break on any part of the stripe, on the front passenger and driver doors, to allow for the positioning of the crests.
- Will display the Cambridge City Crests on both the nearside and offside front doors of the vehicle. The door crests must be a minimum of 9.5 inches in diameter if circular or 10 inches by 10 inches in width and height if square.
- Will only be permitted to have external advertising on the rear of the vehicle.

- Will continue to have internal advertising as described in the policy and in section 13.

HCV Livery Specification effect from 1st January 2019

1. A silver base colour (as described on the V5 registration document for each vehicle) for all Hackney Carriage Vehicles.
2. The 'wrap' of two gloss stripes, one placed either side of the vehicle (running horizontally from the front of the vehicle to the back of the vehicle) should be the following colour/ designs:

Avery 813 Grass Green, Solid Strip

3. The stripes must be fitted along the side of the vehicle and should follow the natural line of the vehicle.
4. The stripe should have a break on any part of it, on the front passenger and driver doors, to allow for the positioning of the crests.
5. For Multi-Seater Vehicles, the stripe must be a thickness of 6 inches (150mm).
6. For Saloon Vehicles, the stripe must be a thickness of 4 inches (100mm).
7. All Hackney Carriage Vehicles will continue to have the Cambridge City Crests on the driver and front passenger door.
8. External advertising on Hackney Carriage Vehicles will only be permitted on the rear of the vehicle.
9. Internal advertising in Hackney Carriage Vehicles will continue to be permitted as described in the existing policy.

Please Note: All Private Hire Vehicles are excluded from being silver.

Timeframe for Livery Implementation

- For all existing silver (as described on the V5 registration document for each vehicle) Hackney Carriage Vehicles, the full livery requirements will need to be in place at the next vehicle licence renewal.

- ❑ Where there is advertising externally on the vehicle which will not comply with the new Livery specification, the Proprietor/s must make contact with the Licensing Team in the first instance.
- ❑ For all other Hackney Carriage Vehicles, upon change of vehicle (which may not necessarily be at the next licence renewal), the Proprietor/s will be required to fully comply with the Livery specification.
- ❑ That the changes in the policy will take effect from 1st January 2019.

4. Vehicle Specification for Private Hire Vehicles only

The Council cannot licence a vehicle as a Private Hire Vehicle if it is of an appearance or design that is considered likely to lead the public to think that it is a Hackney Carriage. TXI's (London type taxi cabs) or other purpose built vehicles will therefore not be licensed as Private Hire Vehicles.

All Private Hire Vehicles must display on a sign, in 1 inch lettering, the words: 'Private Hire Vehicle – Pre Booked Only' (or similar which instructs that the vehicle must only be pre booked for the carriage of passengers) on both the driver and front passenger doors.

Also on both the driver and front passenger doors in a prominent position, the name and contact details of the Operator fulfilling the booking must be displayed.

Private Hire Vehicles cannot be silver in base colour (as described on the V5 registration document for each vehicle).

For all existing silver (as described on the V5 registration document for each vehicle) Private Hire Vehicles, upon change of vehicle (which may not necessarily be at the next licence renewal), the Proprietor/s will be required to obtain and licence a vehicle which is not silver.

A Wheelchair Accessible Private Hire Vehicle Licence will only be granted in respect of a "new vehicle" if it meets the following requirements:

- ❑ The vehicle shall have a minimum door height and width and internal headroom equal to or larger than a London Taxi International FX4 Fairway Taxi. (These measurements are door width 680mm: door height 1270mm and inside height floor to roof 1320mm)

- Any aisle / gangway in such a vehicle should measure at least as wide as the minimum seat measurements.
- That they are capable of loading from the nearside or rear.
- One of the listed conversion certificates, if applicable; (i) European Community Whole Vehicle (M1) Type Approval, (ii) M1 Low Volume Type Approval (iii) National Small Series Type Approval (iv) Individual Vehicle Approval

A Zero Emission Private Hire Vehicle Licence will only be granted in respect of a “new vehicle” if it meets the following requirements:

- The vehicle shall not emit any emissions during its operation.
- The vehicle is powered by either a battery or a hydrogen fuel cell.

A Ultra-low emission vehicles will only be granted in respect of a ‘new vehicle’ if it is:

- The vehicle is a plug-in hybrid with CO2 emissions less than 75g per km
- The vehicle is an extended range electric vehicles (E-Rev) with CO2 emissions less than 75g per km

5. CCTV in all Licensed Vehicles

The implementation of CCTV within Hackney Carriage and Private Hire Vehicles was agreed by Council Members in October 2017.

The introduction of CCTV will:

- Allow the Council, with strategic partners, to work with the trade, taxi marshals and street pastors to signpost people towards vehicles which operate to the highest standards of public safety
- Reduce the fear of crime and provide reassurance to the public
- Discourage anti-social behaviour and deter persons from committing crimes
- Ensure that in the event of a serious incident or allegation, an evidence based decision can be made

- Capture actual events, not influenced by interpretation, and assist in disproving false allegations

A first phase public consultation took place in 2017 as part of a review of the Hackney Carriage and Private Hire Licensing Policy which included the implementation of CCTV in licensed vehicles. Feedback was received from members of the taxi trade.

A second phase consultation has taken place with the taxi trade to focus on equipment specification, positioning of camera, retention and storage of footage and an implementation plan.

Implementation of CCTV in licenced vehicle has been delayed due to the inability to identify supplier/s and the Covid-19 pandemic.

Since the approval of CCTV in licenced vehicles, Statutory taxi and private hire standards were released in July 2020. In response to guidance on CCTV, on 21st March 2022, members approved recommendations; 1. A review of the CCTV requirement in vehicles considering pressing need and proportionate need. 2. continue work with South Cambridgeshire District Council, 3. Present outcome of review in October 2022 Licensing Committee.

In October 2022, report containing crimes and incidences were present to Members. Members were satisfied with information and approved the implementation date of 1st April 2023. Following the October 2022 committee meeting, implementation date was reviewed during March 2023 committee meeting and implementation date agreed for the 1st September 2023. From this date, any new vehicle licenced, or vehicle being renewed is required to have CCTV system installed which meets/exceeds Cambridge City Council and South Cambridgeshire District Council CCTV specification.

6. Application Procedure

The stages in applying for a Hackney Carriage or Private Hire Vehicle Licence are set out in [Appendix I](#).

Please note: If a Vehicle Licence is in force when the vehicle is tested and it fails the test, the Licence will be suspended.

The vehicle cannot be used again for Hackney Carriage or Private Hire purposes until either a test has been passed and the suspension has been lifted or where the Licence expires following the suspension, until a new Licence is issued.

If you fail to attend a vehicle test, or if the vehicle fails to keep an appointment for a test, and if less than 24 hours' notice is given, the fee will be forfeited.

7. Limitation of Hackney Carriage Vehicles

Following a Demand Survey in 2015, the City Council limited the number of Hackney Carriage licences to 321.

A further demand survey was undertaken in 2017 and all members of the trade were consulted. The survey showed there to be no significant unmet demand for Hackney Carriages.

On 29th January 2018 Members resolved to keep a limit on Hackney Carriage Vehicles for a further period of three years. The decision means that no further licences will be issued until vacancies occur, as a result of licences being surrendered or revoked.

There are no powers for the City Council to limit the number of Private Hire Vehicles.

On 19th March 2018, Members agreed to a decrease in the percentage of Wheelchair Accessible Vehicles across the Hackney Carriage fleet. Up to 50 existing Wheelchair Accessible Vehicles can transfer to become Zero Emission Saloon Vehicles.

8. Renewal of Licences

Vehicle Licences will generally be issued for 1 year. The application procedure is as outlined in [Appendix I](#).

Please note: The responsibility for applying to renew a Licence rests solely with the Licence holder.

Prior to the expiry of a Licence, the Proprietor must make arrangements to commence and complete the renewal process should they wish to do so.

9. Testing of Vehicles

The Council requires that all licensed vehicles are tested at least twice a year. The first test must be carried out prior to the grant of the Licence (when a Certificate of Compliance will be issued for 6 months) and the second test must be carried out prior to the expiry of the Certificate or Compliance issued on passing the first test.

The expiry date of the Certificate of Compliance will be:

- six months minus one day from the date of the test (for the first test);
- the expiry date of the Licence period (for the second test).

For a vehicle to pass a test, it must comply with both:

- Vehicle mechanical standard and;
- Vehicle visual standard

Before the test you must ensure that your vehicle is clean inside and out. You must be aware that dirty vehicles will not be examined and the test fee will still be due.

If the vehicle fails the test you must rectify the points and make an appointment for a retest. The vehicle cannot be used without a current and valid Certificate of Compliance being in force.

Where a vehicle licence has been suspended, the Council may attach a 'Licence Suspended' sticker to the licence plate or may remove the plate from the vehicle.

A charge will be made to replace a suspended plate.

Vehicle Standards are set out in [Appendix G](#).

10. Display of Licence Plates

For Hackney Carriage Vehicles, the Licence plate must be securely fixed to the external rear of the vehicle.

For Private Hire Vehicles, the Licence plates must be securely fixed to the external front and rear of the vehicle.

In both cases, the plates should be fixed securely in such a position so they are in a conspicuous position and easily visible by an Authorised Officer of the Council or a Police Officer. Fixing kits will be provided for this purpose.

11. Plate Exemptions (Private Hire Vehicles Only)

The plate identifying the vehicle as a Private Hire Vehicle is required to be exhibited on the vehicle pursuant to Section 48(6) of the Local Government (Misc. Provisions) Act 1976 shall be securely fixed to the external front and rear of the vehicle in a conspicuous position and in such manner as to be easily visible by an authorised officer of the Council, or a Police Officer.

However, Cambridge City Council's policy allows proprietors of prestige type vehicles to seek permission to waive the requirement to display plates.

The process for obtaining a plate exemption for a private hire vehicle can be found in [Appendix H](#).

The associated documentation relating to Plate Exemption can be found online on our ['Exemptions for taxi drivers' webpage](#).

12. Vehicle Licence Conditions

There are conditions attached to both Hackney Carriage and Private Hire Vehicle Licences. Once a Licence has been granted, the vehicle is deemed a licensed vehicle 24 hours a day until such time as the Licence expires or it is surrendered, suspended or revoked. Therefore the conditions attached to the Licence apply at all times and not just when the vehicle is being used for hire and reward.

The Vehicle Licence conditions can be found in [Appendix B](#).

13. Advertising on Vehicles

Advertising on Private Hire Vehicles is not permitted in accordance with the Council's policy.

Limited advertising on Hackney Carriages is only permitted subject to the prior written approval of the Council. However, it is unlikely that advertising will be approved if it contains:

- a) Political, ethnic, religious, sexual or controversial subjects
- b) Escort agencies, gambling establishments or massage parlours
- c) Nude or semi-nude figures
- d) Tobacco or alcohol
- e) Anything likely to offend public taste

Further to this, the following restrictions apply to external advertising on Hackney Carriages:

- a) Advertisements can only be placed on the rear of the vehicle
- b) No advert shall be reflective
- c) No advert shall have the potential under any circumstances to distract other road users
- d) There shall be no advertising on any window

Internal advertising is permitted in Hackney Carriages:

- a) on the base of the lift up (tip up) seats or
- b) on media screens mounted on the glazed partition immediately behind the driver's head but no other advertising material may be placed on the glazed passenger driver partition
- c) On a media screen mounted in the front seat headrests.

The following restrictions apply to internal advertising in Hackney Carriages:

- a) No media screen is permitted to have accompanying sound.
- b) All paper-based advertisements must be encapsulated in clear non-flammable plastic.
- c) Advertisements must be of such form as not to become easily soiled or detached.
- d) No advertisement will be permitted which impedes the vision of the driver or passenger.
- e) Advertising material must not interfere with any equipment normally fitted to the taxi
- f) The equipment should not be used to the annoyance of any passenger and shall be switched off if requested.

In order to apply for approval of the Council for advertising you must submit the following information to the Commercial & Licensing Team:

1. The vehicle registration number
2. The vehicle licence number
3. Full details of all proprietors
4. Details of the design and wording (with picture examples if possible)
5. Details of the duration of the advertisement

This information should be emailed to taxi@cambridge.gov.uk for consideration and will be considered by the Commercial & Licensing Team as soon as is reasonably possible.

Any details relating to advertising on vehicles will be retained on file.

14. Vehicle Incidents

In the event that a vehicle is involved in a collision or incident the Council must be notified as soon as is reasonably practicable and definitely within 72 hours.

15. Replacement Vehicles

The replacement vehicle procedure can be found at [Appendix M](#).

16. Spare Wheels

Spare wheels or space saving wheels should only be used with the understanding that the journey is finished and then a replacement wheel is obtained and fitted to the vehicle at the first opportunity.

17. Vehicle Unfit for the Conveyance of Passengers

An authorised officer of the Council or any constable may at any reasonable time inspect and test any hackney carriage or private hire vehicle licensed by the Authority or the taximeter affixed to such vehicle for the purpose of ascertaining its fitness. If the authorised officer is not satisfied as to the fitness of the vehicle or the accuracy of the taximeter, the officer may give notice in writing to require the proprietor of the vehicle to make the vehicle available for further inspection and testing at such reasonable time and place as specified in the notice, and suspend the licence until such time as the officer is satisfied that the vehicle or meter is again fit for purpose.

The suspension notice will remain in place until such time as the Officer issuing the notice is satisfied that the grounds for suspension have been satisfactorily resolved. Written confirmation of the lifting of the suspension notice will be given.

If the Authorised Officer or constable who issued the suspension notice is not satisfied as to the fitness of the vehicle or its taximeter before the expiration of a period of two months, the licence will, by virtue of the provisions of section 68, be deemed to have been revoked.

Where a licence is deemed to be revoked, the Licensing Authority will write to the proprietor of the vehicle giving notice of the grounds on which the licence has been revoked within 14 days of the deemed revocation. The proprietor may appeal to the Magistrates' Court.

18. Dual Plating

Cambridge City Council will not grant a Hackney Carriage or Private Hire Vehicle Licence for any vehicle already licensed by another authority.

No vehicle will be granted a licence if it is licensed by another authority due to the difficulties of meeting the variance of conditions applied in different districts and the

enforcement of those conditions in the cases of non-compliance (i.e. signs, meters, suspensions or revocations).

Obtaining a vehicle licence from any other authority automatically invalidates any vehicle licence issued by Cambridge City Council.

Part 2

Hackney Carriage and Private Hire Driver Licences

It is an offence to drive a licensed Hackney Carriage or Private Hire Vehicle unless the same Local Authority that licensed the vehicle has licensed the driver to drive that type of vehicle. In order to obtain a Hackney Carriage or Private Hire Driver Licence, you must complete all licensing procedures. If you wish to drive both Hackney Carriage and Private Hire Vehicles then you will need to hold a Driver Licence for both types of vehicle.

The Council will only grant a Licence if it is satisfied that the applicant is a “fit and proper” person.

However, the Council cannot grant a Licence to drive Hackney Carriages or Private Hire Vehicles unless the applicant has held a full UK (United Kingdom) or EC/EEA (European Community/ European Economic Area) Driving Licence for at least one year.

Before applying for a licence, you should carefully read the Council’s licensing byelaws ([Appendix A](#)) and conditions ([Appendix B](#)) and satisfy yourself that you will be able to comply with these conditions at all times. Failure to comply with these conditions may result in your licence being suspended or revoked and in certain circumstances, could lead to prosecution.

You are also advised to read the Grounds for Disbarment which can be found in [Appendix D](#).

19. Application Procedure for First Time Applicants

The stages in applying for a Hackney Carriage, Private Hire or Dual Driver Licence for the first time are set down in the guidance for new applicants at [Appendix J](#).

On submission of a complete application, the application will be determined as follows:

- i. Provided that the applicant doesn’t fall within the ground for disbarment as detailed in [Appendix D](#), they will be deemed a ‘fit and proper’ person and the Licence will be granted for a period of either 1 year (in the case of all new applicants) or 3 years depending on the application.
- ii. If the applicant falls within the grounds for disbarment the application will be referred for consideration by Cambridge City Council’s Licensing Committee (see ‘Hackney Carriage and Private Hire Enforcement Management System’ in [Appendix D](#)).

20. Renewal of Licences

1. A Hackney Carriage, Private Hire or Dual Driver Licence will be issued to a first-time applicant for a maximum period of 1 year. The Licence may be subsequently renewed for a period of 1 year or for 3 years.
2. There are exceptions when an individual may not be permitted to hold a 3 year licence. Examples of this include where there set time restrictions on an individual's right to remain in the UK or time restrictions on the DVLA licence. Each case will be assessed individually.

The procedure for renewing a Driver Licence can be found at [Appendix N](#).

3. On renewing a Licence, a DBS Check (via the DBS Update Service) is required. A DBS check will then be completed via the update service every 6 months. (Failure to remain on the update service, will require a further DBS check application being made and for new Certificate being subscribed on the update service)
4. Additionally, it may be necessary for the applicant to submit a satisfactory medical certificate on applying to renew a licence (See 'Medical Reports' section).
5. It is the full responsibility of the licence holder to apply to renew their licence and to ensure that all documentation, checks and other necessary criteria is up to date. There are no exceptions.
6. In cases where a DBS Check is required, and the individual is not subscribed to the DBS Update Service, the DBS appointment must be booked and completed a minimum of 8 weeks prior to the expiry date of the existing Licence. This is to ensure that the DBS Disclosure Certificate is returned directly to the applicant and then submitted to the Council for processing, prior to the licence expiry.

This will then enable the new licence to be granted a minimum of 10 working days prior to the expiry of the old licence.

Please note: If a driver fails to make and submit their full application 8 weeks prior to the expiry of the Licence, and the DBS Disclosure Certificate is not returned before the expiry date of the new licence, the individual's licence will expire.

Once a driver allows their licence to expire, they will need to commence the new driver application process again should they wish to be a licensed driver.

7. In cases where a DBS Check is required, and the individual is subscribed to the DBS Update Service, licence holder must submit full application bundle 8 weeks prior to the expiry date of the existing Licence.

8. In addition:

On submission of a complete application, the application will be determined as follows:

- 1) Provided that the applicant doesn't fall within Level 3 of the Enforcement Management System as detailed in [Appendix D](#), they will be deemed a 'fit and proper' person and the Licence will be granted for a period of either 1 year or 3 years depending on the application.
- 2) If the applicant falls within the grounds for disbarment the application will be referred for consideration in accordance with the Scheme of Delegation as set down in the Hackney Carriage and Private Hire Licensing Policy.

21. Safeguarding and Knowledge Tests (SAKT)

All new applicants for a driver licence must undertake and pass the Safeguarding and Knowledge Tests (SAKT) prior to completing the application process. An individual is given 1 year (from the date of initial registration) to complete the new driver process.

The process for becoming a Taxi Driver can be found at [Appendix J](#).

The SAKT process consists of the following:

- The Customer Awareness: Safeguarding, Equality and Protection training course;
- Sitting of the Safeguarding Test; and
- Sitting of the Knowledge Test

The tests are administered online and the applicant will undertake the test under online invigilation using your personal computer. Further information on the tests is available in [Appendix K](#).

- The Customer Awareness training session is online and applicants can watch videos in their own time, as many times as they want.
- There is a one-off fee for the course.
- Each applicant may make a maximum of three attempts at passing the tests.

- For each attempt of the Knowledge Test candidates must pay the appropriate fee.
- For each attempt of the Safeguarding Test are free of charge.

Details of our fees are available in [Appendix F](#).

If the applicant fails three tests, their application will be rejected and they are recommended to wait to reapply for a period of 6 months from the date of their last attempt at passing the test.

If after a year from your Safeguarding and Knowledge Test Registration you have not completed all elements then your details will be removed from our system.

Further details on the Safeguarding and Knowledge Tests can be found at [Appendix K](#).

22. Driver and Vehicle Licensing Agency (DVLA) Checks

The Council requires new and renewal applicants to provide access to records held by the DVLA, including eligibility to drive and endorsements for road traffic offences in order that consideration can be given as to whether an applicant or existing licence holder is a fit and proper person to be licensed.

The Council checks that the information which has been submitted by the applicant matches up with information held by the DVLA and in completing the necessary application or renewal work, individuals give permission for this to take place. There is a set fee for this service.

23. Eligibility to Live and Work in the UK

If an individual is not a UK national then they will need to obtain permission to live and work in the UK.

Individuals may have a permanent or temporary right to live and work in the UK. Licences will not be issued for a period any longer than the length of an individual's permission to live and work in the UK.

Applicants must provide evidence that they are eligible to live and work in the UK (Immigration, Asylum and Nationality Act 2006). If eligibility is only given for a limited time period, the applicant will be required to provide evidence on their eligibility to live and work in the UK when applying to renew a Licence.

As of 1st July 2021 EU, EEA and Swiss citizens can no longer use their passport or national identity card to prove their right to work. Cambridge City Council will need to [check for right to work online](#).

If the above applies to you, as part of your licence application, you will be required to provide the following;

- Share code
- Date of Birth

If you are an Irish citizen you can continue to use your passport or passport card to prove your right to work.

24. DBS (Disclosure & Barring Service) Check / Certificate of Good Conduct

An Enhanced DBS Check (DBS) will be undertaken upon first application and all licensed drivers will, at that point, be required to subscribe to the DBS Update Service within 30 days of receiving their DBS Disclosure Certificate.

DBS checks from other sources cannot be accepted. All applicants for Driver Licences will need to apply for a DBS Check through Cambridge City Council; unless they are signed up to the Update Service and can meet all of the following criteria:

- The level of DBS that has been undertaken and is presented is the same as Cambridge City Council (Enhanced)
- The Workforce denoted on the DBS Disclosure Certificate is the same as Cambridge City Council (Other)
- The individual is able to present the original DBS Disclosure Certificate with which they subscribed to the DBS Update Service

All new applicants and renewals for Vehicle Proprietor and Operator Licences will need to make arrangements to obtain a Basic Disclosure unless they are a Cambridge City Council licensed driver already.

Please see table below to indicate when/ where a criminal record check is required:

Type of application	Level of check required	When check required
New Driver	Enhanced	Upon Application and every 6 months (via DBS update service)
Renewal Driver	Enhanced	Upon Application and every 6 months (via DBS update service)
New Proprietor (not already licensed with Cambridge City as a driver)	Basic	Upon Application
Renewal Proprietor (not already licensed with Cambridge City as a driver)	Basic	Upon Application
Existing Proprietor, licensing new vehicle (not already licensed with Cambridge City as a driver)	Basic	Every 12 months, however in line with existing licence/ DBS check
New Private Hire Operator (not already licensed with Cambridge City as a driver)	Basic	Upon Application, and every 12 months thereafter
Renewal Private Hire Operator (not already licensed with Cambridge City as a driver)	Basic	Upon Application, and every 12 months thereafter

Additionally, any applicant who has lived abroad for any time in the five-year period immediately prior to applying for a Licence is required to provide a **Certificate of Good Conduct** authenticated and translated by the relevant embassy. This is used to determine whether an applicant is a 'fit and proper' person to hold a Driver Licence.

The Disclosure & Barring Service (DBS) is an Executive Agency of the Home Office and exists to assist organisations wanting to access police and other relevant information pertaining to an individual's criminal record.

Cambridge City Council is registered with the Disclosure and Barring Service (DBS) to carry out Criminal Record Checks. A Criminal Records Check is used to assess an applicants' suitability for the role of a Driver, Proprietor or Operator. These particular roles are exempt from the provisions of the Rehabilitation of Offenders Act.

For posts that involve working with children, young people and vulnerable adults, which are exempt, all convictions, cautions, reprimands or final warnings which would appear on a DBS certificate (see below) should be disclosed, whether 'spent' or 'unspent'.

Please note: In the boxes provided on the application form, applicants must list/declare; Convictions, Police Cautions, Warnings and Reprimands for offences including Traffic Offences and Fixed Penalty Endorsements.

It is essential that all relevant information is declared at the time of application or renewal. Failure to do so could have an impact on the issue of a licence and could potentially result in the suspension or revocation of a licence.

Following a DBS application being made, the DBS Disclosure Certificate is sent to the applicant and as part of the application process, they are required to present the original certificate to the Licensing Authority as part of their full application bundle.

Some Police National Computer information will now be filtered and will not appear on the certificate. Cautions and convictions filtered out are set out in legislation. The legislation states that a certificate must include the following:

- Cautions relating to an offence from a list agreed by Parliament– see below
- Cautions given less than 6 years ago (where individual over 18 at the time of caution)
- Cautions given less than 2 years ago (where individual under 18 at the time of caution)
- Convictions relating to an offence from a prescribed list - see below
- Where the individual has more than one conviction all convictions will be included on the certificate (no conviction will be filtered)
- Convictions that resulted in a custodial sentence (regardless of whether served)
- Convictions given less than 11 years ago (where individual over 18 at the time of conviction)
- Convictions given less than 5.5 years ago (where individual under 18 at the time of conviction)

The list includes a range of offences which are serious and which relate to sexual offending, violent offending and/or safeguarding. It would never be appropriate to filter offences on this list. A list of offences which will never be filtered has been derived from the legislation and can be found on [GOV.uk](https://www.gov.uk).

This is not the complete list as the legislation also extends to cover similar offences committed under the law of Scotland and Northern Ireland or under laws relevant to the armed services.

Enhanced DBS certificates - will include details of convictions and cautions (including youth cautions, reprimands and warnings) recorded on the Police National Computer (PNC).

In addition to information from the PNC, an Enhanced certificate may also include information taken from police records that a chief officer of a police force considers relevant to the application and/or details of whether an individual is included on one or both of our two lists barring people from working with children and/or vulnerable adults.

This information, along with the other aspects of the application process, will be used to ensure that Cambridge City Council can be satisfied that you are a “fit and proper” person to hold a hackney carriage, private hire or dual driver licence.

As of Monday 25th January 2021, any decision by the licensing authority to refuse to grant or revoke a licence to an individual thought to present a risk of harm to a child or vulnerable adult will be referred to the Disclosure and Barring Service (DBS).

25. Disclosure & Barring Service (DBS) Update Service

From 1st October 2018 it is a mandatory requirement that all licensed drivers subscribe to the DBS Update Service. The Update Service allows individuals to keep their DBS certificate up to date online, subject to an annual fee.

It is your responsibility to keep your subscription to the DBS Update Service current and inform them of any changes in your circumstances. If your subscription has lapsed or there have been changes to the information on your DBS disclosure certificate, you will need to complete a new DBS application at the time of your renewal.

What is the process?

A DBS Check will be undertaken, face to face, at an appointment with an Officer of the Council.

Following an application being made, the DBS certificate is issued directly to the applicant. Please note that no copies are sent to Cambridge City Council. Therefore it is the applicant’s responsibility upon receipt of the certificate to present it to the Council before an application can be fully considered and processed.

It is important to understand that if an applicants’ DBS certificate is not presented to the Council as part of the renewal application prior to the expiry date of the licence,

then the licence will be deemed to have expired. An applicant would then be expected to start the application process again.

How do I subscribe to the DBS Update Service?

Subscribing is quick and simple.

Go to [DBS update](#) and enter your DBS application form number (within 28 days of completing your application) or DBS certificate number (within 30 days of the certificate being issued), name, date of birth and address and pay the subscription fee.

When your subscription is confirmed, make a note of your unique ID number and keep it secure.

You also need to keep the DBS certificate safe as you will need to provide this to the Licensing Authority when they undertake the online check.

How do I renew my subscription?

A subscription to the Update Service lasts for a year. You can renew either:

- When you first register by choosing automatic renewal
- Up to 30 days before your current subscription ends (but you cannot renew on the last day of your subscription).

Please note: If you do not renew your subscription before it ends, you will need to apply for a new DBS check and register for the Update Service again.

This could impact on your renewal and may mean that your licence expires, in which case you would need to start the application process again.

What else you need to know

Make a note of your unique ID. It will begin with the letter C and is followed with 10 randomly selected numbers. This number will allow you to access your account, view your certificates and make any changes to your contact details.

Keep the original DBS certificate used to sign up to the Update Service in a safe and secure place. The certificate number found on the top right-hand side of the certificate will be needed by Cambridge City Council when checking your DBS status. The original certificate will also need to be seen at your renewal appointment.

Individuals will be asked, as part of the application form, to give their consent for Cambridge City Council to use their current DBS certificate to carry out an online check to see if any new information has come to light since its issue.

26. Driving Skills Assessment

As part of the new driver application process, an applicant must have passed one of the following taxi tests/assessments:

1. AA DriveTech – Taxi Test

E-mail: tellmemore@drivetech.co.uk

Telephone: 0345 373 1360

2. Blue Lamp Trust – Taxi Driver Assessment

Online booking: [BlueLampTrust](#)

Telephone: 0300 777 0157

3. Diamond Advanced Drivers – Standard Taxi Test

Online booking: [AdvancedDrivers](#)

Telephone: 020 8253 0120

4. Green Penny – Taxi Assessment

Online booking: [GreenPenny](#)

Telephone: 0330 111 7230

5. Mann Fleet Solutions – Standard Taxi Assessment

E-mail: mannfleetsolutions@mail.com

Telephone: 07921 777667

You will be responsible for arranging a test with the above provider direct. Please contact the provider for details of their charges. Please also note that you will need to provide your own car for the test.

When you have passed either of the above tests you will be issued with a certificate, which you will then need to bring into Customer Services so a copy can be taken. Alternatively you can ask the course provider to e-mail a copy of the certificate to taxi@cambridge.gov.uk.

Please note: The pass certificate will only be accepted if it is dated within 12 months of the completion of all stages of the application process.

27. Medical Reports

The Council requires that all drivers meet Group II medical standards as recommended by the Medical Commissioners on Accident Prevention. A guide for medical practitioners on the current medical standards of fitness to drive is issued by the DVLA and can be accessed online at [Department for Transports](#).

Applicants can either do this with their own GP or, if their GP is unable to undertake the assessment, with the Council's approved medical providers for a medical examination. Currently these are the medical providers approved by Cambridge City Council:

- [Huntingdon Road Surgery](#) Tel: 01223 364127
- [Mill Road Main Surgery / Cherry Hinton Branch](#) Tel: 01223 247812/ 01223 414444
- [D4Drivers.uk](#) Tel: 0808 178 0725
- Ayyaz Kauser – based in Peterborough Contact Tel: 07930 440219

The practitioner carrying out the Medical Examination is required to complete and sign a Medical Certificate Form to state whether they declare the individual fit or unfit to drive a Hackney Carriage and/ or Private Hire Vehicle.

Once completed the original form and certificate is then submitted to the Licensing Office as part of the new driver or renewal driver application process.

It is the applicants' responsibility to:

- Book an appointment for a Group II Medical Assessment with your GP or with a Doctor at the City Council's approved practice.
- Take a blank copy of the Group II Medical Assessment Report Form to the GP/ Approved Practice for completion.
- After the assessment, submit the completed original Medical Assessment Report Form to the Licensing Office as soon as possible.

A copy of the [Group II Medical Assessment Report Form](#) can be downloaded from our website.

- Medicals are required for all new applicants (including holders of PSV and/ or HGV licences), but the certificate must not be dated more than 8 weeks prior to the completion of all stages of the application process.
- After the initial medical, medicals are then required every five years at each of the following birthdays: 25, 30, 35, 40, 45, 50, 55 and 60.
- Once a driver has reached the age of 60 a medical will be required annually

- For Holders of current PSV and/or HGV licences we will however accept HGV/PSV entitlement in lieu of a medical at ages 45, 50, 55 and 60. However, you will be required to produce medicals at 25, 30, 35 and 40.
- If, once licensed, a drivers medical circumstances change during the period which the licence is held, the driver must notify the Licensing Authority within 7 days. Each case will be assessed on its own merits and additional medicals may be required in some instances if required.

It is the applicant's responsibility to pay all of the expenses that they incur in satisfying the medical criteria, which may include the cost of undertaking an exercise or other form of test to ascertain fitness to drive. The necessity to undertake any form of testing will be determined by the medical practitioner in line with the DVLA's guidelines.

Where a medical is due for a driver (whether 1 year or 3 year licence holders) they will be required to submit the medical certificate before their renewal licence can be granted.

Please Note: Failure to provide an up to date medical assessment certificate could result in the suspension or revocation of your licence.

Licence holders and applicants must consider the medical conditions listed below as the Licensing Authority may refuse to grant an application or revoke an existing licence where an applicant has any of the listed conditions:

□ **Epilepsy or liability to epileptic attacks:**

A diagnosis of epilepsy or spontaneous epileptic attack(s) requires 10 years free of further epileptic attack without taking anti-epilepsy medication during that 10-year period.

For conditions that cause an increased liability to epileptic attacks, the risk of attacks must fall to that of the general population.

The DVLA must refuse or revoke the licence if these conditions cannot be met.

□ **Diabetes:**

Insulin treated diabetics may be licensed subject to strict criteria and a medical test for C1 vehicle usage. The following criteria must be met in order that a licence can be granted:

- a) No application for a licence or, in the case of an existing licensed driver, no licence vehicle may be driven until their condition has been stable for a period of at least one month
- b) Drivers must not have had any hypoglycaemic attacks requiring assistance whilst driving within the previous twelve months
- c) Drivers must regularly monitor their condition by checking their blood glucose levels at least twice daily and at times relevant to driving.
- d) Drivers must arrange to be examined every 12 months by a hospital consultant who specialised in diabetes. At the examination the consultant will require sight of their blood glucose levels for the last 3 months
- e) Drivers must have no other medical condition which would render the driver a danger when driving C1 vehicles or hackney carriage/ private hire vehicles
- f) Drivers must sign an undertaking to comply with the directions of the doctor(s) or specialist medical advisor visited at least every six months and treating the diabetes and report immediately to Cambridge City Council any significant change in their condition
- g) A medical checklist should be completed by specialist medical advisor and submitted to the licensing team annually

Eyesight:

All applicants, for any category of vehicle, must be able to read in good light with glasses or corrective lenses if necessary, a number plate at 20.5 metres (67 feet) or 20 metres (65 feet) where narrower characters are displayed (50mm wide).

The characters on all new and replacement number plates manufactured from September 2001 are 50mm in width instead of 57mm.

Applicants for medium/large goods vehicles or passenger carrying vehicle entitlements must by law have:

- A visual acuity of at least 6/9 in the better eye; and
- A visual acuity of at least 6/12 in the worse eye: and
- If these are achieved by correction, the uncorrected visual acuity in each eye must be no less than 3/60.

An applicant who held a licence before 1 January 1997 and who has an uncorrected acuity of less than 6/30 in only one eye may be able to meet the required standard and should check with Drivers Medical Group, DVLA about the requirement.

An applicant who has held an LGV/PCV (formerly HGV/PSV) licence before 1 March 1992 but who does not meet the standard above may still qualify for a licence.

Information about the standard and other requirements can be obtained from the DVLA.

Normal binocular field

The 2nd E.C. Directive requires a normal binocular field of vision for Group 2 drivers.

Monocular vision

Drivers who have monocular vision are barred in law from holding C, C1 (12 tonnes combined), D or D1 entitlements. The only exceptions are those drivers whose C or D entitlements had been issued prior to 1/1/91 in the knowledge of monocularity and were still in force 1/4/91 or drivers who passed a C1 test prior to 1/1/97.

A minimum acuity of 6/12 is required if licensed on 1/1/1983 and 6/9 if since. A certificate of recent driving experience will also be required. DVLA will send this certificate to you for completion on receipt of a valid application.

Drivers whose best vision in one eye has deteriorated since the previous application to less than 3/10 will be considered functionally monocular and a Group 2 licence will be refused.

Uncontrolled symptoms of double vision

Uncontrolled symptoms of double vision preclude licensing. As monocularity is a bar, the treatment of double vision with a patch is not acceptable for Group 2 driving.

An applicant who is in doubt about the required eyesight standard should check with the DVLA.

Other Medical Conditions:

In addition to those medical conditions covered by law, applicants (or licence holders) are likely to be refused if they are unable to meet the recommended medical guidelines in the following situations:

- Within 6 weeks of: myocardial infarction, and episode of unstable angina, CABG or coronary angioplasty.
- Angina, heart failure or cardiac arrhythmia that remains uncontrolled.
- Implanted cardiac defibrillator.
- Hypertension where blood pressure is persistently 180 systolic or more and/or 100 diastolic or more.
- A stroke or TIA within the last 12 months.
- Unexplained loss of consciousness with liability to recurrence.
- Meniere's, or any other sudden and disabling vertigo within the past 1 year, with a liability to recurrence.

- Insuperable difficulty in communicating by telephone in an emergency.
- Major brain surgery and/or recent severe head injury with serious continuing after effects.
- Parkinson's disease, multiple sclerosis or other chronic neurological disorders with symptoms likely to affect safe driving.
- Psychotic illness, within the past 3 years.
- Serious psychiatric illness.
- If major psychotropic or neuroleptic medication is being taken.
- Alcohol and/or drug misuse within the past 1 year or alcohol and/or drug dependency in the past 3 years.
- Dementia
- Any malignant condition, within the last 2 years, with a significant liability to metastasise (spread) to the brain.
- Any other serious medical condition likely to affect the safe driving of a passenger carrying vehicle.

You must tell DVLA if you have a driving licence and:

1. you develop a 'notifiable' medical condition or disability
2. a condition or disability has got worse since you got your licence

Notifiable conditions are anything that could affect your ability to drive safely. They can include:

- epilepsy
- strokes
- other neurological and mental health conditions
- physical disabilities
- visual impairments

Please note: You could be fined up to £1,000 if you don't tell DVLA about a condition that might affect your ability to drive safely. You could also be prosecuted if you have an accident.

When notifying the DVLA, you are advised to make them aware that you hold a Taxi Driver Licence for which Group II Medical Standards must be met.

28. Mid-Year Medicals

Not all medicals will fall in line with licence renewal dates.

All drivers will be aware of when their next medical is due as this information is printed on their Hackney Carriage, Private Hire or Dual Driver licence.

It is the drivers' responsibility to:

- Book an appointment for a Group II Medical Assessment with their GP or with a Doctor at the City Council's approved practice.
- Take a blank copy of the Group II Medical Assessment Report Form to the GP/ Approved Practice for completion.
- After the assessment, submit the completed original Medical Assessment Report Form to the Licensing Office as soon as possible.

All information will be treated in the strictest confidence and in accordance with our registration with the Data Protection Commissioner.

A copy of the [Group II Medical Assessment Report Form](#) can be downloaded from our website.

Where a medical is due for a driver (whether 1 year or 3 year licence holders) they will be required to submit the medical certificate before their renewal licence can be granted.

If a driver is found to be in breach of City Council Policy by failing to provide a valid medical assessment certificate, this could lead to Licensing Sub Committee considering the fitness of a driver which could potentially then lead to the suspension or revocation of their City Council driver licence.

29. Driver Licence Exemptions

The Equality Act 2010 places responsibility on service providers to make 'reasonable adjustments' or changes to take account of the needs of disabled employees and customers.

In some circumstances a driver of a Hackney Carriage or Private Hire vehicle may be unable to fulfil the requirements of the Equality Act 2010 for medical reasons, short or long term.

Full Details on Driver Licence Exemptions can be found at [Appendix O](#).

30. Training for Drivers

Cambridge City Council is committed to safeguarding and promoting the welfare of children, young people and adults at risk. We take our responsibilities seriously and expect all of our licensed drivers, proprietors and operators to share this commitment.

Safeguarding is the process of protecting children and adults at risk from harm, preventing impairment to their health and development, which includes keeping them safe from neglect, and physical, emotional and sexual abuse.

All new hackney carriage, private hire and dual driver, proprietor and operator applicants must attend and pass the mandatory safeguarding training before submitting an application.

A mandatory refresher of the training will need to be undertaken by all licence holders every three years.

The Environmental Health Manager may grant an exemption to non-driver proprietors and operators where they would find it unreasonable or impractical to attend a training course. Exemptions will be issued on a case-by-case basis and reviewed every 3 years when the refresher training is due.

Applications should be put in writing detailing circumstances in full and either e-mailed to taxi@cambridge.gov.uk or sent through the post to: Commercial & Licensing Team, Cambridge City Council, PO BOX 700, Cambridge CB1 0JH.

In order to cover a wide range of areas and objectives, Cambridge City Council has designed and delivers “Customer Awareness, Safeguarding, and Equality & Protection Training” for all licence holders. Further information is available on our website at: <https://www.cambridge.gov.uk/customer-awareness-training>.

Drivers should also seek to independently undertake training in the use of wheelchairs, relevant belts and other restraint locking mechanisms.

31. Equality and Diversity Monitoring

Cambridge City Council would like to encourage all of our applicants to complete the equal opportunities monitoring form with their application so that we can assess our performance.

We are committed to being representative of the customer base that we serve, to help us achieve this, we need to have a clear picture of who are customers are.

Equalities monitoring therefore enables us to examine the make-up of the customer base and analyse how practices and procedures affect different groups, address any inequalities and ensure compliance with legislative requirements.

The monitoring information which we collect will enable us to ensure that our licensing procedures are as fair and accessible as possible. Data will be analysed to spot trends and remove barriers or target areas where our policies and practices can be improved to boost equal opportunity.

If you are concerned about how your data will be stored, accessed or shared, be reassured that it will be kept confidential at all times and in accordance with the Data Protection Act 1998. It will not be accessible to anyone outside of the designated authorised personnel and will be used to monitor the effectiveness of our policies so that we can improve where required. This information will be used for statistical purposes only and you will not be identified in any way.

The monitoring information will be kept separately from any identifying personal information therefore it will be hard to identify you individually from the data which you provide. Any findings published will only ever be anonymised and aggregated.

Only you and designated employees within the licensing and enforcement team will be able to access the data for updating or analysis. The monitoring information you supply will be processed in compliance with the Data Protection Act 1998.

Completing equality monitoring data is not compulsory however; we would encourage you to complete it.

Although you are not obliged to answer every question, by doing so, it helps to ensure that best practice and equal opportunities are upheld and allows for any barriers to diversity to be highlighted.

32. Safety of Drivers

In addition to having a responsibility for the safeguarding of your passengers, keeping yourself safe is also vitally important.

As a taxi driver you are dealing with strangers, often in isolated environments and carrying money. Taking people off the streets or from ranks with no knowledge of their details means that if they cause trouble you are especially vulnerable. If you work at night you are likely to have to deal with people who have drunk too much alcohol. All this means you may be at the risk of violence.

The following points are things that you can do to help you stay safe:

- If you can, drop off money during your shift so that you carry as little in your car as you can. If can't, keep your cash hidden from view in a secure box.
- Carry with you an explanation of the fare structure so that you can explain it to a passenger who may feel that you are over-charging them.
- Use your radio to tell your controller where you are going and inform them of any changes along the way.
- Have a pre-arranged code word that you can use if a passenger becomes threatening so that you can call for help without making the passenger suspicious.
- You know that working at night carries most risk of violence, especially as many passengers will have been drinking. Make sure you are not tired as you need to be alert at all times.
- Trust your instincts as you have the right to refuse a passenger if you think they may present a risk.
- If you have a saloon car, control passenger access to the front. Only open the windows enough to speak to people without them being able to reach in. Only allow them to sit in the front if you wish.
- Communication with the passenger is important. Be polite and pleasant.
- Make eye contact with the passenger when they get in the car. This helps to establish a relationship with the passenger. It also gives them the message that you could identify them.
- Do not volunteer personal information to passengers. You should not mention what time you are finishing a shift or going home.
- Explain the route you plan to take if you are going a long way round (for example in order to avoid road works) so as to prevent a dispute over the fare.
- If you feel threatened, try to stay calm. Take slow, deep breaths.
- Be aware of your own actions and how they may be seen.
- Don't offer confrontation, refuse to get into an argument, remain passive and try to not shout back.
- Do no attempt to run after a passenger who owes you their fare. Your safety is more important than the money.
- If you are attacked, use your horn and lights to attract attention. Contact your control room or call 999 to get help.
- Report all violent incidents to the Police.

Part 3

Private Hire Operators

Anyone who in the course of business makes provision for the invitation or acceptance of a booking for a private hire journey is regarded as an Operator and he/ she must hold an Operator's Licence, unless he/ she is covered by an exemption within the 1976 Act.

This means that any individual, group or company which offers or advertises the services of a vehicle with less than 9 passenger seats and a driver for hire and reward is an Operator.

Anyone who makes provision that would enable him to accept bookings for a private hire journey are required to hold an Operator's Licence.

All three Licences (vehicle, driver and operator) MUST be issued by the same Authority.

33. Application Procedure

All proprietors, part owners or other persons with an interest in an Operator's Licence are required to show that they are fit and proper persons to hold such a licence.

Full details on the new and renewal Operator licence procedure can be found at [Appendix P](#).

Part 4

General

34. Changes in Circumstances

All Licence holders must inform the Council of any changes in circumstances such as change of address, change of contact number, convictions, change of medical condition or changes to DVLA licence, as soon as possible but not more than 7 days after any such change.

Failure to update the Licensing Authority on changes in circumstances could have an impact on your licence. For ease of reference, please see the list below. Please note that this list is not exhaustive:

Notification	When
Change of address	Within 7 days
Change of name	Within 7 days
Loss of Driver Badge	Within 7 days*
Loss of Vehicle Plate	As soon as possible*
Loss of paper licence	Within 7 days
Accident Damage	Within 72 hours
Change in medical circumstances	Immediately for significant changes and certainly no more than 7 days
Any Conviction	Within 48 hours

Please note that where a loss of badge, plate or licence has occurred the Police also need to be informed and an Incident Number obtained so that we can retain this on our records.

* You must not work as a driver or use the vehicle for work without a licence plate or badge before any replacement(s) are issued.

In order to update the Council on any change of circumstances please email taxi@cambridge.gov.uk

Please note that the fees for replacement items or a change of information details can be found in [Appendix F](#).

35. Fares

Hackney Carriage Fares, set by the Council, are the maximum fare that may be charged by a Hackney Carriage within the Council's district. The Council considers it good practice to review the fare scales at annual intervals and will consult in accordance with the statutory procedures set out in the Local Government (Miscellaneous Provisions) Act 1976.

A table of authorised fares will be provided to each hackney carriage licence holder, which must then be displayed in each vehicle so that it is easily visible to all hirers.

Out of District journeys can be negotiated prior to the commencement of the journey in both Private Hire Vehicles and Hackney Carriages.

Private Hire Operators may set their own fares but if a meter is used the fare chart must be displayed in each vehicle so that it is easily visible to all hirers.

36. Passengers

The driver of a licensed vehicle 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.

The driver shall at all times comply with the latest legislation regarding the use of seat belts and restraints by all passengers including children and young persons.

37. Seat Belts

Drivers should advise all passengers of the need to wear a seatbelt. Any passenger who fails to wear a seatbelt commits an offence. If the passenger is over 14 years of age the passenger commits the offence, but any passenger under 14 years old is the responsibility of the driver and the driver commits the offence.

- Drivers** – under the requirements of the Motor Vehicles (Wearing of Seatbelts) Regulations 1993 the driver of a licensed vehicle is not required to wear a seatbelt in the following circumstances:
- Hackney Carriage Vehicles** – whilst the vehicle is being used for seeking hire, or answering a call for hire, or carrying a passenger for hire.
- Private Hire Vehicles** – whilst the vehicle is being used to carry a passenger for hire.

The following table outlines the responsibilities of individuals riding in vehicles:

	FRONT SEAT	REAR SEAT	WHO IS RESPONSIBLE
Driver	Seat belt must be worn if fitted		Driver
Child under 3 years of age	Correct child restraint must be used	Correct child restraint must be used. If one is not available in a Hackney Carriage, the child may travel unrestrained.	Driver
Child from 3rd birthday up to 135 cm in height (12th birthday, whichever they reach first)	No child under 10 may be carried in the front seat beside the driver.	Correct child restraint must be used where seat belts are fitted. Must use adult belt in a rear seat if correct child restraint is not available <ul style="list-style-type: none"> - in a Hackney Carriage Vehicle - for a short distance in an unexpected necessity; - if two occupied child restraints prevent fitting a third. 	Driver
Child 12 or 13, or over 135cms in height	Seat belt must be worn if fitted	Seat belt must be worn if fitted	Driver
Adult Passengers	Seat belt must be worn if fitted	Seat belt must be worn if fitted	Passenger

38. Animals

Licensed drivers must not refuse to carry an assistance dog, which is specifically trained to accompany their owner, unless the driver has an exemption certificate issued by Cambridge City Council.

Assistance dogs accompanied by their owners shall be carried free of charge. All vehicles and drivers must comply with the requirements of the Equality Act 2010.

The driver shall not convey in any licensed vehicle any animal belonging to or in the custody of himself or the proprietor or operator of the vehicle. Any animal belonging to or in the custody of a passenger may be conveyed in a vehicle at the discretion of the driver. The driver shall ensure that the animal is adequately restrained and kept in such a position so as not to distract the driver or otherwise be a cause of danger or nuisance.

39. Lost Property

The driver of a licensed vehicle shall immediately after the termination of any hiring or as soon as practicable thereafter, carefully search the vehicle for any property which may have been left within it.

If the driver finds any items left within vehicle, or if an item is handed in to them, the driver must do their best to identify customer and return item to original owner.

If the taxi is registered with an operator, driver should contact operator with information of found item within 24 hours. Operator will then follow their lost and found procedure.

If taxi is not registered with an operator, driver should contact Cambridge City Licensing Team at Taxi@cambridge.gov.uk within 24 hours with information of found item. For such drivers, if item is not claimed after 28 days, driver can dispose of item.

40. Luggage

Drivers of licensed vehicles when requested by the person hiring the vehicle shall: convey a reasonable amount of luggage;

- a) afford reasonable assistance in loading and unloading;
- b) afford reasonable assistance in removing it to or from the entrance of any building, station or any place at which he may take up or send down such person

41. Mobile Telephones

It is illegal to drive using hand held telephones or similar devices. This includes:

- when you are stopped at traffic lights
- when you are queuing in traffic
- to receive calls, text messages, pictures or to access the internet

42. Smoking

The driver of a licensed vehicle must not smoke in the vehicle at any time, including when the vehicle is being used for social, domestic and pleasure purposes.

The driver of a licensed vehicle shall not permit any other person or fare-paying passengers to smoke in a licensed vehicle.

This also includes a ban in electronic inhaler type cigarettes and 'vaping'.

43. Receipts

The driver shall if requested by the hirer or passengers of a licensed vehicle provide a written receipt for the fare paid. This shall be in such a form as to identify the company or individual providing the receipt.

44. Driver's Badges

When granted a Licence, drivers are issued with a badge. The driver must wear the badge at all times when they are working or display it within the vehicle 'in such position and manner as to be plainly and distinctly visible' as required by Section 54(2)(a) of the Local Government (Miscellaneous Provisions) Act 1976.

As a security measure if a badge is lost or stolen this must be reported to the police. A replacement badge will be issued, following the payment of the appropriate fee, once a Police Incident Number (PIN) is provided to the Licensing Authority. This will need to be reported to the Police as badge "lost or stolen" in order for a PIN to be issued.

The driver's badge shall at all times remain the property of Cambridge City Council and upon the Council suspending, revoking or refusing to renew this licence, the licensee shall, on demand, return the badge to the Council.

45. Driver's Licence

The driver shall at all times carry their copy of the driver's licence and shall make it available for inspection upon request.

If the driver is permitted or employed to drive a licensed vehicle of which the proprietor is someone other than himself, he shall before commencing to drive that vehicle deposit his licence with that proprietor for retention by him until such a time as the driver ceases to be permitted or employed to drive the vehicle or any other vehicle of his.

46. Loss of Vehicle, Driver or Operator Licence

This loss of a Licence (including driver badges or vehicle plates as appropriate) should be reported immediately to the Licensing Team. A duplicate will be issued upon receipt of the appropriate payment, along with details of the Police Incident Number.

47. Access Exceptions

In some of the roads surrounding the Cambridge historic centre there are points monitored by a Closed circuit television (CCTV). These devices control traffic in and out of the centre.

Licensed vehicles can use designated bus gates while on duty (except Station Road). These include:

- **Regent Street** (heading into the City near Cambridge City Council offices). This bus gate is in operation 24 hours a day, 7 days a week.
- **Emmanuel Road** (heading into and out of the City). This bus gate is in operation 24 hours a day, 7 days a week.
- **Bridge Street** (heading into and out of the City). This bus gate is in operation 24 hours a day, 7 days a week.
- **Station Road**. Please note taxis are not permitted in this bus gate. This bus gate is in operation 24 hours a day, 7 days a week.
- **Silver Street** - This bus gate is in operation 24 hours, 7 days a week
- **Worts Causeway** - restricted access between 7.30am and 9.30am, Monday to Friday, to give priority to buses during morning peak times. Westbound only.

Licensed vehicles, when on duty, can also use bus lanes which are monitored:

- **Elizabeth Way** - 24 hours
- **Newmarket Road** (heading out of town between River Lane and Barnwell Bridge) - 24 hours
- **Newmarket Road** (heading into town between Barnwell Bridge and River Lane) - 24 hours
- **Hills Road** (heading into town between Bateman Street and Union Road) - between 7am and 7pm

In central Cambridge a pedestrian priority area operates 24 hours a day, 7 days a week, and access is further restricted between 10am and 4pm Monday to Saturday. Between these hours there is no access for vehicles except for emergency vehicles or drivers who have been issued with an access permit.

The access to monitored areas is administered by Cambridgeshire County Council who are provided with a list of new and no longer licenced vehicles by Cambridge City Council on a weekly basis.

The access by Cambridgeshire County Council under the provisions of the various traffic orders that close roads within Cambridge Core Traffic Scheme Area is discretionary and may be withdrawn by Cambridgeshire County Council at any time.

48. Disability Access Statement

Hackney Carriage and Private Hire Disability Access Statement

Introduction

It is important that drivers and operators licensed by Cambridge City Council are aware of their obligations concerning the transport of disabled passengers in wheelchairs and those accompanied by assistance dogs.

The Equality Act 2010 defines a disabled person as someone who has “a physical or mental impairment that has a ‘substantial’ and ‘long-term’ negative effect on their ability to do normal daily activities”. This covers a diverse range of conditions including people suffering from arthritis through to those who are wheelchair bound. Drivers therefore need to acknowledge that not all disabilities are not visible and provide appropriate assistance where requested.

Cambridge City Council has produced this statement to accompany its ‘Hackney Carriage and Private Hire Licensing Policy’.

Legislative provisions and legal requirements

Passengers with disabilities are afforded protection under law and council policy.

The Town Police Clauses Act 1847 makes it an offence for a driver of a Hackney Carriage Vehicle to refuse (without reasonable excuse) to take a fare to any destination within the Council’s administrative district.

The Equality Act 2010, as amended by the Taxis and Private Hire Vehicles (Disabled Persons) Act 2022 sets out duties and offences for drivers of taxis and private hire vehicles.

Section 167 of the Equality Act 2010 requires Licensing Authorities to maintain and publish a list of designated wheelchair accessible taxis and private hire vehicles. The duties on drivers in section 165 of the Equality Act 2010 apply to drivers of vehicles included in this list.

Please see below duties of drivers under the Equality Act 2010.

Duties on drivers of non-designated wheelchair accessible taxi

Under Section 164A

- Any disabled passenger, including wheelchair users.

Duties:

- To carry the passenger
- To carry their wheelchair (e.g. in the boot of the vehicle)
- To carry their mobility aids
- To take reasonable steps to carry the passenger in safety and reasonable comfort
- To provide reasonable mobility assistance
- Not to make, or propose to make, any charge for carrying out the above duties

Under Section 165A

- Any disabled passenger, including wheelchair users.

Duties:

These duties only apply if the taxi has been prebooked.

- To take such steps as are reasonable to assist the passenger to identify and find the vehicle which has been hired
- Not to make, or propose to make, any additional charge for complying with the above duty

Under Section 168

- Assistance dog users.

Duties:

- Carry the disabled person's dog and allow it to remain with that person
- Not make, or propose to make, any additional charge for doing so

Duties and offences on drivers of non-designated wheelchair accessible PHVs

Under section 164A

- Any disabled passenger, including wheelchair users.

Duties:

- To carry the passenger
- To carry their wheelchair (e.g. in the boot of the vehicle)
- To carry their mobility aids
- To take reasonable steps to carry the passenger in safety and reasonable comfort
- To provide reasonable mobility assistance
- Not to make, or propose to make, any charge for carrying out the above duties

Under Section 165A

- Any disabled passenger, including wheelchair users.

Duties:

- To take such steps as are reasonable to assist the passenger to identify and find the vehicle which has been hired
- Not to make, or propose to make, any additional charge for complying with the above duty

Under Section 170

- Assistance dog users.

Offences

A driver commits an offence by:

- Failing or refusing to carry out a booking accepted by the operator:
 - If the booking is made by, on or behalf of, a disabled person
 - The reason for the failure or refusal is that the disabled person is accompanied by an assistance dog
- Making, or proposing to make, and additional charge for carrying an assistance dog

Duties on drivers of designated wheelchair accessible taxis

Under Section 164A

- Any disabled passenger, apart from wheelchair users.

Duties:

- To carry the passenger
- To carry their mobility aids
- To take reasonable steps to carry the passenger in safety and reasonable comfort
- To provide reasonable mobility assistance
- Not to make, or propose to make, any charge for carrying out the above duties

Under Section 165

- Wheelchair users.

Duties:

- To carry the passenger while in the wheelchair
- If the passenger chooses to sit in a passenger seat, to carry the wheelchair (e.g. in the boot of the vehicle)
- To carry their mobility aids
- To take necessary steps to carry the passenger in safety and reasonable comfort
- To provide reasonable mobility assistance
- Not to make, or propose to make, any charge for carrying out the above duties

Under Section 165A

- Any disabled passenger, including wheelchair users.

Duties:

These duties only apply if the taxi has been prebooked:

- To take such steps as are reasonable to assist the passenger to identify and find the vehicle which has been hired
- Not to make, or propose to make, any additional charge for complying with the above duty

Under Section 168

- Assistance dog users.

Duties:

- Carry the disabled person's dog and allow it to remain with that person
- Not make, or propose to make, any additional charge for doing so

Duties and offences on drivers of designated wheelchair accessible PHVs

Under Section 164A

- Any disabled passenger, apart from wheelchair users

Duties:

- To carry the passenger
- To carry their mobility aids
- To take reasonable steps to carry the passenger in safety and reasonable comfort
- To provide reasonable mobility assistance
- Not to make, or propose to make, any charge for carrying out the above duties

Under Section 165

- Wheelchair users.

Duties:

- To carry the passenger while in the wheelchair
- If the passenger chooses to sit in a passenger seat, to carry the wheelchair (e.g. in the boot of the vehicle)
- To carry their mobility aids
- To take necessary steps to carry the passenger in safety and reasonable comfort
- To provide reasonable mobility assistance
- Not to make, or propose to make, any charge for carrying out the above duties

Under Section 165A

- Any disabled passenger, including wheelchair users.

Duties

- To take such steps as are reasonable to assist the passenger to identify and find the vehicle which has been hired
- Not to make, or propose to make, any additional charge for complying with the above duty

Under Section 170

- Assistance dog users.

Offences

- Failing or refusing to carry out a booking accepted by the operator:
 - If the booking is made by, on or behalf of, a disabled person
 - The reason for the failure or refusal is that the disabled person is accompanied by an assistance dog
- Making, or proposing to make, an additional charge for carrying an assistance dog

If you are unable to meet any of the above duties because of a medical condition then you must obtain an exemption certificate from Cambridge City Council.

Where drivers fail to meet the legal requirements and a complaint is made then an investigation will be launched.

Customer service

To help provide the best possible service for disabled passengers the Council requests drivers follow these steps:

- Good communication is key. Make sure you ask the disabled person how they would like to travel in the vehicle and ask if they require any assistance, but wait for your offer to be accepted before doing anything
- Listen carefully to any requests and try to remember that everyone is different and what suits one passenger may not be appropriate for another
- Ensure that you know how to operate wheelchair ramps and safely load and secure a passenger in a wheelchair
- Talk directly to the disabled person rather than to any person(s) accompanying them where possible

- Keep visually impaired passengers updated with the progress of the journey, particularly if there are any delays
- Count out the change for visually impaired passengers
- Keep a pen and paper handy to write things down for passengers with hearing impairments
- Do not load or unload passengers who are wheelchair users where there is an incline or the pavement is sloped
- Do not make assumptions about a disability, or assume a disability is insignificant because it is not visible

Advice concerning the carriage of different types of wheelchair

Cambridge City Council recognises that some drivers are unsure of their responsibilities where it comes to the carriage of passengers in different types of wheelchairs. The following advice has therefore been generated:

1. Manual wheelchair

All wheelchair accessible vehicles must be able to carry this type of wheelchair.

2. Electric wheelchair

There is a huge variety of electric wheelchairs on the market that are generally designed to accommodate specific needs. Due to this drivers will likely encounter a range of devices with differing sizes. The advice in these situations is that the driver will need to make an assessment as to whether the wheelchair can be safely and securely carried in the vehicle along with the passenger. In circumstances where the driver is certain that this is not possible then the driver may refuse to take the fare but the driver must:

- Make reasonable effort to find the passenger an alternate means of transport e.g. hail/call for another more appropriate vehicle or call an operator for assistance
- Report the matter to the Commercial & Licensing Team in case of complaint

3. Mobility scooter

In general mobility scooters will be too big to fit into a wheelchair accessible vehicle. Users should therefore be advised to seek assistance from a specialised service.

49. Conduct of Licence Holders

The code of conduct must be read in conjunction with other policy requirements, Byelaws ([Appendix A](#)), the Licence conditions ([Appendix B](#)) and statutory obligations.

It is important to recognise that as professional drivers Cambridge City Council expects the highest standards in driving and conduct from its licence holders. We expect drivers to be polite and courteous at all times to passengers, the public, other drivers and their colleagues.

Licence holders shall endeavour to promote the image of the hackney carriage and private hire trade by:

- complying with the Council's Licensing Policy; and
- behaving in a civil, orderly and responsible manner at all times

There are, however, unfortunately occasions where the Council receives complaints concerning licensed drivers and vehicles.

The most common areas of complaint are:

- Refusal of fares particularly those involving passengers with additional access requirements including wheelchair users or those with assistance dogs
- Refusal of help to passengers who may require it with access in and out of vehicles and with baggage
- Passenger disputes involving fares, baggage and alleged inappropriate conduct and behaviour
- Poor driving standards including clashes with other road users, ignoring signage, dangerous over-taking and speeding
- Parking offences, including dangerous parking and over-ranking
- Unfair practices e.g. drivers not using ranks where available, cherry picking fares, whipping of other driver's jobs and illegally plying for hire

In addition, officers frequently encounter instances where drivers fail to comply with their licence conditions. The Council has therefore created a Code of Conduct for all licence holders which can be found at [Appendix Q](#). This has been generated, in part, to also deal with eventualities not covered by legislation and licence conditions.

Where an individual is found to be in breach of an item contained in the Code then the appropriate enforcement action will be considered, as provided by the Hackney Carriage and Private Hire Enforcement Management System as detailed in [Appendix D](#).

Appendices

Appendix A

Hackney Carriage Bye Laws

Made under Section 68 of the Town Police Clauses Act, 1847, and Section 171 of the Public Health Act 1875, by the Major, Aldermen and Citizens of the City of Cambridge acting by the Council with respect to Hackney Carriages in the City of Cambridge.

Interpretation

1. Throughout these Byelaws “the Council” means the Mayor, Aldermen and Citizens of the City of Cambridge acting by the Council and “the district” means the City of Cambridge.

Provisions regulating the manner in which the number of each Hackney Carriage, corresponding with the number of its licence, shall be displayed.

2. Every proprietor of a Hackney Carriage shall:
 - a) cause the number of the licence granted to him in respect of the carriage to be legibly painted or marked on the outside and inside respectively of the carriage, or on plates affixed thereto.
 - b) not wilfully or negligently cause or suffer any such number to be concealed from public view while the carriage is standing or plying for hire.
 - c) not cause or permit the vehicle to ply for hire with any such plate so defaced that any figure or material particular is illegible.

Provisions regulating how Hackney Carriages are to be furnished or provided.

3. (Byelaw 3 repealed by Byelaws made by the Council on 27th July 1981 and confirmed by the Secretary of State on 6th November 1981.)
4. Every proprietor of a Hackney Carriage shall cause the same to be provided with a taximeter so constructed, attached and maintained as to comply with the following requirements, that is to say:
 - a) If the taximeter is fitted with a flag or other device bearing the words “FOR HIRE”:
 - i) the words FOR HIRE shall be exhibited on each side of the flag or other device in plain letters at least one inch in height and the flag or other device shall be capable of being locked in a position in which the words are horizontal and legible;

- ii) when the flag or other device is so locked the machinery of the taximeter shall not be in action and the means of bringing it into action shall be by moving the flag or other device so that the words are not conveniently legible:
 - iii) when the flag or other device is so locked that the aforesaid words are horizontal and legible no fare shall be recorded on the face of the taximeter.
 - b) If the taxi meter is not fitted with a flag or other device bearing the words “FOR HIRE”:
 - a) the taximeter shall be fitted with a key or other device the turning of which will bring the machinery of the taximeter into action and cause the word “HIRED” to appear on the face of the taximeter;
 - b) such key or device shall be capable of being locked in such a position that the machinery of the taximeter is not in action and no fare is recorded on the face of the taximeter.
 - c) When the machinery of the taximeter is in action there shall be recorded on the face of the taximeter in figures clearly legible and free from ambiguity a fare not exceeding the rate of fare which the proprietor or driver is entitled to demand and take in pursuance of the Byelaw in that behalf for the hire of the carriage by distance.
 - d) The word “FARE” shall be printed on the face of the taximeter in plain letters so as clearly to apply to the fare recorded thereon.
 - e) The taximeter shall be so placed that all letters and figures on the face thereof may be at all times plainly visible to any person being conveyed in the carriage, and for that purpose the letters and figures shall be suitably illuminated during any period of hiring.
 - f) The taxi meter and all the fittings thereof shall be so affixed to the carriage with seals or other appliances that it shall not be practicable for any person to tamper with them except by breaking, damaging or permanently displacing the seals or other appliances.
- 5. Every proprietor of a Hackney Carriage provided with a taximeter not fitted with a flag or other device bearing the words “FOR HIRE” shall cause the carriage to be provided with a sign so constructed as to comply with the following requirements, that is to say:
 - a) The sign shall bear the words “FOR HIRE” in plain letters at least 1” in height:

- b) The sign shall be capable of being so operated that it indicates clearly and conveniently to persons outside the carriage whether or not the carriage is for hire.

Provisions regulating the conduct of the proprietors and drivers of Hackney Carriages plying within the district in their several employment's, and determining whether such drivers shall wear any and what badges.

6. Every driver of a Hackney Carriage shall:

- 1) If the taximeter is fitted with a flag or other device bearing the words "FOR HIRE":
 - a) When standing or plying for hire keep such flags or other device locked in the position in which the words are horizontal and legible.
 - b) As soon as the carriage is hired by distance, and before commencing the journey, bring the machinery of the taximeter into action by moving the flag or other device so that the words are not conveniently legible.
- 2) If the taximeter is not fitted with a flag or other device bearing the words "FOR HIRE":
 - a) When standing or plying for hire keep the taximeter locked in the position in which no fare is recorded on the face of the taximeter and operate the sign provided in pursuance of Byelaw 5 so that the words "FOR HIRE" and clearly and conveniently legible by persons outside the carriage.
 - b) As soon as the carriage is hired whether by distance or by time, operate the said sign so that the words "FOR HIRE" are not conveniently legible by persons outside the carriage.
 - c) As soon as the carriage is hired by distance, and before commencing the journey, bring the machinery of the taximeter into action by moving the key or other device fitted for the purpose so that the word "HIRED" is legible on the face of the taximeter.
- 3) Cause the dial of the taximeter to be kept properly illuminated throughout any part of a hiring which is during the hours of darkness as defined by Section 1 of the Road Transport Lighting Act 1927, and also at any other time at the request of the hirer.

7. A proprietor or driver of a Hackney Carriage shall not tamper with or permit any person to tamper with any taximeter with which the carriage is provided, with the fitting thereof, or with the seals affixed thereto.

8. Every driver of a Hackney Carriage for which stands are fixed by any Byelaw in that behalf shall, when plying for hire in any street not actually hired:

- Proceed with reasonable speed to, and station the carriage on, one of the such stands
 - If a stand, at the time of arrival, is occupied by the full number of carriages authorised to occupy it, proceed to another stand
 - On arriving at a stand not already occupied by the full number of carriages authorised to occupy it, station the carriage immediately behind the carriage or carriages on the stand and so as to face in the same direction
 - From time to time when any other carriage immediately in front is driven off or moved forward
9. Every proprietor or driver of a Hackney Carriage who shall have agreed or shall have been hired to be in attendance with the carriage at an appointed time and place shall, unless delayed or prevented by some sufficient cause, punctually attend with such carriage as such appointed time and place.
10. If a badge has been provided by the Council and delivered to the driver of a Hackney Carriage, either with the licence granted to him by the Council or afterwards, he shall, when standing, plying or driving for hire, wear that badge in such position and manner as to be plainly and distinctly visible.
11. Every driver of a Hackney Carriage so constructed as to carry luggage shall when requested by any person hiring or seeking to hire the carriage:
- Convey a reasonable quantity of luggage
 - Afford reasonable assistance in loading and unloading
 - Afford reasonable assistance in removing it to or from the entrance of any house, station, or place at which he may take or set down such person
12. Every proprietor or driver of a Hackney Carriage who shall knowingly convey in the carriage the dead body of any person shall, immediately thereafter, notify the fact to the Chief Sanitary Inspector of the Council.

Provisions fixing the stands of Hackney Carriages.

13. (Byelaw 13 lapsed. As to fixing Hackney Carriage stands, see now Section 63, Part II of the Local Government (Misc. Provisions) Act 1976.)

Provisions fixing the rates or fares, as well for time as distance, to be paid for Hackney Carriages within the district, and securing the publication of such fares.

14. (Byelaw 14 lapsed. As to fixing fares see now Section 65, Part II of the Local Government (Misc. Provisions) Act 1976.)
15. (1) Every proprietor of a Hackney Carriage plying for hire for which any fares are fixed by any Byelaw in that behalf shall:

- Cause a statement of such fares to be painted or marked on the inside of the carriage, or on a plate affixed thereto, in clearly distinguishable letters and figures.
- Renew such letters and figures as often as is necessary to keep them clearly visible.

(2) The proprietor or driver of a Hackney Carriage bearing a statement of fares in accordance with this Byelaw shall not wilfully or negligently cause or suffer the letters or figures in the statement to be concealed or rendered illegible at any time while the carriage is plying or being used for hire.

Provisions securing the safe custody and re-delivery of any property accidentally left in Hackney Carriages, and fixing the charges to be made in respect thereof.

16. Every proprietor or driver of a Hackney Carriage shall, immediately after the termination of any hiring, carefully search the carriage for any property, which may have been accidentally left therein.
17. Every proprietor of a Hackney Carriage shall if any property accidentally left therein by any person who may have been conveyed in the carriage be found by or handed to him:
- a) Carry it within twenty-four hours, if no sooner claimed by or on behalf of its owner, the Cambridge City Police Station, and leave it in the custody of the officer in charge of the Station on his giving a receipt for it.
 - b) Be entitled to receive from any person to whom the property shall be re-delivered an amount equal to five pounds of its estimated value (or the fare for the distance from the place of finding to the Cambridge City Police Station, whichever be greater) but not more than five pounds.

Penalties

18. Every person who shall offend against any of these Byelaws shall be liable, on summary conviction, to a fine not exceeding fifty pounds and in the case of a continuing offence to a further fine not exceeding two pounds for each day during which the offence continues after conviction thereof.

Repeal of Byelaws

19. The Byelaws relating to Hackney Carriages which were made by the Mayor, Aldermen and Burgesses of the Borough of Cambridge on the Thirteenth day of November 1936, the Second day of May 1938, and the Eighteenth day of November 1938, and which were confirmed by the Minister of Health on the Eleventh day of

February 1937, the Tenth day of May 1938 and the Fourth day of January 1940, respectively, are hereby repealed.

The Common Seal of the Mayor, Aldermen and Citizens of the City of Cambridge was affixed hereto this sixth day of December 1951, in the present of (Sg) Alan H Swift – Town Clerk.

I hereby confirm the foregoing Byelaws and fix the date on which they shall come into operation as the 1st March 1952. (Sg) David Maxwell Fyfe – One of Her Majesty's Principal Secretaries-of-State.

Home Office, Whitehall, 22nd February 1952.

Byelaw

Made under Section 68 of the Town Police Clauses Act 1847 and Section 171 of the Public Health Act 1875 by the Mayor, Aldermen and Citizens of the City of Cambridge acting by the Council with respect to Hackney Carriages in the City of Cambridge,

Byelaw No 3 of the series of Byelaws made by the Mayor, Aldermen and Citizens of the City of Cambridge acting by the Council on the Twenty-fourth day of August, One Thousand Nine Hundred and Seventy Three and confirmed by one of Her Majesty's Principal Secretaries-of-State on the First day of June, One Thousand Nine Hundred and Seventy Four is hereby repealed and replaced by the following Byelaw which shall be read and construed as one with the series of Byelaws aforesaid:

Provisions regulating how Hackney Carriages are to be furnished or provided:

Every proprietor of a Hackney Carriage shall:

- Provide sufficient means by which any person in the carriage may communicate with the driver
- Cause the roof or covering to be kept water-tight
- Provide any necessary windows and means of opening and closing not less than one window on each side
- Cause the seats to be properly cushioned or covered
- Cause the floor to be provided with a proper carpet, mat or other suitable covering
- Cause the fittings and furniture generally to be kept in a clean condition, well maintained and in every way fit for public service
- Provide means of securing luggage if the carriage is so constructed as to carry luggage
- Provide an efficient fire extinguisher which shall be carried in such a position as to be readily available for use

- Provide at least two doors for use of persons conveyed in such carriage, and a separate means of ingress and egress for the driver
- Cause a sign (which shall be illuminated during the darkness except when the vehicle is under hire and is not proceeding through an area restricted to vehicles other than inter alia Hackney Carriages) bearing the word “TAXI” in black lettering on a yellow background on the front and “Cambridge Licensed Taxi Cab” in black lettering on a red background on the back at all times to be prominently displayed on the roof of the vehicle except:
 - When the vehicle is on hire for a wedding
 - When it is necessary to accommodate passengers luggage by the use of a roof rack
 - When the vehicle is being used for social, domestic or pleasure purposes.

The Common Seal of Cambridge City Council was hereunto affixed this 27th day of July One Thousand Nine Hundred and Eighty-One in the presence of Michael Ball – City Secretary and Solicitor.

The Secretary of State this day confirmed the foregoing byelaw and fixed the date on which the byelaw is to come into operation as the 6th day of November 1981. J L Banstock, An Assistant Under Secretary of State, Home Office, Whitehall, 6th November 1981.

Appendix B

Licence Conditions

Hackney Carriage Vehicle Licence Conditions

Maintenance of Vehicle

The vehicle and all its fittings and equipment shall at all times when the vehicle is in use or available for hire be kept in an efficient, safe, tidy and clean condition and to relevant statutory requirements including in particular those contained in the Motor Vehicles (Construction and Use) Regulations shall be fully complied with.

Alteration of Vehicle

No material alteration or change in the specification, design, condition or appearance of the vehicle shall be made without the approval of the Council at any time while the licence is in force.

Identification Plate

The plate identifying the vehicle as a Hackney Carriage Vehicle is required to be exhibited on the vehicle pursuant to Section 48(6) of the Local Government (Misc. Provisions) Act 1976 shall be securely fixed to the external rear of the vehicle in a conspicuous position and in such manner as to be easily visible by an authorised officer of the Council, or a Police Officer. Fixing kits will be provided for this purpose.

Safety Equipment

There shall be provided and maintained in good working order in the vehicle at all times when it is in use or available for hire a suitable and efficient fire extinguisher and a suitable first aid kit containing appropriate first aid dressings and appliances.

Cambridge Crests

Cambridge City Crests must be displayed in the agreed position on the vehicle doors at all times in Cambridge City.

Interior Markings

The proprietor shall cause to be clearly marked and maintained inside the vehicle in such a position as to be clearly visible at all times to persons conveyed therein:

- The number of the licence
- The number of passengers prescribed in the licence
- The table of fares currently in operation
- The statement in legible letters at least 1cm high “Complaints should be referred to the proprietor in the first instance, and then if necessary, to the Environmental Health Manager, Cambridge City Council, Cambridge CB1 0JH quoting all the facts including the number of the Hackney Carriage Vehicle”.

Convictions

The proprietor shall, within 48 hours, disclose to the Council in writing, details of any conviction imposed on him, or if the proprietor is a company, on any of its directors during the period of the licence.

Byelaws

The vehicle must comply with the relevant provisions of the Hackney Carriage byelaws or be taken out of service as a Hackney Carriage until such time as the vehicle complies with the byelaws.

Change of Address

The proprietor shall notify the Council in writing of any change of address during the period of the licence within 7 days of such change taking place.

Signs and Notices

Signs or advertisements may be displayed on or affixed to the exterior of any licensed vehicle subject to the City Council’s discretion to disallow any sign or advertisement.

Meters

Meters must comply with Directive 2004/22/EC of the European Parliament and of the Council of 31 March 2004 on measuring instruments as implemented into UK law by The Measuring Instruments (Taximeters) Regulations 2006, be programmed

to calendar control and be sealed by lead or plastic means to meet the required minimum standard.

Transfer of Plate Ownership

It is an offence under the Local Government (Misc Provisions) Act 1976 not to inform the Council of any change of ownership within 14 days.

Please Note: It is an offence for any person other than a hackney carriage driver licensed by Cambridge City Council to drive a hackney carriage vehicle licensed by Cambridge City Council.

Private Hire Vehicle Licence Conditions

Maintenance of Vehicle

The vehicle and all its fittings and equipment shall at all times when the vehicle is in use or available for hire be kept in an efficient, safe, tidy and clean condition and to relevant statutory requirements including in particular those contained in the Motor Vehicles (Constructions and Use) Regulations shall be fully complied with.

Alteration of Vehicle

No material alteration or change in the specification, design, condition or appearance of the vehicle shall be made without the approval of the Council at any time while the licence is in force.

Identification Plate

The plate identifying the vehicle as a Private Hire Vehicle is required to be exhibited on the vehicle pursuant to Section 48(6) of the Local Government (Misc. Provisions) Act 1976 shall be securely fixed to the external front and rear of the vehicle in a conspicuous position and in such manner as to be easily visible by an authorised officer of the Council, or a Police Officer. Fixing kits will be provided for this purpose.

Interior Signs

The proprietor shall cause to be clearly marked and maintained inside the vehicle in such a position as to be clearly visible at all times to persons conveyed therein:

- The number of the licence
- The number of passengers prescribed in the licence
- The name and company address of the operator
- The statement in legible letters at least 1cm high "Complaints should be referred to the proprietor in the first instance, and then if necessary, to the Environmental Health Manager, Cambridge City Council, Cambridge CB1 0JH quoting all the fact including the number of the Private Hire Vehicle"
- The current fare table applicable to the licensed vehicle in legible lettering not less than 0.6cm high

Safety Equipment

There shall be provided and maintained in good working order in the vehicle at all times when it is in use or available for hire a suitable and efficient fire extinguisher and a suitable first aid kit containing appropriate first aid dressings and appliances.

Signs and Notices

All Private Hire Vehicles must display on a sign, in 1 inch lettering, the words: 'Private Hire Vehicle – Pre Booked Only' (or similar which instructs that the vehicle must only be pre booked for the carriage of passengers) on both the driver and front passenger doors.

Also on both the driver and front passenger doors in a prominent position, the name and contact details of the Operator fulfilling the booking must be displayed.

Meters

Meters must comply with Directive 2004/22/EC of the European Parliament and of the Council of 31 March 2004 on measuring instruments as implemented into UK law by The Measuring Instruments (Taximeters) Regulations 2006, be programmed to calendar control and be sealed by lead or plastic means to meet the required minimum standard.

Meters need to meet the Public Carriage Office specification, be programmed to calendar control and be sealed by lead or plastic means to meet the required minimum standard.

Transfer of Ownership

The Council must be informed of any transfer of plate ownership within 14 days.

Change of Address

The proprietor of the licensed Private Hire Vehicle shall notify the Council in writing of any change of address during the period of the licence within 7 days of such change.

Convictions

The proprietor shall, within 48 hours, disclose to the Council in writing details of any conviction imposed on him or if the proprietor is a company on any of its directors during the period of the licence.

Surrender of Licence

If the proprietor decides to cease the use of a licensed vehicle for Private Hire purposes, he shall surrender the licence by returning it together with the licence plate (which belongs to Cambridge City Council) to the Environmental Health Manager.

Please note: It is an offence for any person other than a private hire driver licensed by Cambridge city council to drive a private hire vehicle licensed by Cambridge City Council.

Private Hire Driver Licence Conditions

Conduct

The driver must give reasonable help with luggage, be clean, respectable, polite and orderly. He must also take reasonable steps to ensure the safety of passengers and must not drink, eat or play a radio or similar device to the annoyance of any person during the hiring.

Passengers

The maximum number to be carried is as prescribed in the vehicle licence. No child under 10 may be carried in the front seat beside the driver.

Lost Property

The driver of a licensed vehicle shall immediately after the termination of any hiring or as soon as practicable thereafter, carefully search the vehicle for any property which may have been left within it.

If the driver finds any items left within vehicle, or if an item is handed in to them, the driver must do their best to identify customer and return item to original owner.

If the taxi is registered with an operator, driver should contact operator with information of found item within 24 hours. Operator will then follow their lost and found procedure.

If taxi is not registered with an operator, driver should contact Cambridge City Licensing Team at Taxi@cambridge.gov.uk within 24 hours with information of found item. For such drivers, if item is not claimed after 28 days, driver can dispose of item.

Written Receipts

Must be provided for charges, if requested.

Animals

All drivers are obliged to carry assistance dogs unless they have been granted a medical exemption from the Taxi Licensing Office. A driver may not carry an animal owned by him, or in his custody, or that of the proprietor of the vehicle or its operator.

Deposit of Driver's Licence

If the proprietor permits or employs any other person to drive the licensed vehicle he shall, before that person commences to drive the vehicle, ensure he is in possession of his "Taxi" Driver's licence for retention.

Alternatively, if the vehicle is a "fleet" Private Hire Vehicle, the driver is required to deposit their Private Hire Driver's licence with the Private Hire Operator.

Change of Address and Convictions

The holder of a "Taxi" Driver's licence shall notify the Council in writing of any change of address within seven days, and conviction imposed on him, within 48 hours, during the period of the licence.

Badges

Badges must be displayed prominently, in such a position that is easily seen by passengers at all times.

Private Hire Operator Conditions

Records

The records required to be kept by the operator under Section 56(2) of the Local Government (Miscellaneous Provisions) Act 1976 shall be kept in a suitable book, the pages of which are numbered consecutively.

The records to be kept by the operator shall contain details of all Private Hire Vehicles operated by him, including the names and addresses of the owners and drivers, registration numbers and drivers of the vehicles, together with any radio call sign used.

Complaints

The operator shall immediately upon receipt notify the Council in writing of any complaints 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.

Change of Address

The operator shall notify the Council in writing of any change of his address during the period of the licence within 7 days of such change taking place.

Convictions

The operator shall within 48 hours disclose to the Council in writing details of any conviction imposed on him (or if the operator is a company, on any of its directors) during the period of the licence.

Appendix C

Information on Hackney Carriage & Private Hire Vehicle Proprietor and Driver, and Private Hire Operator Offences

Licence holders are subject to certain statutory obligations. The Licensing section will investigate the offences detailed below and will consider enforcement action if it is established that any offence has been committed.

Offences Under The Town Police Clauses Act 1847

Section 40

An application for a Hackney Carriage vehicle Licence shall detail the name, surname and place of abode of the person applying for the Licence and of every proprietor, part proprietor or person involved solely or in partnership with any other person in the keeping, employing or letting to hire of such carriage. It is an offence for any person applying for the Licence to omit the details of such a person from the application form and also an offence for them to include a person who is not a proprietor, part proprietor or involved in the keeping, employing or letting to hire of the vehicle.

Section 44

It is an offence for any person named on a Hackney Carriage Vehicle Licence to neglect or wilfully omit to give notice of any new address to the Council in writing within 7 days of any change in his place of abode.

Section 45

It is an offence for any person to ply for hire otherwise than with a licensed Hackney Carriage or without having the Licence number corresponding to the carriage openly displayed on the vehicle. It is also an offence for any proprietor or part proprietor of any vehicle other than a licensed Hackney Carriage to permit the vehicle to be used as a Hackney Carriage plying for hire.

Section 47

It is an offence for any person to act the driver of any licensed Hackney Carriage without first obtaining a Hackney Carriage Driver Licence.

Section 48

Where the proprietor of a Hackney Carriage permits or employs any licensed driver, the proprietor shall require and retain in his possession the paper part of the Hackney Carriage Driver's Licence. If the proprietor is summoned to produce the

driver, then he shall also produce the driver's Licence. It is an offence for any proprietor to fail to require and retain such a Hackney Carriage Driver's Licence or to refuse or neglect to produce the Licence as so required.

Section 49

The proprietor shall return the Driver Licence upon the driver leaving the service of the proprietor by whom he is employed, unless the driver is guilty of any misconduct in which case it will be for the proprietor to give notice of the complaint to the driver and summon the driver to appear before any justice for the matter to be resolved.

Section 52

It is an offence for the proprietor of any Hackney Carriage to permit the vehicle to be used, employed or let to hire without having exhibited on the vehicle a plate upon which is stated (in legible words that are clearly distinguishable from the colour of the plate) the maximum number of persons authorised by the Licence to be carried in the vehicle. It is also an offence for the driver of any Hackney Carriage to refuse to carry this number or any lesser number of passengers.

Section 53

It is an offence for any driver of a Hackney Carriage whilst standing at any taxi rank or in any street to refuse or neglect (without reasonable excuse) to drive the Hackney Carriage to any destination within the Council's administrative district as directed by the person wishing to hire the vehicle.

Section 54

If a fare is agreed in advance of the hiring of a vehicle that is less than the fare set out in the Hackney Carriage Table of Fares, it is an offence for any proprietor or driver of a Hackney Carriage to demand more than that fare.

Section 56

It is an offence if the proprietor or driver of a Hackney Carriage agrees to carry any person for a distance for which a sum is agreed upon and then carry the person for a lesser distance than that to which they were entitled to be carried for the sum so agreed upon.

Section 57

At the request of a hirer of a Hackney Carriage for the driver to wait for a specific period with the vehicle, the driver may demand and receive from the hirer the fare that is equal to the sum of the fare for driving to the destination and also the fare for waiting for such time period as determined by the Hackney Carriage Table of Fares. It is an offence, however, for a driver to take such a deposit and then refuse to wait or leave before the expiration of the agreed time period or to fail to account for the deposit on the final discharge of the Hackney Carriage.

Section 59

It is an offence for any proprietor or driver of a Hackney Carriage that has been hired to permit any person to be carried in the vehicle during such hire without the express consent of the person hiring the vehicle.

Section 60

It is an offence for a driver authorised by the proprietor of a Hackney Carriage to act as such, to suffer any other person to act as the driver of the vehicle without the consent of the proprietor. It is also an offence for any person to act as the driver of a Hackney Carriage without the consent of the proprietor.

Section 62

It is an offence for the driver of any Hackney Carriage to leave it in any street or at any place of public resort or entertainment (whether hired or not) without some one proper to take care of it. Any constable may drive away such a Hackney Carriage and deposit it at some place of safe custody.

Section 64

It is an offence for any driver of a Hackney Carriage to cause the vehicle to stand for hire across any street or alongside any other Hackney Carriage. It is also an offence for the driver of a Hackney Carriage to refuse to give way to any other carriage or to obstruct the driver of any other carriage in taking up or setting down any person or to wrongfully prevent or attempt to prevent the driver of any other Hackney Carriage from being hired.

Offences Under The Local Government (Miscellaneous Provisions) Act 1976

Section 46

It is an offence for the proprietor of any vehicle (other than a licensed Hackney Carriage or London cab) to use or allow the vehicle to be used as a Private Hire Vehicle without having a Private Hire Vehicle Licence for that vehicle.

It is an offence for any person to drive a Private Hire Vehicle unless they are licensed as a Private Hire Driver by the Local Authority that licensed the vehicle.

It is an offence for the proprietor of a Private Hire Vehicle to employ a person as the driver of the vehicle unless they are licensed as a Private Hire Driver by the same Local Authority that licensed the vehicle.

It is an offence for a person to operate a Private Hire Vehicle unless they are licensed as a Private Hire Operator by the same Local Authority that licensed the vehicle.

It is an offence for a Private Hire Operator to operate any vehicle as a Private Hire Vehicle:

- i) unless the vehicle is licensed as a Private Hire Vehicle by the same Local Authority that granted the Operator Licence and
- ii) unless the driver is licensed as a Private Hire Driver by the same Local Authority that granted the Operator Licence.

Section 48

It is an offence for a person to use a licensed Private Hire Vehicle unless the Private Hire Licence plates are exhibited on the vehicle.

Section 49

It is an offence for the proprietor of a Hackney Carriage or a Private Hire Vehicle to fail to notify the Council in writing of any transfer of his interest in the vehicle to another person within 14 days of transferring his interest. Such a notice must specify the name and address of the person to whom the Hackney Carriage or Private Hire Vehicle has been transferred.

Section 50

It is an offence for the proprietor of any Hackney Carriage or Private Hire Vehicle not to present the vehicle for inspection and testing by or on behalf of the council within such period and at such place within the area of the Council as required by notice.

It is an offence for the proprietor of a Hackney Carriage or Private Hire Vehicle that is licensed by the Council or in respect of which an application has been made for a Licence to be granted to fail to respond to a notice requiring them to state in writing the address of every place where the vehicle is kept when not in use. It is also an offence to fail to provide facilities as may be reasonably necessary to enable the vehicle to be inspected and tested at those addresses.

It is an offence for the proprietor of a licensed Hackney Carriage or a Private Hire Vehicle to fail to report to the Council as soon as reasonably practicable (but no later than 72 hours) any accident causing damage materially affecting the safety, performance or appearance of the vehicle or the convenience of persons carried in the vehicle.

It is an offence for the proprietor of a licensed Hackney Carriage or a Private Hire Vehicle to fail to produce the vehicle licence or certificate of the policy of insurance to an authorised Officer of the Council.

Section 53

It is an offence for any driver of a Hackney Carriage or Private Hire Vehicle to fail on request of any authorised Officer or the Council or any constable to produce for inspection their driver Licence either forthwith or within 5 days beginning on the following day.

Section 54

It is an offence for the driver of a Private Hire Vehicle to fail to wear their Private Hire Driver Licence badge in such position and manner as to be plainly and distinctly visible.

Section 56

It is an offence for a licensed Private Hire Operator to fail to keep a record in such form as the Council may prescribe by way of condition attached to the Licence, to fail to enter before the commencement of each journey particulars of every booking accepted by him, and to fail to produce the record on request to any authorised officer or any constable for inspection

It is an offence for any Private Hire Operator to fail to produce their Operator Licence on request by an authorised officer or constable for inspection

Section 57

It is an offence for a person to knowingly or recklessly make a false statement or omit any material in giving information as part of an application for a Driver or Vehicle Licence.

Section 58

It is an offence for the proprietor of a vehicle to fail without reasonable excuse to comply with a notice issued by the Council to require the return of the Vehicle Licence plate.

Section 64

It is an offence for any person to cause or permit any vehicle other than a Hackney Carriage to wait on any stand for hackney carriages without reasonable excuse during any period for which that stand has been appointed.

Section 66

It is an offence for a Hackney Carriage driver to undertake a journey for any hirer ending outside the district in respect of which no fare or rate of fare was agreed before the hiring was effected and for the driver to charge more than the fare indicated on the taxi as set by the Council's Hackney Carriage Table of Fares

Section 67

It is an offence for any person to use a Hackney Carriage under a contract for private hire except at a rate of fares or charges not greater than that fixed by the Hackney Carriage Table of Fares.

Section 69

It is an offence for any licensed Hackney Carriage or Private Hire Driver to unnecessarily prolong (in distance or time) without reasonable excuse, a journey for which the vehicle has been hired.

Section 71

It is an offence for any person to tamper with any seal on a taximeter, to alter any taximeter, or to use a private hire vehicle with a meter installed in the vehicle unless the meter has been tested and approved by or on behalf of the Council.

Section 73

It is an offence for any person to wilfully obstruct an authorised officer or constable, to fail to comply with any requirement properly made by such an officer or constable or to fail to give such officer or constable any other assistance or information which he may reasonably require of such person for the performance of his functions.

Offences Under The Transport Act 1980

Section 64

It is an offence for any person to knowingly drive a vehicle (other than a Hackney Carriage) or permit a vehicle (other than a Hackney Carriage) to be driven if there is displayed on or above the roof of the vehicle which is used for carrying passengers for hire or reward any sign which consists or of includes the word "taxi" or "cab" whether in the singular or plural, or "hire" or any word of similar meaning or appearance to any of those words whether alone or as part of another word. It is also an offence to display any sign, notice, mark, illumination or other feature on such a vehicle, which may suggest that the vehicle is a Hackney Carriage.

Offences under the Health Act 2006

Section 6

It is an offence for any person who occupies or is concerned in the management of smoke-free premises to fail to ensure that statutory no-smoking signs are displayed in those premises. Hackney Carriages and Private Hire Vehicles are deemed smoke-free places at all times during which the Licence has effect and a no-smoking sign must be prominently displayed in each compartment of the vehicle at all times.

Section 7

It is an offence to smoke in a smoke-free place. Hackney Carriages and Private Hire Vehicles are deemed smoke-free places at all times during which the Licence has effect.

Section 8

It is an offence for any person who controls or is concerned in the management of smoke-free premises to fail to cause any person smoking there to stop smoking. Hackney Carriages and Private Hire Vehicles are deemed smoke-free places at all times during which the Licence has effect.

Offences under Chapter 1 of Part 12 of the Equality Act 2010

Section 168

It is an offence for the driver of a Hackney Carriage that has been hired by or for a disabled person who is accompanied by an assistance dog, or by another person who wishes to be accompanied by a disabled person with an assistance dog to fail to carry the disabled person's dog and allow it to remain with that person or to make any additional charge for doing so, unless an exemption certificate from the requirement to carry assistance dogs has been issued by the Council and that Certificate is displayed within the vehicle.

Section 170

It is an offence for the operator of a private hire vehicle to fail or refuse to accept a booking for the vehicle if the booking is requested by or on behalf of a disabled person or a person who wishes to be accompanied by a disabled person, and the reason for the failure or refusal is that the disabled person will be accompanied by an assistance dog. The operator also commits an offence if they make an additional charge for carrying an assistance dog which is accompanying a disabled person.

It is an offence for the driver of a private hire vehicle to fail or refuse to carry out a booking accepted by the operator of the vehicle if the booking is made by or on behalf of a disabled person or a person who wishes to be accompanied by a disabled person, and the reason for the failure or refusal is that the disabled person is accompanied by an assistance dog, unless an exemption certificate from the requirement to carry assistance dogs has been issued by the Council and that Certificate is displayed within the vehicle.

Appendix D

Hackney Carriage and Private Hire Enforcement Management System

It is the policy of Cambridge City Council to ensure that proprietors, drivers and operators are licensed and carry out their trade in accordance with both the relevant law and the conditions attached to the licences. This will ensure a safe and secure Hackney Carriage and Private Hire Service.

In relation to private hire operators' licences and both hackney carriage and private hire drivers' licences the Council cannot grant or renew a licence unless they are satisfied that the applicant is a fit and proper person to hold the licence.

The enforcement management system is intended to fairly and firmly enforce the law in a consistent and transparent way.

The City Council has a duty to enforce a wide range of statutes relating to:

- public health and safety,
- quality of life,
- preservation of public and residential amenity
- maintenance of the environment and
- protection of public funds.

All of these activities will be carried out having regard to the general principles of good enforcement practice outlined in our Corporate Enforcement Policy.

The Council's graduated approach to enforcement is based on the principles of:

- Courtesy and Helpfulness
- Clear Standards and Practices
- Consistency
- Openness
- Proportionality; and
- Training of drivers, proprietors and operators

Achieving and maintaining a consistent approach to making decisions about taxi licensing and enforcement action, including prosecution, is of paramount importance. To achieve and maintain consistency, the guidelines must be considered and followed. Enforcement action will be related to the seriousness of the breach and the

possible consequences arising out of it. Enforcement action will not, therefore, constitute a punitive response to minor technical contraventions of legislation.

When making enforcement decisions, Authorised officers will take this enforcement management system into account. Any departure from this must be fully considered, exceptional, capable of justification, and must be endorsed by the Commercial & Licensing Manager or more senior officer before the decision is implemented.

1. Enforcement Options

Licence application and enforcement decisions must always be consistent, balanced, proportionate and relate to common standards which ensure that the public is adequately protected. In reaching any decision many criteria must be considered including the:

- seriousness of any offences;
- driver, proprietor or operator's past history;
- consequence of non-compliance;
- likely effectiveness of the various enforcement options;
- public safety;

Having considered all relevant information and evidence, the choices for action are applicable to:

a) Licence Applications:

- Grant licences subject to the Council's Hackney Carriage and Private Hire Licensing Policy requirements and such conditions as the Council deems necessary and proportionate; or
- Refuse to grant or renew a licence.

b) During the life of a Licence:

Enforcement action:

No action

In instances where a complaint has been received from an anonymous source or insufficient information is given.

Informal action

Includes offering advice, verbal or informal written warnings, interviews, and the use of letters to secure compliance with legislation/policy.

Such informal enforcement action may be appropriate in any of the following circumstances: -

- The act or omission is not serious enough to warrant more formal action;
- It can be reasonably expected that informal action will achieve compliance, perhaps by taking into account the individual driver, proprietor or operator's past history;
- Confidence in the operator's management is high;
- The consequences of non-compliance will not pose a significant risk to the safety of the public

Suspension or revocation of a driver's licence

In instances where the Council is satisfied that a driver poses an significant immediate risk to public safety then the Environmental Health Manager has the delegated authority to issue an immediate suspension or revocation to the driver in question by the powers provided by Section 61(2B) of the Local Government (Miscellaneous Provisions) Act 1976.

Suspension or revocation of a vehicle licence

The Council may issue a suspension or revocation of a vehicle licence under Section 60 of the Local Government (Miscellaneous Provisions) Act 1976 for any of the following grounds:

- That the hackney carriage or private hire vehicle is unfit for use;
- Any offence under, or non-compliance with, the provisions of the 1847 or 1976 Acts;
- Any other reasonable cause.

Any decision to suspend or revoke a vehicle licence will be accompanied by notification in the form of a letter to the licence holder.

The licence holder can appeal a decision to suspend or revoke a vehicle licence by applying to the Magistrates' Court within 21 days of the decision be made.

Immediate vehicle suspension notice

Under Section 68 of the Local Government (Miscellaneous Provisions) Act 1976 an authorised officer can issue a suspension notice to any hackney carriage or private hire vehicle deemed to be 'unfit'.

If the authorised officer is not satisfied as to the fitness of the vehicle or the accuracy of the taximeter, the officer may give notice in writing to require the proprietor of the vehicle to make the vehicle available for further inspection and testing at such reasonable time and place as specified in the notice, and suspend the licence until such time as the officer is satisfied that the vehicle or meter is again fit for purpose. This may involve the affixing of a non-removable 'Licence Suspended' sticker to the licence plate of the vehicle.

The suspension notice will remain in place until such time as the Officer issuing the notice is satisfied that the grounds for suspension have been satisfactorily resolved. Written confirmation of the lifting of the suspension notice will be given. The responsibility for a replacement licence plate will fall to the licence holder.

If the Authorised Officer or constable who issued the suspension notice is not satisfied as to the fitness of the vehicle or its taximeter before the expiration of a period of two months, the licence will, by virtue of the provisions of section 68, be deemed to have been revoked.

Where a licence is deemed to be revoked, the Council will write to the proprietor of the vehicle giving notice of the grounds on which the licence has been revoked within 14 days of the deemed revocation.

The proprietor may appeal to the Magistrates' Court.

Simple cautions

A simple caution may be used as an alternative to a prosecution in certain circumstances.

The purposes of the simple caution are to:

- Deal quickly and simply with less serious offences;
- Divert less serious offences away from the Courts;
- Reduce the chances of repeat offences

To safeguard the suspected offender's interests, the following conditions must be fulfilled before a caution is administered:

- There must be evidence of the suspected offender's guilt sufficient to give a realistic prospect of conviction;
- The suspected offender must admit the offence;
- The suspected offender must understand the significance of a simple caution and give informed consent to being cautioned.

If there is insufficient evidence to consider taking a prosecution, then by implication, the criteria are not satisfied to enable the offer of a simple caution. A simple caution should also not be used where the suspected offender does not make a clear and reliable admission of the offence. (It should be noted that there is no legal obligation for any person to accept the offer of a simple caution and no pressure should be applied to the person to accept a caution).

Where a person declines the offer of a simple caution, it will be necessary to consider taking a prosecution.

Prosecution

The decision to prosecute is a significant one as a conviction may impact on the licence holder's future employability. Prosecution will, in general, be appropriate for circumstances where the law is blatantly disregarded, legitimate requirements of the Council are not followed and / or the public is put at serious risk. Such circumstances are in a minority. The criteria on which a decision to prosecute is made should ensure a consistent approach.

When circumstances have been identified which may warrant a prosecution, all relevant evidence and information must be considered, to enable a consistent, fair and objective decision to be made.

Referral to the Licensing Sub-Committee

A licence holder may be asked to appear before the licensing sub-committee to answer allegations of breaches of relevant legislation, byelaws or conditions attached to licences or a contravention of the Council's Hackney Carriage and Private Hire Licensing Policy. Prior to this, the licence holder may be provided with warnings, depending on the seriousness of the complaint or contravention. Section 2 provides a guide to the action that the Commercial & Licensing team is likely to take in response to these matters.

The Licensing Sub-Committee will consider whether, in all the circumstances of the case, including the underlying facts of the incidents, including the incidents on previous occasions, the licence holder is a fit and proper person to hold a licence. The Licensing sub-committee will consider whether there is reasonable cause to suspend or revoke a licence.

When considering an application or the standing of a licence holder the Committee may decide to take one or more of the following actions:-

- no action;
- a formal written warning;
- require the production of driving licences or other specified documentation at the Council's Office;
- suspend a licence;
- revoke a licence;
- recommend consideration of prosecution action;
- other appropriate action as deemed necessary

The Taxi Regulatory Committee Hearings Procedure can be found in [Section 3](#).

Following the completion of an investigation into a complaint or any enforcement activity, the licence holder will be informed of the action intended to be taken.

Any written documentation issued or sent will: -

- contain all the information necessary to understand the offence and what needs to be done to rectify it. Where works are required, the period allowed for them to be completed will be indicated;
- indicate the legislation or conditions contravened and measures which will enable compliance with the legal requirements and point out, where appropriate, that other means of achieving the same effect may be chosen;
- clearly indicate any recommendations of good practice under an appropriate heading, to show that they are not a legal requirement.

2. Enforcement Action

To achieve a stepped approach to enforcement, the Council will generally take the appropriate action when:

- a licence applicant falls under any of the points in the stated enforcement management table
- a licence holder breaches a licence condition
- a licence holder commits an offence
- a complaint is received about the conduct of a licence holder or condition of a vehicle; and
- there is a combination of the above

At any stage in the process, Officers may, if they consider it appropriate to do so, refer a licence applicant or holder to the Licensing Sub-Committee or Environmental Health Manager for a decision as to whether the licence holder continues to be a fit and proper person to be granted or to hold a licence.

The information below gives an indication of the likely action that the Council will take. However, each case will be considered individually and, in exceptional circumstances, the Council may deviate from this in order to take the necessary and appropriate enforcement action.

Furthermore, specific consideration will be given to the points relating to license applicants by the Environmental Health Manager, and subsequently the Licensing Sub-Committee, so that they may exercise their discretion to grant or renew a licence or to suspend or revoke an existing licence.

Level 1 Enforcement

1. A breach of a Licence Condition by a licence holder.
2. A road traffic offence by a licence holder witnessed by an Enforcement Officer of Cambridge City Council, Cambridgeshire County Council or Police (e.g. driving whilst using a mobile phone).
3. Two complaints of a similar nature in a 12 month period (when a complaint concerning a licence holder is received the complaint will be investigated and the licence holder will be invited to provide comments in writing. The officer will decide whether they consider, on the balance of probabilities, that the complaint is justified) and/ or breaches of the Code of Conduct within a 12 month period.

4. Any road traffic offence or combination of offences that resulted in the accrual of penalty points except whether the number of points accrued means that the licence holder falls within Level 3 Enforcement.
5. The licence holder fails to return a Temporary Medical Exemption Notice to the Licensing and Enforcement Team within 7 days of the expiry date.
6. Where the licence holder fails to update the licensing authority on relevant information as set down in the Hackney Carriage & Private Hire Licensing Handbook or where the licence holder fails to comply with any of the requirements set down in the Handbook.
7. Any other relevant minor contravention on non-compliance identified that does not fall into one of the above categories.
8. A combination of the above in addition to one complaint received.

Action

The individual will be invited to provide a formal response in writing and appropriate action will be taken, which may include the issue of a Level 1 informal written warning to the driver reminding them of expected standards.

Level 2 Enforcement

1. The licence holder has received a simple caution for an offence under
 - Town Police Clauses Act 1847
 - Part II of the Local Government (Miscellaneous Provisions) Act 1976
 - Part IV of the Transport Act 1980
 - Part I of the Health Act 2006
 - Chapter 1 of Part 12 of the Equality Act 2010
2. A substantiated complaint has been received regarding the conduct of the licence holder (other than an offence) or the condition of a vehicle.
3. The licence holder has committed an offence under
 - Town Police Clauses Act 1847
 - Part II of the Local Government (Miscellaneous Provisions) Act 1976
 - Part IV of the Transport Act 1980
 - Part I of the Health Act 2006
 - Chapter 1 of Part 12 of the Equality Act 2010

Where legal proceedings are not instigated.

4. The licence holder breaches two licence conditions or two road traffic offences by the licence holder are witnessed by an Enforcement Officer of Cambridge City Council, Cambridgeshire County Council or the Police (e.g. driving whilst using a mobile telephone), or one of each occurs within a 12 month period.
5. The licence holder has committed an action covered in Level 1 where they have been written to by an officer of the Commercial & Licensing Team in the previous 12 month period and reminded of the expected standards.
6. The licence holder has committed any offence relating to the Policing and Crime Act 2014.

Action

The individual will be interviewed by an officer of the Licensing and Enforcement team and the appropriate action will be taken, which may include the issue of a Level 2 informal written warning.

Level 3 Enforcement

1. The licence holder has committed an action covered in Levels 1 and 2 where they have been interviewed by an officer of the Commercial & Licensing Team in the previous 12 month period and a final written warning has been given.
2. The licence holder or licence applicant has been convicted of any offence of a sexual nature which is not spent under the Rehabilitation of Offenders Act 1974.
3. The licence holder or licence applicant has been convicted of any offence involving possession, supply of drugs or a related offence which is not spent under the Rehabilitation of Offenders Act 1974.
4. The licence holder or licence applicant has been convicted of any offence involving dishonesty which is not spent under the Rehabilitation of Offenders Act 1974.
5. The licence holder or licence applicant has been convicted of any offence involving violence which is not spent under the Rehabilitation of Offenders Act 1974.
6. The licence holder or licence applicant has been convicted within the last 5 years of more than one offence of drunkenness or related.
7. The licence applicant has held their DVLA driver's licence for less than 2 years after its return as a result of suspension for any reason.
8. The licence holder or licence applicant has been convicted of any offence relating to alcohol and motor vehicles which is not spent under the Rehabilitation of Offenders Act 1974.

9. The licence holder or licence applicant has been convicted within the past 3 years of any offence which has resulted in 6 or more points being attached to their DVLA driver's licence.
10. The licence holder or licence applicant has been convicted within 1 year of any combination of offences which has resulted in more than 6 points being attached to their DVLA driver's licence.
11. If at the time of application (for grant, renewal or during the life of an existing licence) the licence holder or licence applicant has more than 9 points attached to their DVLA driver's licence.
12. If the licence holder or licence applicant has one or more convictions relating to;
 - Town Police Clauses Act 1847
 - Part II of the Local Government (Miscellaneous Provisions) Act 1976
 - Part IV of the Transport Act 1980
 - Part I of the Health Act 2006
 - Chapter 1 of Part 12 of the Equality Act 2010

Which is not spent under the Rehabilitation of Offenders Act 1974.

13. If the licence holder or licence applicant is found to be living or working in the UK without the required authorisation, or if they have committed any offences arising from Asylum & Immigration matters.
14. If the licence holder or licence applicant fails the initial or refresher safeguarding training test paper on three occasions or fails to complete the training as required by the Council.
15. If the licence holder or licence applicant presents a medical assessment (or makes a declaration) for consideration but does not declare them unfit to drive.
16. Upon the application for or the duration of a licence, if there is intelligence, supplementary information or any other reasonable cause where officers have concerns about the grant or the continuation of a licence.
17. Historical convictions on DBS certificates will be part of a retrospective review following the adoption of the Department for Transport's 'Statutory Taxi and Private Hire Standards'.

Action

The individual will be referred to the Licensing Sub Committee or the Environmental Health Manager to consider whether the licence holder or licence applicant is a fit and proper person to hold a licence; action that may be taken includes refusal to grant a licence or the revocation, suspension or refusal to renew an existing licence.

3. Taxi Regulatory Committee Hearings Procedure

The purpose of this section is to provide a standardised procedure for hearings of taxi regulatory matters that are considered by the sub-committee. The procedure allows for all parties to exercise their right to a fair hearing.

The City Council, as licensing authority for Hackney Carriage and Private Hire matters within the City of Cambridge, has a responsibility to determine those matters within its jurisdiction. In many cases these will involve one or more of the elements in the Enforcement Management System.

All decisions regarding breaches of the Enforcement Management System will be determined by the Licensing Sub-Committee with a right of appeal to the Magistrates Court.

In certain circumstances the authority will hold a hearing. It is considered good practice that a recognised procedure is followed and that parties involved in hearings should be advised of that procedure, in advance.

An overview of the procedure is given below:

1. Information received that raises referral to the Licensing Sub-Committee:

Initial investigations by Case Officer (CO) including collating of supporting evidence and contact with any complainants for statements.

2. Interview of applicant/licence holder:

Individual invited to give statement, recorded by CO and submit any supporting evidence.

3. Preparation of report

Submitted to Licensing and Enforcement Manager and Environmental Health Manager for approval and subsequent review by Legal Services.

4. Date of hearing confirmed by Committee Services

Applicant/ licence holder informed of date of hearing and sent a copy of the report

5. Taxi Licensing Sub Committee Hearing

The case is heard by the Licensing Sub Committee who decide what action, if any, to take.

3.1 Referral to the Licensing Sub Committee

Following investigation and where the LEO considers it appropriate to do so, the LEO will prepare a report for the Sub-Committee setting out the relevant law, Council policy and the powers of the Sub-committee. The LEO will also submit any information obtained as a result of the investigation, the source of that information and any matters in dispute.

The CO will write to the applicant or licence holder, and the witnesses to tell them when and where the Sub-Committee meeting will be held.

Evidence can be given in writing or orally, by the LEO, the applicant or licence holder, or by their witness(es). There are no legal restrictions in terms of the kind of evidence that can be heard or the form in which it must be presented.

The applicant or licence holder can give evidence about her/his character in any way she/he thinks fit, e.g. by letters of reference or by calling witnesses

The CO will send the applicant or licence holder a copy of the report at least 5 working days before the hearing to give her/him the opportunity to comment on it or, if she/he chooses, to submit further written representations or additional evidence.

When presenting the report to the Sub-Committee the LEO will inform the Sub-Committee of any comments, representations or additional evidence submitted by or on behalf of the applicant or licence holder.

At any stage the applicant or licence holder may instruct someone (such as a solicitor, a friend or relative, an employer or a member of a trade organisation) to act as her/his representative. The applicant or licence holder can be represented at the hearing regardless of whether the individual attends the hearing.

If the applicant or licence holder fails to attend the hearing the Sub-Committee may decide to continue in her/his absence.

Any references in this note to an applicant or licence holder should be taken to include her/his representative.

3.2 The Hearing

Present at the hearing will be members of:

- The Taxi Regulatory Sub-Committee;
- The Case Officer;

- A Legal Officer (who will be the Sub-Committee's legal adviser); and
- A Committee Manager

At the start of the hearing the Chair of the Sub-Committee will open the meeting introduce the members of the committee and officers present and explain the procedure to be followed.

The committee members will decide whether members of the press and public should be excluded from the remainder of the hearing.

If a member of the Taxi Regulatory Sub-Committee becomes aware of a possible conflict of interest before or during the hearing she/he should raise this with the Head of Legal Services.

Members should not take part in hearing a case if they have a personal interest or involvement with it or the issues raised by it might be seen as affecting their impartiality, e.g. if they know the applicant / licence holder or a complainant, or they have been previously involved with the case or a closely related case in another capacity.

The LEO will outline the report and present any witnesses in support of the CO's case.

Members may ask any relevant questions of the officer or witnesses.

The Chair will invite the applicant / licence holder or her/his representative to ask questions of the Officer or witnesses. The Chair will then invite the applicant / licence holder or a representative to put their case to the committee. This will include calling any witnesses. Witnesses will be allowed into the hearing only when giving their evidence.

Members may ask any relevant questions of the applicant / licence holder and/or her/his witnesses.

When all the evidence has been offered, the Chair will invite all parties to summarise their points if they wish before confirming whether any parties have anything else they wish to say

The Chair will invite the Legal Adviser to the Sub-Committee to give any legal advice that the advisor considers to be appropriate.

The Sub-Committee will withdraw to another room to consider their decision in private. The Sub-committee may invite the Legal Advisor to join them. Any legal

advice given to the Sub-Committee when they are withdrawn will be reported back to the hearing before the Chair resumes it.

The Sub-Committee may reconvene the meeting in order to seek clarification of the facts.

When the decision has been made the Chair will announce this to the applicant or licence holder.

3.3 The applicant or licence holder

Following the hearing the Council will write to the driver with formal notification of the decision of the sub-committee and inform the applicant or licence holder of the right of appeal to the Magistrates Court and the time within which appeals must be submitted.

A suspension or revocation of a licence will take effect at the end of the period of 21 days beginning with the day on which written notice of the Sub-Committee decision was given to the licence holder. The only exception to this is in the case of the suspension or revocation of a Driver Licence where the Sub-Committee have decided that the interest of public safety require the suspension or revocation to have immediate effect. The letter notifying the driver of the Sub-Committee's decision will include a statement that this is so and an explanation why. The suspension will then take effect when the letter notifying the decision is given to the driver.

Please note: In urgent cases, the Environmental Health Manager has delegated power to suspend or revoke a driver or vehicle licence.

Appendix E

Rehabilitation of Offenders

The Rehabilitation of Offenders Act 1974 (the 1974 Act) primarily exists to support the rehabilitation into employment of reformed offenders who have stayed on the right side of the law.

Under the 1974 Act, following a specified period of time which varies according to the disposal administered or sentence passed, cautions and convictions may become spent.

As a result the offender is regarded as rehabilitated.

Once a caution or conviction has become spent under the 1974 Act, an individual does not have to reveal it or admit its existence in most circumstances. However, where an exception applies (in the case of Taxi Licensing under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975), spent cautions and convictions need to be disclosed.

The rehabilitation period is determined by the type of disposal administered or the length of the sentence imposed.

Sentence/ Disposal	Buffer Period of Adults (18 and over) at the time of conviction or the time the disposal is administered¹	Buffer Period of Young People (18 and under) at the time of the conviction or the time the disposal is administered
Custodial sentence ² of over 4 years, or a public protection sentence	Never Spent	Never Spent
Custodial sentence of over 30 months and up to and including 48 months	7 Years	3 ½ Years
Custodial sentence of over 6 months and up to and including 30 months	4 Years	2 Years
Custodial sentence of 6 months or less	2 Years	18 Months
Community order or youth rehabilitation order ³	1 Year	6 Months

Sentence/ Disposal	Rehabilitation Period for Adults (18 and over) at the time of conviction or the time the disposal is administered	Rehabilitation for Young People (18 and under) at the time of the conviction or the time the disposal is administered
1 Year	6 Months	
Period of the Order	Period of the Order	
None	None	
3 Months or when the caution ceases to have effect if earlier	3 Months	
On the discharge of the order	On the discharge of	

1 This applies from the end date of the sentence.

2 Custodial sentence includes a sentence of imprisonment (both immediate and suspended), a sentence of detention in a young offender institution, a sentence of detention, a detention and training order, a sentence of youth custody, a sentence of corrective training and a sentence of Borstal training.

3 In relation to any community or youth rehabilitation order which has no specified end date, the rehabilitation period is 2 years from the date of conviction.

Sentence/ Disposal	Rehabilitation Period for Adults (18 and over) at the time of conviction or the time the disposal is administered	Rehabilitation for Young People (18 and under) at the time of the conviction or the time the disposal is administered
	the order	
Period of the order	Period of the order	
Period of the order	Period of the order	
Period of the order	Period of the order	
N/A	Period of the Order	
N/A	None	

Sentences not covered by the 1974 Act:

1. Sentence of imprisonment for life
2. Sentence of imprisonment, youth custody, detention in a young offender institution or corrective training of over 4 years
3. Sentence of preventative detention
4. Sentence of detention during Her Majesty's pleasure or for life
5. Sentence of custody for life
6. Public protection sentences (imprisonment for public protection, detention for public protection, extended sentences of imprisonment or detention for public protection and extended determinate sentences for dangerous offenders)
7. Following the release of the Department of Transport, Statutory Guidance in July 2020, their advised previous conviction eligibility criteria used as a starting point when considering whether to grant or renew a licence, was consulted on. Committee Members approved proposed changes to the assessment of convictions, in relation to all licences (below table). This was agreed on 25th January 2021. Authorities must consider each case on its own merits, and applicants/licensees are entitled to a fair and impartial consideration of their application. See Table below.

Offence	
A. Crimes resulting in the death of another person or intention to cause the death or serious injury of another person.	Never
B. Crimes involving, related to or connected with abuse, exploitation use or treatment of another individual irrespective of whether the victim or victims were adults or children.	Never
C. Offences involving violence against the person or connected with any violence against a person.	10 years
D. Possession of a weapon or any weapon-related offence.	7 years
E. Sexual offences and individuals listed on the Sex Offenders Register or barred lists.	Never
F. Offences involving an element of dishonesty.	7 years
G. Drugs:	
i) Supply or possession with intent to supply.	10 years
ii) Possession only.	5 years ¹
H. Discrimination offences.	7 years
I. Drink driving/driving under the influence of drugs.	7 years
J. Using a handheld device whilst driving.	5 years ¹
	¹ in addition, any applicant/licence holder may also be required to undergo drugs testing for a period at their own expense to demonstrate that they are not using controlled drugs.

Current licence holders' previous convictions will be checked against new criteria at next DBS check. If convictions are identified, case will be passed to enforcement, if convictions breach new criteria, case may be referred to Sub -Committee for consideration. Driving Offences

Endorsements

Endorsements stay on a driving record for 4 or 11 years depending on the offence. This can start from either the date of conviction or the date of offence.

4 years from date of conviction

An endorsement will stay on a driving record for 4 years from the date of conviction if the offence:

- is for reckless/dangerous driving - shown on the driving record as DD40, DD60 and DD80, or;
- results in disqualification

4 years from the date of offence

In all other cases endorsements stay on a driving record for 4 years from the date of offence.

11 years from date of conviction

If the offence is:

- drink driving or drug driving - shown on the driving record as DR10, DR20, DR30, DR31, DR61 and DR80,
- causing death by careless driving while under the influence of drink or drugs – shown on the driving record as CD40, CD50 and CD60, or;
- causing death by careless driving, then failing to provide a specimen for analysis – shown on the driving record as CD70

The conviction will stay on a driving record for 11 years from the date of conviction.

Appendix F

Fees and Charges

Fees are subject to change at any time. The most recent [fees](#) are available on our website.

Methods of Payment

The fees for hackney carriage and private hire licenses are non-refundable and must be made in full at the time of application/ renewal for the application/ renewal to be accepted and processed. Payment can be made by debit/credit card. You will be issued with an official till receipt for all monies paid.

Please note that fees for any taxi driver assessment test will need to be paid directly to the test provider.

Fees for the Medical will need to be paid directly to the respective surgery/ practitioner.

Appendix G

Vehicle Standards

Hackney Carriage, Private Hire, Dual Driver, and Proprietor & Operator – Vehicle Standards

Cambridge City Council is required to adopt or implement its own policy in relation to National Inspection Standards of Taxi vehicles, both Hackney Carriages and Private Hire vehicles, having regard to the Best Practice Guide (prepared by the Technical Officer Group) in the light of operational needs and geographic circumstances, for the inspection of Taxi vehicles. These standards are designed and intended to provide a framework for authorities in setting and assessing standards for vehicle safety to ultimately determine when vehicles are presented for inspection or test whether or not they receive a pass certificate to enable their use to carry members of the public.

The Best Practice Guide was first introduced in October 2006 following consultation with various interested parties such as The Driver and Vehicle Standards Agency (DVSA) (formerly known as the Department of Transport, Vehicle & Operator Services Agency (VOSA)), Disabled Persons Transport Advisory Committee (DPTAC) and the Institute of Licensing. Hackney carriage and private hire vehicles are subject to much higher annual mileages and more arduous driving than normal private vehicles. Therefore in the interest of passenger and other road user's safety, a more stringent maintenance and testing regime is required.

The national guide sets out specific vehicle safety issues based on expert technical knowledge and experience of the Technical Officer Group. Its aim is to assist all licensing authorities and vehicle inspectors, by endorsing a minimum national vehicle inspection standard for Hackney Carriages and Private Hire Vehicles. This is subject to revision taking into account ongoing changes in public travel (e.g. the stretched limousine guidance note) and safety issues (e.g. trailing the introduction of the Safeguarding Vulnerable Groups legislation).

The Council has reviewed the Best Practice Guide as published by the DVSA which is to be used in conjunction with the DVSA MOT Inspection Manual as an advocate to public safety. DVSA is supportive of the Public Authority Transport Network (PATN) initiative to develop and share best practice and recognises the benefit to having a common standard to be applied nationwide.

The legislation governing Hackney Carriages and Private Hire Vehicles is the responsibility of The Department of Transport and this includes accessibility for disabled people including those who need to travel in a wheel chair.

All licensing authorities must ensure that each of their various licensing requirements is properly justified by the risk it aims to address. It needs to measure 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.

The guidance seeks to embrace safety aspects of vehicle inspections using, as a basic inspection standard, those laid down in the MOT inspection Manual for Car & Light Commercial Vehicle Testing issued by DVSA but provides additional testing requirements to those in the MOT Inspection Manual.

The scope of the guidance is that it does not seek to cover the whole range of possible licensing requirements. Instead it seeks to concentrate only on those that have caused difficulty or seem to be of particular significance. Environmental considerations include designated Air Quality Management Areas whereby local authorities can set vehicle emission standards for taxis and PHVs.

Private Hire and Hackney Carriages, whether designed to accommodate wheel chair passengers or not would generally be required to be fitted with at least four doors and four wheels and be right-hand drive. They would also be required to have adequate space for luggage and be capable of carrying at least four and no more than eight passengers in addition to the driver. As of 20th March 2023, newly licensed vehicles will not be accepted if rear passenger windows let through less than 30% light, drivers will have the option of changing rear windows or installing CCTV which meets/exceeds Cambridge City Council specification. Further, vehicles with film tinted windows will not be accepted. To allow a thorough examination of a vehicle or any part thereof, it must be presented for test in a clean condition. The vehicle presented, will fail the test if, in the opinion of the examiner, it is so dirty that it would be unreasonable for the test to be carried out.

A wheelchair accessible vehicle shall have a minimum door height and width and internal headroom equal to or larger than a London Taxi International FX4 Fairway Taxi. (These measurements are door width 680mm; door height 1270mm and inside height floor to roof 1320mm).

Section 36 of the Disability Discrimination Act 1995 (DDA) was partially commenced by enactment of the Local Transport Act 2008 and applies only to those vehicles deemed accessible by the local authority as being used for 'taxibus' services. This legislation imposes certain duties on drivers to provide assistance to people in wheelchairs, to carry them in safety and not to charge extra for doing so. Failure to

abide by these duties could lead to prosecution through a Magistrates' court and a maximum fine of £1000. It is recognised that local authorities can implement training requirements or, ultimately, powers to suspend or revoke licences.

Legislation gives local authorities a wide range of discretion over the types of vehicle that they can licence as hackney carriages and private hire vehicles. Cambridge City Council will only license a vehicle as a Hackney Carriage or Private Hire Vehicle if it complies with European Whole Vehicle (M1) type approval, M1 Low Volume Type Approval or UK National Small Series Type Approval and Individual Vehicle Approval (IVA).

Cambridge City Council currently licences MPV type vehicles able to carry 6 passengers. These incorporate boot seats which fold up and down but they do not allow access to and egress from the vehicle. We are proposing to allow currently licensed vehicles to continue until the end of their licensing life. Any new MPV which have boot seats which fold up and down but do not allow access to and egress from the vehicle these seats will not be licensed, and the vehicle will only be licensed for up to 4 passengers.. This decision has been taken on the grounds of safety.

General Vehicle Standards

Vehicles Must:

1. Be suitable in type, size and design for the appropriate licence applied for. Sports saloons, drop head coupes, convertibles and touring cars will not be licensed.
2. Be covered by a satisfactory insurance policy.
3. Be safe and comfortable
4. Not be less than 4 feet 3 inches wide in the rear part of the body, where such measurements shall be taken 6 inches below the top and 6 inches in front of the rear backrest of the vehicle with both of the rear doors closed.
5. Have a minimum legroom for passengers using the rear seats of 8.5 inches, such measurement shall be taken from the rear door pillar to the nearest point of the rear seat squab.
6. Have provided for all passengers being carried in it, immediate and direct access to doors (minimum of 2 doors in the rear) that is available without assistance from any other person that will provide satisfactory means of escape in the event of an accident or emergency. A separate means of ingress and egress must be provided for the driver.
7. Be fitted with safety glass (i.e. if glass fractures it does not fly into fragments capable of causing severe cuts), which shall be replaced as soon as broken, discoloured or cracked.
8. From 1st September 2023, all new vehicles and any renewals will be required to have CCTV meeting or exceeding Cambridge City Council specification installed. Ensure these are installed prior to Certificate of compliance (COC) appointment (applicable for new and renewal applications, not current mid-term COC).

If you wish to purchase or are currently an owner of a Tesla vehicle, due to number of fuses in vehicle, there may be an additional cost for the installation of CCTV system.

The front windscreen must let at least 75% of light through and the front side windows must let at least 70% of light through (legal requirement).
9. Only manufactured window tints are accepted. No film tinted windows will be accepted. Be constructed so as to provide sufficient means by which any person in the vehicle may communicate with the driver.
10. Be fitted with the appropriate number of seatbelts according to the number of persons for which the vehicle is licensed to carry.
11. Be kept watertight.
12. Be provided with a means of opening and closing not less than one window on each side.
13. Have properly cushioned or covered seats.
14. Have floors covered with a proper carpet, mat or other suitable covering.

15. Be well maintained in a clean condition and in every way fit for public service.
16. Be provided with a means of securing luggage.
17. Be fitted with at least one no-smoking sign (showing the statutory no-smoking symbol) that is displayed in a prominent position in each compartment of the vehicle constructed or adapted to accommodate persons.
18. Not be fitted with celluloid or other highly flammable material.
19. Be provided with an efficient fire extinguisher, which shall be carried in such a position as to be readily available for use.
20. Be provided with a first aid kit, which shall be carried in such a position as to be readily available for use.

The National standards set out include:

1. Lighting & Signalling Equipment

- Stop Lamps- High Level Stop Lamps
- Electrical Wiring and Equipment
- Additional Lamps

2. Steering

- Steering Control – Steering Wheel
- Steering Control – Steering Column
- Suspension Sprint Units and Linkage

4. Brakes

- No additional inspection requirements

5. Tyres & Road Wheels

- Tyres

6. Seat Belts

- No additional inspection requirements

7. Body and Structure

- Vehicle Body and Condition (Exterior)
- Vehicle Body, Security and Condition (Interior)
- Door and Seats
- Bumper Bars

8. Fuel and Emissions

- Exhaust System
- Fuel System - Pipes and Tanks

9. Drivers view of the Road

- Mirrors
- Windscreen
- Window glass or other transparent material

10. Additional Requirements

- Speedometer
- Transmission
- Engine and Transmission Mountings
- Oil and Water Leaks
- Luggage/ Load Space

11. Ancillary Equipment

- Wheelchair restraint and Access equipment
- Fire Extinguisher
- First Aid Kit

Section 1 – Lighting and Signalling Equipment

a) Stop Lamps – High Level Stop Lamps

Method of Inspection	Reason for Rejection
Any additional stop lamps fitted and connected must be tested.	
Where high level stop lamps are fitted and there is doubt as to whether they are connected, the benefit of this doubt should be given to the presenter	
Check the high level stop lamp where fitted: <ul style="list-style-type: none"> a) Is not obscured and is not obviously incorrectly positioned b) At least 50% of the lamp must be visible from the rear 	<ul style="list-style-type: none"> a) It is obscured or obviously incorrectly positioned b) Less than 50% of the lamp is not working or is obscured

b) Electrical Wiring and Equipment

Method of Inspection	Reason for Rejection
This examination is limited to that part of	a) Wiring

Method of Inspection	Reason for Rejection
<p>the electrical system that can be readily seen without dismantling any part of the vehicle:</p> <p>a) Check all wiring for:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Condition <input type="checkbox"/> Security <input type="checkbox"/> Position <input type="checkbox"/> Signs of overheating <input type="checkbox"/> Heavy oil contamination <p>b) Check the battery and carrier for:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Security <input type="checkbox"/> Battery for leaks <p>c) Check all switches controlling all obligatory lights</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Not adequately insulated <input type="checkbox"/> Not adequately secured <input type="checkbox"/> Positioned so it is chafing or clipped to a fuel line or likely to be damaged by heat so insulation becomes ineffective <input type="checkbox"/> Clear evidence of overheating <input type="checkbox"/> Heavily contaminated with oil <input type="checkbox"/> A battery and carrier are not secure and likely to become displaced <input type="checkbox"/> Battery leaking <input type="checkbox"/> Insecurity or malfunction of a switch controlling an obligatory light

C) Additional Lamps

Method of Inspection	Reason for Rejection
<p>With the ignition switched on check:</p> <p>Reversing Lamps</p> <ul style="list-style-type: none"> a) The reversing lamps emit a diffused white light when reverse gear is selected b) The lamps extinguish when neutral gear is selected c) The lamps are in good working order and are secure d) The lamps do not flicker when lightly tapped by hand. <p>Front Fog/ Driving Lamps</p> <ul style="list-style-type: none"> e) A single front fog lamp emitting a white or yellow diffused light illuminates only when dipped 	<ul style="list-style-type: none"> a) Fails to operate or does not emit a white diffused light b) Fails to extinguish when neutral or forward gear is selected c) Are not in good working order or insecure d) Lamps flicker when tapped lightly by hand. e) Lamp inoperative or operates other than in dipped beam mode f) Lamps operate incorrectly

Method of Inspection	Reason for Rejection
beam is selected f) A pair of matched fog lamps both emitting a white or yellow diffused light should illuminate together g) A pair of matched, long-range driving lamps, both emitting a white diffused light should illuminate together.	g) Lamps operate incorrectly
'For Hire' and Roof signs, check that: a) Correct style and type of sign fitted. b) Ensure the sign is securely fastened to the vehicle c) Check condition and security of wiring d) Functional test of signs for illumination	a) Incorrect colour or details shown on sign i.e. registration number, vehicle number etc. b) Insecure sign c) Wiring is not in good condition and is loose or chuffed d) Illumination not consistent across the sign, i.e. all light bulb(s) LED(s) illuminated when switched on.

Section 2 – Steering

a) Steering Control – Steering Column

Method of Inspection	Reason for Rejection
a) Try to lift the steering in line with the steering column and note the movement at centre of steering wheel. b) Push steering wheel away and then pull it towards you. Note any side play. c) While steering wheel is rotated, check for deterioration in any flexible coupling or universal joint of steering column.	a) Excessive movement of centre of steering wheel in line with steering column (end float). Note: Certain types of steering column might show some movement not due to excessive wear, e.g. those fitted with universal joints or flexible couplings b) Excessive side play indicating worn top bearings or insecure top mounting bracket

Method of Inspection	Reason for Rejection
d) Where practical, check any clamp bolts for presence and security of locking devices. (These may be located in the engine compartment or under chassis).	c) A flexible coupling or universal joint deteriorated, worn or insecure, d) A coupling clamp bolt or locking device loose or missing.

b) Suspension Spring Units and Linkages

Method of Inspection	Reason for Rejection
Coil Sprints a) Welding repairs	a) Repaired by welding

Section 3 – Brakes

No additional inspection requirements

Section 4 – Tyres and Road wheels

a) Tyres - Condition

Method of Inspection	Reason for Rejection
<p>On all the tyres, including spare wheel - where fitted, examine each tyre meets all the requirements laid down in the MOT Inspection Manual for Car & Light Commercial Vehicles (ISBN 0- 9549239-0-1)</p> <p>Note 1 Where a doughnut tank is fitted in the boot for LPG, the spare wheel if still carried in the boot must be properly secured. Alternatively, a spare wheel cage installed to manufacturers and</p>	<p>In accordance with the MOT Inspection Manual for Car & Light Commercial Vehicles (ISBN 0-9549239-0-1)</p> <p>Note 2 Space saver tyres should only be approved with the support of a method statement highlighting driver responsibilities with regard to the maximum permitted speed and that space savers are a temporary 'get-you-home tyre'.</p>

Method of Inspection	Reason for Rejection
British Standards may be fitted to the underside of the vehicle.	

Section 5 – Seatbelts

No additional inspection requirements

Section 6 – Body and Structure

a) Vehicle Body and Condition

Method of Inspection	Reason for Rejection
Examine the body thoroughly for security, corrosion, damage, poor repair/paint match or sharp edges that are likely to cause injury.	<ul style="list-style-type: none"> a) An insecure or missing body panel, trim, step or accessory. b) Any sharp edge whatsoever which may cause injury. c) Heavy scuffing, abrasions or deformation to front and rear bumper. d) A single obvious dent or more than 3 obvious dents in any one panel e) A significant amount of condensed stone chips in any of the areas on the vehicle f) Dull, faded paintwork which has lost its gloss finish or paint miss match to a panel(s) to such an extent that it detracts from the overall appearance of the vehicle. g) Evidence of poor repairs and or paint finish to a repaired panel(s) including runs and overspray to adjoining panels/trim that detracts

Method of Inspection	Reason for Rejection
	<p>from the overall appearance of the vehicle.</p> <p>h) Obvious signs of rust/corrosion of any size particularly those that are covered by advertising signs.</p> <p>i) Lack of clearly displayed or omission of 'No Smoking' signs</p>

b) Vehicle Body, Security and Condition (Interior)

Any vehicle presented in a dirty, untidy condition will not be tested

Method of Inspection	Reason for Rejection
a) Examine thoroughly the interior for damaged, insecure or loose fixtures, fittings or accessories.	a) Insecure and loose fixtures, fittings or accessories.
b) Dirty, missing and worn trim, carpets, seat belts, mats, headlining, boot area and inclusion of prescribed items.	b) Missing, dirty, soiled, stained worn or insecure trim, carpets, headlining, and mats.
c) Remove mats to inspect carpets underneath for cleanliness and wear.	c) An inoperative interior light (all lights must illuminate if they are part of the manufacturer's standard equipment)
d) Examine interior lights, motion door locks and warning lights.	d) Missing or defective motion switch/lock or warning lamp not illuminated
e) Examine heating, demisting and air condition systems for correct operation, including passenger compartment controls where fitted (includes electric front and rear screen demisters)	e) A system(s), which does not function correctly, or any part is missing including vents, controls and switches.
f) Examine all windows ensuring they allow lowering and rising easily.	f) An opening window that is inoperative or difficult to open and or close mechanism broken/missing.
g) Examine interior door locks, grab handles/rails safety covers	g) Missing, defective or loose door locks, child locks, protective covers grab handles and rails. Grab handles/rails, which are rigid

Method of Inspection	Reason for Rejection
<p>h) Examine grills/partitions for security and condition</p> <p>i) Examine electrical wiring for condition, security, including intercom systems.</p> <p>j) Examine the boot for access, contents, cleanliness, and water ingress.</p> <p>In the case of novelty vehicles:</p> <p>k) All fixtures and fittings i.e. mirror balls, drinks cabinets, televisions etc. must be stored securely and not hinder the ingress or egress from the passenger compartment.</p> <p>l) A notice identifying the maximum seating capacity to be displayed in the passenger compartment and clearly visible to all passengers. It may be necessary to display more than one sign indicating the maximum seating capacity.</p>	<p>to aid the blind and partially sighted, and are worn to excess.</p> <p>h) A grill/partition which is insecure or has sharp edge which may cause injury to passengers or driver.</p> <p>i) Frayed, chaffing wiring, non-shielded terminals and cables so routed that they cause a trip hazard, cables that can be easily disconnected. Intercom system defective, warning light inoperative and signs illegible/missing.</p> <p>j) Unable to open, close and or lock boot lid, failure of boot lid support mechanism, defective seals/evidence of water ingress, dirty boot and or carpets, loose items stored in boot (i.e. spare wheel tools and equipment etc).</p> <p>k) Any fixture or fitting, that is loose or insecure or where walkways are blocked that prevents ease of ingress or egress from the passenger compartment.</p> <p>l) No maximum seating capacity sign or signs displayed.</p> <p>A sign or signs not clearly visible to all passengers</p>

c) Doors and Seats

Method of Inspection	Reason for Rejection
<p>Door Configurations for wheelchair accessible vehicles:</p> <p>a) Single rear door – must open to a</p>	<p>a) Door does not open to a full 90 degrees and cannot be secured in</p>

Method of Inspection	Reason for Rejection
<p>minimum of 90 degrees and be capable of locking in place.</p> <p>b) Twin rear doors – both must open to a minimum of 180 degrees and be capable of being locked in place. This is to enable an attendant (driver or guide) to assist the wheelchair passenger if required.</p>	<p>the open position</p> <p>b) Twin doors do not open to a full 180 degrees and cannot be secured in the open position</p>

c) Access and Egress

Method of Inspection	Reason for Rejection
<p>Passenger seating must allow for access and egress by means of a door</p>	<p>Seat does not have a dedicated door and does not allow access and egress</p>

d) Bumper Bars

Method of Inspection	Reason for Rejection
<p>Examine the bumper and check:</p> <p>a) They are secure to their mountings</p> <p>b) The mountings are secure to the vehicle</p> <p>c) There is no evidence of damage</p>	<p>a) A loose bumper bar or mounting. A weakened bumper bar and/or mounting is insecure because of poor repairs.</p> <p>b) A fractured mounting bracket. Mounting bolts so worn or elongated that the bumper bar is likely to detach partially or completely from the vehicle when in use. A bumper bar secured by wire or other temporary means is regarded as insecure and must be rejected.</p> <p>c) Bumper bars which have jagged edges, cracks, splits or projections,</p>

Method of Inspection	Reason for Rejection
	which may cause injury to persons near the vehicle. Paint miss match or fading which is significantly different to that of the rest of the paintwork

Section 7 – Fuel and Emissions

a) Exhaust System

Method of Inspection	Reason for Rejection
Where applicable, check for presence, security and adequacy of grease shields to hot exhausts.	A heat shield missing, insecure or inadequate

b) Fuel System – Pipes and Tanks

Method of Inspection	Reason for Rejection
<p>a) Examine fuel tank(s) for security and leaks</p> <p>b) Check that fuel tank filler caps are: Present Of the correct type Secure and seated properly</p> <p>c) Examine pipes to see they are securely clipped to prevent damage by chafing and cracking, and are not in a position where they will be fouled by moving</p>	<p>a) Fuel tank insecure or leaking</p> <p>b) A filler cap missing or unsuitable or in such condition that it would not prevent fuel leaking or spilling</p> <p>Note: Temporary/emergency fuel caps are not permitted.</p> <p>c) Damaged, chafed, insecure pipes, or pipes so positioned that there is a danger of them fouling moving parts</p>

Method of Inspection	Reason for Rejection
<p>parts</p> <p>d) Check that no fuel pipe runs immediately adjacent to or in direct contact with electrical wiring or the exhaust system</p>	<p>d) A fuel pipe immediately to or in direct contact with electrical wiring or exhaust system</p>

Section 8 – Drivers View of the Road

a) Mirrors

Method of Inspection	Reason for Rejection
<p>The number and position of all obligatory mirrors must be checked:</p> <p>a) Check the condition of each mirror reflecting surface and whether a person sitting in the driver's seat can see clearly to the rear</p>	<p>a) Mirror condition:</p> <p>A mirror reflecting surface deteriorated or broken.</p> <p>In such a position that a person sitting in the driver's seat cannot see clearly to the rear.</p>

b) Windscreen – View to the Front

Method of Inspection	Reason for Rejection
<p>Sit in the driver's seat and check that there is reasonable view of the road ahead, bearing in mind the original design of the vehicle.</p> <p>a) For all air operated wipers examine:</p> <p>The condition of any visible piping The function of the operating mechanism, and The function of necessary valves to protect the braking system</p> <p>Note: Equipment or objects not originally fitted to the vehicle as part of the original design must not obstruct the designed forward view of the driver. In particular, objects such as (but not limited to) pennants, cab decorations and external stone guards/visors should not interrupt the view through the swept area by the</p>	<p>The position or size of any object restricts the driver's view of the road ahead, bearing in mind the original design of the vehicle.</p> <p>a) Air operated wipers</p> <p>Pipes inadequately clipped or supported Incorrect function of the wipers or leaking components Incorrect operation of protection valves</p>

Method of Inspection	Reason for Rejection
windscreen wipers.	

c) Window Glass or Other Transparent Material

Method of Inspection	Reason for Rejection
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Method of Inspection	Reason for Rejection
<p>a) Visually check the condition of all windscreens, internal screens, partitions, side, rear, roof and door windows for cracks, surface damage and discolouration.</p> <p>b) Check presence and security of all windscreens, side, roof, or rear windows, or internal screens or partitions.</p> <p>c) Check for evidence of obvious leaks from all windscreens and side, rear, roof or door windows.</p> <p>d) Check for presence, security and condition of guard rails or barriers at windows, internal screens or partitions</p> <p>e) For all vehicles first used before 1 January 1959. As far as is practicable, check that glass fitted to windscreens and outside windows facing to the front is safety glass, except glass fitted to the upper deck of a double deck bus.</p> <p>f) For all vehicles used on or after 1 January 1959, as far as is practicable, check that glass used for windscreens and all outside windows is safety glass, or safety glazing.</p> <p>g) Vehicles first used on or after 1 June 1978, check that windscreens and other windows, wholly or partly, on either side of the drivers' seat are made from safety glass displaying an acceptable safety mark.</p> <p>Note: Marking is not required for safety glass used on vehicles first used before 1 June 1978.</p>	<p>a) A crack, surface damage or discoloration in glass or other transparent material that impairs the driver's front, side, or rear view of the road, or presents a danger to any person in the vehicle.</p> <p>b) windscreen or any other outside window missing, or any windscreen, window, internal screen or partition insecure.</p> <p>c) Any external window or windscreen is obviously leaking.</p> <p>d) A guard-rail or barrier at a window, internal screen or partition missing, insecure or damaged.</p> <p>e) The windscreen and/or any outside window facing to the front of a vehicle obviously not safety glass fitted to a vehicle first used before 1 January 1959.</p> <p>f) Glass used for a windscreen or an outside window is obviously not safety glass.</p> <p>g) For vehicles first used on or after 1 June 1978, that windscreens and/or other windows wholly or partly on either side of the driver's seat that are not made from safety glass display an acceptable safety mark</p>

Section 9 – Additional Requirements

a) Speedometer

Method of Inspection	Reason for Rejection
<p>a) Check that a speedometer is fitted</p> <p>b) Check the condition of the speedometer</p> <p>c) Check that the speedometer can be illuminated.</p>	<p>a) Speedometer not fitted.</p> <p>b) Speedometer not complete or clearly inoperative, or dial glass broken or missing.</p> <p>c) The speedometer cannot be illuminated</p>

b) Transmission

Method of Inspection	Reason for Rejection
<p>Examine transmission, check for:</p> <p>a) Missing or loose flange bolts</p> <p>b) Cracked or insecure flanges</p> <p>c) Wear in shaft and/or wheel bearings</p> <p>d) Security of bearing housings</p> <p>e) Cracks or fractures in bearing housings</p> <p>f) Wear in universal joints</p> <p>g) Deterioration of flexible couplings</p> <p>h) Distorted, damaged shafts</p> <p>i) Deterioration of bearing housing flexible mountings</p> <p>j) Clearance between transmission shafts and adjacent components</p> <p>Front Wheel Drive</p> <p>Check the drive shaft inner and outer universal joint couplings and constant velocity joints for:</p>	<p>a) A loose or missing flange bolt(s)</p> <p>b) A flange cracked, or loose on the transmission shaft</p> <p>c) Excessive wear in shaft bearing</p> <p>d) A bearing housing insecure to its fixing</p> <p>e) A cracked or fractured bearing housing</p> <p>f) Excessive wear in a universal joint</p> <p>g) Deterioration of a transmission shaft flexible coupling</p> <p>h) A damaged, cracked or bent shaft</p> <p>i) Deterioration of a flexible mounting of a bearing housing</p> <p>j) Evidence of fouling between any transmission shaft and an adjacent component</p> <p>Drive shaft constant velocity or universal</p>

Method of Inspection	Reason for Rejection
Wear and Security	joint coupling worn or insecure
Damage to flexible rubber or fabric universal joints	A flexible rubber or fabric universal coupling unit damaged by severe cracking or breaking up
Security and oil contamination of flexible rubber or fabric universal joints	A flexible rubber or fabric universal coupling unit excessively softened by oil contamination or insecure
Condition, presence and security of constant velocity joint gaiters	A drive shaft constant velocity joint gaiter split, missing or insecurely mounted

c) Engine and Transmission Mountings

Method of Inspection	Reason for Rejection
Examine condition of: a) Mountings b) Sub-frames c) Security to chassis and check for Fractures Looseness Deterioration	Any mounting or sub-frame - loose - fractured - deteriorated - inappropriate repair

d) Oil and Water Leaks

Method of Inspection	Reason for Rejection
a) Check vehicle for oil and water leaks from any assembly or component to the ground. b) And/ or which could be deposited on surrounding bodywork or onto the exhaust system. Note: If necessary, the engine can be run at idle speed to confirm the existence of an oil leak.	a) An oil or water leak, from any assembly, which deposits fluids underneath the vehicle whilst stationary. b) Leaks which, when the vehicle is moving, could be deposited upon the surrounding bodywork, exhaust and brake system so that it would: Contaminate areas Could potentially cause a health, safety or fire risk.

e) Luggage/ Load Space

Method of Inspection	Reason for Rejection
<p>Physical separation is not so much an issue as is the safety of passengers in the event of an accident.</p> <p>The luggage should therefore be secure and prevented from becoming dislodged in an accident in such a manner as may cause injury. Such security can be by means of a sheet or net, which could be anchored to the floor of the luggage area.</p> <p>Clearly if the luggage compartment is not physically separated from the passenger compartment then care will need to be taken so as not to carry any hazardous items such as fuel cans, detergents or other loose items that could leak if they become damaged.</p>	<p>Load restraint system, if required, not present at time of test.</p> <p>Load restraint system faulty or unserviceable</p>

Section 10 – Ancillary Equipment

a) Wheelchair Restraint and Access Equipment

Method of Inspection	Reason for Rejection
<p data-bbox="236 304 592 338">□ Wheelchair Restraint</p> <p data-bbox="236 378 662 483">a) Where applicable check condition and operation of wheelchair restraint.</p> <p data-bbox="236 524 766 705">b) A system for the effective anchoring of wheelchairs shall be provided within the vehicle in all spaces designated as wheelchair spaces.</p> <p data-bbox="236 745 759 779">□ Wheelchair Access & Equipment</p> <p data-bbox="188 819 766 925">A vehicle shall be fitted with either of the following forms of wheelchair access equipment:</p> <p data-bbox="188 965 296 999">Ramps</p> <p data-bbox="236 1003 766 1220">c) Check that appropriate ramps fitted are securely installed in the designated storage area. Examine for damage, deformity, sharp edges etc. and provision of anti-slip covering.</p> <p data-bbox="188 1261 397 1294">Wheelchair lift</p> <p data-bbox="236 1299 766 1731">d) A purpose designed wheelchair lift shall conform to the LOLER 98 Regulations. A report, confirming that the lifting equipment is safe to use, shall be presented at the time of the vehicle inspection. Vehicles presented for inspection with a wheel chair lift will require a LOLER certificate that is valid for a period of six months from the date of issue.</p> <p data-bbox="188 1771 276 1805">Note:</p> <p data-bbox="188 1809 766 1951">Passenger lifting equipment will need to be thoroughly examined by a competent person, in use, at least once every six months.</p> <p data-bbox="236 1991 611 2024">e) Any purpose designed</p>	<p data-bbox="868 378 1300 450">a) A wheelchair restraint is defective, worn or missing.</p> <p data-bbox="868 524 1385 669">b) Wheelchair anchorage systems and devices does not conform to European Directive 76/115 EEC (as amended by 90/629 EEC).</p> <p data-bbox="841 1010 1382 1155">c) Ramps missing, insecurely stored, damaged/deformed, anti-slip covering in poor condition or missing.</p> <p data-bbox="841 1368 1401 1478">d) Vehicle not presented with a valid or current LOLER certificate access equipment:</p> <p data-bbox="841 1899 1374 2009">e) The installed ramp does not have any visible reference to a maximum safe working load or</p>

Method of Inspection	Reason for Rejection
<p>wheelchair access ramp that is carried must be lightweight and easy to deploy. The installed ramp shall have visible reference to safe working load of 250 kgs and certified to BS 6109.</p> <p>f) Wheelchair access equipment shall be fitted either into the rear or side access door of the vehicle. Where it is fitted to a side door this shall be the door situated on the near side of the vehicle, i.e. kerbside when stopped in a normal road.</p> <p>g) The aperture of the door into which the access equipment is fitted shall have minimum clear headroom in its central third of 48 inches (1,220mm). The measurement shall be taken from the upper centre of the aperture to a point directly below on either, the upper face of the fully raised lift platform, or the upper face of the ramp fully deployed on level ground.</p> <p>h) A locking mechanism shall be fitted that holds the access door in the open position whilst in use.</p> <p>i) All wheelchair tracking must be fit for purpose and structurally sound</p>	<p>certification to BS 6109.</p> <p>f) Wheelchair access equipment is fitted to the off- side access door of the vehicle.</p> <p>g) There is not clear headroom in the aperture within the central third of 48 inches (1,220mm).</p> <p>h) No evidence of a suitable locking mechanism to hold the door open.</p> <p>i) Damaged or insecure tracking or detritus deposits within the tracking rails</p>

b) Fire Extinguisher

Method of Inspection	Reason for Rejection
<p>a) Check the fire extinguisher for</p>	<p>a) A fire extinguisher is missing or,;</p>

Method of Inspection	Reason for Rejection
<p>presence:</p> <ul style="list-style-type: none"> <input type="checkbox"/> the expiry date <input type="checkbox"/> Seal. <input type="checkbox"/> Type – water, CO2 or foam or dry powder <input type="checkbox"/> Approved mark - BS5423 or EN3 <p>b) The fire extinguisher must be kept in an accessible position inside the vehicle. The extinguisher may be carried out of view, i.e. in a fastened glove compartment provided there is a clear sign on the dashboard, stating the location.</p>	<ul style="list-style-type: none"> • out of date • broken or missing seal. • No approved marking visible or other non-approved marking shown <p>b) Not fitted in an accessible position or its position is not clearly marked</p>

c) First Aid Kit

Method of Inspection	Reason for Rejection
<p>a) Check the first aid kit for presence, the expiry date and the seal is intact.</p> <p>b) The first aid kit must be kept in an accessible position inside the vehicle. The first aid kit may be carried out of view, i.e. in a fastened glove compartment provided there is a clear sign on the dashboard, stating the location.</p>	<p>a) A first aid kit is missing, out of date, broken or the seal has been broken.</p> <p>b) The first aid kit is not fitted in an accessible position or its position is not clearly marked</p>

Definition of Motor Vehicles

Category

M - A motor vehicle with at least four wheels designed and constructed for the carriage of passengers

M1 - Vehicles designed and constructed for the carriage of passengers and comprising no more than eight seats in addition to the driver's seat

M2 - Vehicles designed and constructed for the carriage of passengers and comprising more than eight seats in addition to the driver's seat, and having a maximum mass not exceeding five tonnes

M3 - Vehicles designed and constructed for the carriage of passengers and comprising more than eight seats in addition to the driver's seat, and having a maximum mass exceeding five tonnes.

Appendix H

Process for Plate Exemption (Private Hire Vehicles Only)

1. Proprietors of prestige type vehicles licensed as Private Hire vehicles, or Private Hire vehicles used in special circumstances, may seek the permission of the Authority to waive the conditions of their licence relating to the display of licence plates.
2. Prestige vehicles remain licensed as Private Hire vehicles and all journeys and contracts must be pre-booked through a licensed Operator, although such vehicles should be used solely to undertake prestige work and should not be despatched to customers in the ordinary way.
3. Proprietors wishing to obtain an Initial plate exemption will be asked to book an Assessment of their Vehicle with a Commercial & Licensing Officer (LEO). This will allow the LEO to inspect the vehicle and to give further advice on the plate exemption procedure. If the vehicle is already licensed with Cambridge City Council, Proprietors MUST schedule the Assessment AT LEAST three weeks prior to their vehicle licence renewal date.
4. At the Assessment, the LEO will complete the Assessment Form and decide whether or not the Vehicle is deemed to be a prestige type vehicle. If so, the Proprietor will be given a Plate Exemption Application Form to complete.
5. The Proprietor will complete the Plate Exemption Application Form and submit to the LEO for final consideration (and pay the appropriate fee).
6. Newly licensed vehicles which are accepted as Executive/ Prestige type vehicles for the purposes of vehicle plate exemption will not be entitled to have access within the restricted access area. Existing vehicles transferring to plate exemption will be required to surrender their granted permission within the restricted access area.
7. In exceptional circumstances, applications may be considered part way through the life of an existing vehicle licence. This is at the discretion of the Commercial & Licensing Manager. If an exemption is granted, the remaining term of the exemption will run until the vehicle licence end date.
8. The Commercial & Licensing Officer will review the exemption application based on the information provided on the application form and the detail given as to why the request is being made.

9. If approved, the proprietor will be notified of the successful application and will be issued with the following:
 - a) An agreement letter detailing that the vehicle is exempt from displaying a Private Hire Plate. The agreement is required to be carried on the vehicle at all times and to be available for inspection by an authorised officer of the Council, a police officer or by the hirer of the vehicle, on request.
 - b) A windscreen sticker for display in the front windscreen of the vehicle denoting that the same information as a Private Hire Vehicle Plate.
 - c) A Private Hire Vehicle Plate to be secured/ fixed into the boot of the vehicle.
10. If the exemption request is not approved, the Licensing & Enforcement Officer will write to the applicant giving reasons as to why the application has been refused.
11. Proprietors will make an application in the first instance and will not be expected to renew the exemption on an annual basis. However, if the licence is for a different vehicle to that which has been granted the initial exemption, then the Proprietor will need to make another application.
12. The following conditions will be attached to the licences of private hire vehicles where a plate exemption waiver has been made. These are detailed below:
 - a) Vehicles granted a plate exemption waiver shall be used only for Prestige type hirings and shall not be used for standard private hirings.
 - b) The Operator receiving a booking for a plate exempted vehicle shall provide the hirer with details of the vehicle registration number and the name of the driver, prior to the hiring commencing.
 - c) The private hire identification disc issued by the Council shall be displayed within the front nearside of the windscreen at all times and legible from outside the vehicle.
 - d) The rear vehicle licence plate shall be securely fixed within the boot of the vehicle in a manner which enables it to be easily inspected.

- e) The driver's badge shall be available for inspection by an authorised officer of the Council, a police officer or by the hirer of the vehicle, on request.
- f) The Council's agreement to a plate exemption is required to be carried on the vehicle at all times and to be available for inspection by an authorised officer of the Council, a police officer or by the hirer of the vehicle, on request.
- g) The driver of a plate exempted vehicle shall wear professional business attire.
- h) The hirer shall not have the facility to settle accounts and / or tender direct payment to the driver by any means. Payment may only be made, either before or after the journey, direct to the Operator or their accounting system.
- i) No alcoholic drink shall be sold or purchased in or from the vehicle.

Appendix I

Information for Hackney Carriage and Private Hire Vehicle Licensing

Vehicle Process

There are several things that you need to do/ to have in order to make a new or renewal application for a hackney carriage or private hire vehicle.

Please note: If you are intending to licence a new vehicle (even on an existing plate) you will need to contact the customer service centre in the first instance, before commencing any part of the process, on 01223 457888 in order to discuss with a member of the licensing team. There is the facility to request a call back during busier periods by pressing '1' at any point during the call.

Step 1 – Book a Vehicle Testing 'Test 1' Appointment

Please telephone the Garage directly on 01223 458266 to book your appointment.

Appointments are available from 06:30 to 17:30 Monday to Friday.

You will need to provide all details of the vehicle which needs to be tested (vehicle registration, make, model and plate number) and have read and understood these guidance notes.

Following a phone call to the garage, you can schedule your appointment with the Customer Service Centre (CSC) to ensure your application can be processed within good time Tel: 01223 457888

Step 2 – Attend the garage 'test 1' appointment to have the vehicle tested

All Taxi Vehicle Mechanical Testing will take place at the following Garage location:

Cambridge City Council
Fleet Maintenance and Management
Dickerson Industrial Estate
Ely Road
Waterbeach, CB25 9PG

The Council requires that all licensed vehicles are tested at least twice a year. The first test must be carried out prior to the grant of the Licence (when a Certificate of Compliance will be issued for 6 months) and the second test must be carried out prior to the expiry of the Certificate or Compliance issued on passing the first test.

The expiry date of the Certificate of Compliance will be:

- six months minus one day from the date of the test (for the first test);
- the expiry date of the Licence period (for the second test).

For a vehicle to pass a test, it must comply with both:

- Vehicle mechanical standard and;
- Vehicle visual standard

Before the test you must ensure that your vehicle is clean inside and out. You must be aware that dirty vehicles will not be examined and the test fee will still be due.

If you fail to attend the appointment or cancel at short notice (less than 24 hours) the test fee will still be payable in addition to the test(s) you attend.

Step 3a – When the vehicle passes the ‘test 1’

When the vehicle passes the ‘Test 1’ test, a Certificate of Compliance (COC) will be issued. At this stage while at the garage you must:

- Pay the vehicle test fee
- Book ‘Test 2’ date and time

Step 3b – If a vehicle fails the ‘test 1’

In the event that a vehicle should fail ‘Test 1’, a failure sheet will be issued detailing the non-compliant areas which need to be addressed. The vehicle will need to have the repairs carried out either at the Garage, or at a garage of your choosing.

Once the repairs have been undertaken a ‘Re-Test’ appointment must be booked (within 10 days of the initial ‘Test 1’ date).

Please note that a vehicle cannot be used for hire and reward or pre-booked journeys without a current and valid Certificate of Compliance being in force. If a vehicle licence is in force when the vehicle is tested and it fails the test, the licence will be suspended.

The vehicle cannot be used again for Hackney Carriage or Private Hire purposes until either a test has been passed and the suspension has been lifted or where the Licence expires following the suspension, until a new Licence is issued.

Where a vehicle licence has been suspended, the Council may attach a 'Licence Suspended' sticker to the licence plate or may remove the plate from the vehicle. A charge will be made to replace a suspended plate.

New Vehicle Applications

Step 4 – Obtaining the Vehicle Licence

Only once a Certificate of Compliance has been obtained, can the rest of the application process take place.

Please telephone the Customer Service Centre directly on 01223 457888 to book your appointment to obtain your vehicle licence and plates. Specify that this is a new vehicle which needs to be licensed.

If you are unable to make the scheduled appointment, you must advise the Customer Service Centre within a timeframe no later than two working days.

Please note: There is the facility to request a call back during busier periods by pressing '1' at any point during the call.

Customer Service Centre Opening Hours are:

Wednesday - Friday 9:00am - 5:15pm

The appointment will take no less than one hour so you will need to allow adequate time for this.

At your appointment you will need to bring the full application bundle:

a) Completed Vehicle Application Form (incomplete application forms will not be processed)

Please ensure that you detail:

1. The Vehicle Registration Number
2. Date of registration
3. Make, model and colour of the vehicle
4. Number of passengers
5. Insurance details
6. Any Operator and/ or driver details
7. Full name, address, post code, date of birth, place of birth, contact information, criminal conviction information and declaration for ALL proprietors
8. All Proprietors have read the declaration on back and signed and dated the form

b) Certificate of Compliance

The COC issued by the Garage.

c) Insurance Certificate

A valid, up to date insurance certificate (original copy) must be provided at the appointment to cover the start of the new licence.

d) Proof of ownership (The applicant must be the owner, or one of the owners, of the vehicle as shown on the bill of sale and on any HP or lease agreement).

e) Vehicle Type Approval Certificate

This can be either:

1. European Community Whole Vehicle (M1) Type Approval,
2. M1 Low Volume Type Approval
3. National Small Series Type Approval
4. Individual Vehicle Approval

f) You must surrender (hand in) your existing plates (where applicable) before the new plates will be issued (Hackney Carriage Vehicles have one plate; Private Hire Vehicles have two plates).

g) A Disclosure & Barring Service (DBS) Certificate

Please note that if you are **NOT** currently a licensed driver with Cambridge City Council, you will be required to present a Basic Disclosure Certificate for your role as Proprietor. This must be dated no more than twelve weeks prior to your application appointment. You can obtain a [Basic Disclosure](#) with the DBS direct [online](#). The DBS check will last for three years.

If you are an existing proprietor wishing to licence a new vehicle, and are not currently a licensed driver with Cambridge City Council, your existing DBS timescales will apply.

Please Note: All the documents presented to us must be the original and, where necessary, fully completed and the information must be accurate.

h) The correct fee.

As detailed in [Appendix F](#) (fees correct as at 1 April 2020), dependent on the Vehicle.

Renewal of Licences for the Hackney Carriage and Private Hire Vehicles

Vehicle Licences will generally be issued for 1 year.

The application procedure is as outlined above (steps 1-3). A vehicle test may be booked at any time within the 30-day period immediately prior to the existing Licence expiring. Please ensure that the test is booked as far in advance as possible within this timescale to ensure that a Licence can be granted prior to the expiry of the existing Licence.

Remember: The responsibility for applying to renew a Licence rests solely with the Licence holder.

At your appointment you will need to bring the full application bundle:

a) Completed Vehicle Application Form (incomplete application forms will not be processed)

Please ensure that you detail:

1. The Vehicle Registration Number
2. Date of registration
3. Make, model and colour of the vehicle
4. Number of passengers
5. Insurance details
6. Any Operator and/ or driver details
7. Full name, address, post code, date of birth, place of birth, contact information, criminal conviction information and declaration for proprietors
8. Proprietors have read the declaration on back and signed and dated the form.

Please note that if only one Proprietor signs the application form (and there is more than one proprietor), the person signing agrees that they are signing with the knowledge and consent of any other named proprietors for the vehicle licence. The vehicle licence will be issued in the name of all joint proprietors. Any changes can only be made by submitting a change of vehicle proprietor application.

b) Certificate of Compliance

The COC issued by the Garage.

c) Insurance Certificate

A valid, up to date insurance certificate (original copy) must be provided at the appointment to cover the start of the new licence.

d) Your most recent Disclosure & Barring Service (DBS) Certificate

Please note that if you are not currently a licensed driver with Cambridge City Council, you will be required to present a Basic Disclosure Certificate for your role as Proprietor.

If you are an existing proprietor wishing to licence a new vehicle, and are not currently a licensed driver with Cambridge City Council, your existing DBS timescales will apply.

- e) You *must* surrender (hand in) your existing plates before the new plates will be issued (Hackney Carriage Vehicles have one plate; Private Hire Vehicles have two plates).**

Please Note: All the documents presented to us must be the original and, where necessary, fully completed and the information must be accurate.

f) The correct fee.

As detailed in [Appendix F](#) (fees correct as at 1 April 2021), dependent on the Vehicle:

Step 5 – Licence and Vehicle Plate

Your vehicle plate and licence will only be issued at the Customer Service Centre once you have passed all parts of the application procedure (for renewals this must be completed prior to the expiry of your current license). There are no exemptions to bypass any area of the application procedures.

Step 6 – Attend the Garage ‘Test 2’ Appointment to have the Vehicle Tested (Mid-Year Test)

The ‘Test 2’ takes place six months after ‘Test 1’, and is booked at the time of ‘Test 1’ being passed, directly with the Garage.

In order to use the licensed vehicle you must be in possession of a valid Certificate of Compliance for the vehicle. At no time can the vehicle be used if the Certificate of Compliance has expired. It is the responsibility of the Proprietor(s) to ensure the

vehicle testing, and associated documentation, is up to date. There are no exceptions.

Step 6a – When the vehicle passes the ‘test 2’

When the vehicle passes the ‘Test 2’ test, a Certificate of Compliance (COC) will be issued (once paid for at the garage).

Step 6b – If a vehicle fails the ‘test 2’

In the event that a vehicle should fail ‘Test 2’, a failure sheet will be issued detailing the non-compliant areas which need to be addressed. The vehicle will need to be have the repairs carried out either at the Garage, or at a garage of your choosing.

Once the repairs have been undertaken a ‘Re-Test’ appointment must be booked (within 10 days of the initial ‘Test 2’ date) directly with the Garage.

Please note that a vehicle cannot be used for hire and reward or pre-booked journeys without a current and valid Certificate of Compliance being in force. If a vehicle licence is in force when the vehicle is tested and it fails the test, the licence will be suspended.

The vehicle cannot be used again for Hackney Carriage or Private Hire purposes until either a test has been passed and the suspension has been lifted or where the Licence expires following the suspension, until a new Licence is issued.

Where a vehicle licence has been suspended, the Council may attach a ‘Licence Suspended’ sticker to the licence plate or may remove the plate from the vehicle. A charge will be made to replace a suspended plate.

Crests

Please note that crests for vehicles will only be available to purchase at Waterbeach Garage.

Appendix J

Information for New Hackney Carriage, Private Hire and Dual Drivers

Guidance

These guidance notes set down the procedure and steps that you need to follow in order to become a licensed driver with Cambridge City Council. There are a number of elements to the process which have different requirements and timescales. Ensure you read the information carefully to help support your application process.

Application Process

Some elements of the process require services to be accessed and/ or provided by other, external agencies for which there are set fees and charges. Please note that the City Council is not liable for any costs incurred by you as an applicant for these. There are several things that you need to do/ to have in order to make an application for a hackney carriage/ private hire/ dual licence:

Step 1 – Safeguarding and Knowledge Test Registration

In order to commence the new driver application process you must first register to take the Cambridge City Council Safeguarding and Knowledge Tests (SAKT). Only once you have passed all elements may you continue with the application process.

In order to register for the Safeguarding and Knowledge Test in the first instance you must complete a [Safeguarding and Knowledge Test Registration Form](#) which can be found online.

Once completed you must submit the form and pay the appropriate fees: a one-off fee for completing the Customer Awareness: Safeguarding, Equality and Protection training course as well as a fee for sitting the Knowledge Test. The current fees and charges are shown in [Appendix F](#) and can also be found on '[Fees for taxi licensing](#)' webpage.

You can pay the fee by card over the telephone by calling 01223 457888. When you have paid you will be given a receipt number and copy of receipt which must be submit with your Registration Form.

Step 2 – Safeguarding and Knowledge Test Booking

Once payment and registration has been received, this will be logged on our system. We will confirm your registration by email within one week.

The email will contain links to the online [Customer Awareness: Safeguarding, Equality and Protection training course](#). You must complete this course to pass the safeguarding test.

You will then receive an email confirming that you have been registered with TestReach, who invigilate our online tests. You will also receive two further emails confirming your enrolment to the safeguarding and knowledge tests.

Follow the instructions from TestReach to book a slot for your tests.

Step 3 – Attending The Safeguarding And Knowledge Test

You must attend both tests at date and time booked, ensure you bring photo ID to each test.

Failure to present a valid DVLA driving licence photo ID to the invigilator, will result in your test being cancelled. You will not be refunded, and you will be required to book another test.

You must watch the training course and then pass both tests before you can progress to the next stage of your application.

You have three attempts in total to pass the safeguarding and knowledge tests. You must pay for each occasion you take the knowledge test. You can retake the safeguarding test free of charge.

Please note: You are permitted twelve months in total to complete the entire application process (from initial registration to grant of licence). If after a year from your registration you have not passed all elements then your details will be removed from our system.

Please note: No refunds are given in the event of missed or failed tests, or, as stated above, if you do not pass all elements within a year.

Step 4 – DBS Appointment

Please telephone 01223 457888 to book application DBS appointment. Please note that you can only do this once you have successfully passed the Safeguarding and Knowledge Test.

Please note that there is the facility to request a call back during busier periods by pressing '1' at any point during the call.

You will need to make an appointment at the Customer Service Centre to meet with a member of the Licensing Team in order to complete your DBS application which then commences the second stage of the application process.

The Customer Service Centre Opening Hours are:

Monday - Friday 9:00am - 5:15pm

You need to:

- Have been authorised to drive a car in the UK (e.g. held a full driving licence issued by a state in the European Economic Area) for a minimum of one year and hold a current DVLA UK photo card style driver's licence.
- Have read and understood these guidance notes.

Step 5 – At the DBS Appointment

You will need to bring to the appointment:

a) Identification for Disclosure & Barring Service (DBS) Check

You must provide one of the following:

- Passport
- Biometric Residence Permit
- Current Driving Licence
- Birth Certificate

Plus two of the following (not already used above):

- Passport
- Biometric Residence Permit
- Current Driving Licence
- Birth Certificate
- Marriage/ Civil Partnership Certificate
- Adoption Certificate
- HM Forces ID Card

- Firearms Licence
- Mortgage Statement (issued in the last 12 months)
- Bank or Building Society Statement (issued in the last 3 months)
- Bank or Building Society Account Opening Confirmation Letter (must still be valid)
- Credit Card Statement (issued in the last 3 months)
- Financial Statement e.g. pension or endowment (issued in the last 12 months)
- P45 or P60 Statement (issued in the last 12 months)
- Council Tax Statement (issued in the last 12 months)
- Work Permit or Visa (valid up to expiry date)
- Letter of sponsorship from future employment provider (must still be valid)
- Utility Bill (issued in the last 3 months)
- Benefit Statement e.g. child benefit, pension (issued in the last 3 months)
- Central or Local Government, Government Agency or Local Council Document giving entitlement e.g. from DWP, HMRC (issued in the last 3 months)
- EU National ID Card (must still be valid)

Important: All the documents presented to us must be fully completed and the information must be accurate i.e. in the same surname (last name), first names, address, date of birth, National Insurance number etc

b) Evidence of eligibility to live and work in the UK

If appropriate you must provide one of the following:

- Passport
- Residence Permit
- Visa
- Sponsorship details
- Home Office correspondence

Further information on eligibility to live and work in the UK can be found further on within these guidance notes.

c) Certificate of Good Conduct (where required, please note that all applicants who have lived out of the UK for anytime within the last 5 years must provide a Certificate of Good Conduct from either their own Embassy or the countries where they have been resident. The certificate must be produced with a translation and bear the official seal of the Embassy.)

- d) **The fee for the DBS Check** (The current fees and charges are shown in [Appendix F](#) and can also be found on '[Fees for taxi licensing](#)' webpage.

Step 6 – Submitting Your Full Application

Following your DBS appointment, you will be advised of the next steps. Once you have completed everything and compiled the application bundle you will be able to submit your full licence application for consideration.

You must do this within 10 working days of receipt of your DBS Disclosure Certificate.

A full application must comprise of:

a) **Completed Driver's Application Form**

Please ensure that you detail:

1. All names which you are or have been known by
2. The Town, County and Country in which you were born
3. Full five-year address history
4. Declaration of all live convictions including points on your driving licence
5. Full Driving licence details
6. You have read the declaration on back and signed and dated the form
7. The application form must be filled in by yourself and NOT by someone on your behalf.

- b) **Completed Data Protection Mandate Form** Cambridge City Council employs the services of Intelligent Data Systems (IDS) which is a secure, fully managed, driving licence verification service which verifies an individual driving licence record and status securely.

- c) **2 passport sized photographs** (these will be verified and used as your driver ID).

The photographs that you submit must:

1. Measure 45mm x 35mm (the standard size used in photo booths in the UK).
2. Be clear and in focus
3. Be a close up of your full head and upper shoulders
4. Be in clear contrast to the background
5. Not have red eye

6. Have you facing forwards and looking straight at the camera
- d) **The DBS Disclosure Certificate** (further information is below)
- e) **Proof of payment of the licence fee** (The current fees and charges are shown in [Appendix F](#) and can also be found on '[Fees for taxi licensing](#)' webpage).
- f) [Driving Test Certificate](#) (further information is below)
- g) [Group II Medical Certificate](#) (further information is below)

Taxi Driver Test

Before you can be issued with a Hackney Carriage, Private Hire or Dual licence you must have passed a taxi driver test/assessment with one of the following providers:

1. AA DriveTech – Taxi Test

E-mail: tellmemore@drivetech.co.uk

Telephone: 0345 373 1360

2. Blue Lamp Trust – Taxi Driver Assessment

Online booking: [BlueLampTrust](#)

Telephone: 0300 777 0157

3. Diamond Advanced Drivers – Standard Taxi Test

Online booking: [AdvancedDrivers](#)

Telephone: 020 8253 0120

4. Green Penny – Taxi Assessment

Online booking: [GreenPenny](#)

Telephone: 0330 111 7230

5. Mann Fleet Solutions – Standard Taxi Assessment

E-mail: mannfleetsolutions@mail.com

Telephone: 07921 777667

You will be responsible for arranging a test with the above provider direct. Charges for tests are available from contacting provider. Please note that you will also need to supply your own vehicle for the test.

When you have passed either test you will be issued with a certificate, which you will then need to bring into Customer Services so a copy can be taken. Alternatively you

can ask the course provider to e-mail a copy of the certificate to taxi@cambridge.gov.uk.

Please note: The test certificate will only be accepted if it is dated within 12 months of the completion.

GROUP II Medical Certificate

You must arrange to have a Group II Medical Assessment

You can either do this with your own GP or, if your GP is unable to undertake the assessment, with the Council's approved medical practice for a medical examination. Currently these are the medical providers approved by Cambridge City Council:

- [Huntingdon Road Surgery](#) Tel: 01223 364127
- [Mill Road Main Surgery/ Cherry Hinton Branch](#) Tel: 01223 247812/ 01223 414444
- [D4Drivers.uk](#) Tel: 0808 178 0725
- Ayyaz Kauser – based in Peterborough. Tel: 07930 440219

The practitioner carrying out the Medical Examination is required to complete and sign a Medical Certificate Form to state whether they declare the individual fit or unfit to drive a Hackney Carriage and/ or Private Hire Vehicle.

You must submit the original form and certificate to the licensing office, within 7 days of it being completed, as part of the new driver application process.

The medical certificate will only be accepted if it is dated within 8 weeks of completion. You will need to contact the individual practice for their current fee.

Disclosure & Barring Service

In order to determine whether an individual is “fit and proper” to hold a licence, a Disclosure and Barring Service (DBS) check must be undertaken. The DBS will undertake a range of checks on your application information (which is completed at your DBS appointment) and provide any relevant feedback to Cambridge City Council.

You will receive an up to date certificate from the DBS which you must present to the licensing office as part of the full application bundle, and within 10 working days of receipt.

As part of the mandatory requirements for drivers, you will need to subscribe to the DBS Update Service.

Go [online](#) and enter your DBS application form number (within 28 days of completing your application) or DBS certificate number (within 30 days of the certificate being issued), name, date of birth and address and pay the subscription fee.

When your subscription is confirmed, make a note of your unique ID number and keep it secure.

You also need to keep the DBS certificate safe as you will need to provide this to the Licensing Authority when they undertake the online check.

Step 7 – Assessment of Application

Only once all required documentation (the full application bundle) has been received will your application be assessed and processed by the Licensing Team.

Step 8 – Licence and Badge

Your badge and licence will only be issued once you have passed all of the application procedures.

There are no exemptions to bypass any area of the application procedures and once all parts have been completed, and the fee paid, we will send you your badge and licence in the post within 10 working days.

Change to New driver requirements - Coming soon

In January 2021, Members agreed that new driver applications will be required to obtain a recognised qualification or undertake an English language proficiency course as part of the application process. The DfT has commented that: “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.”

The above is currently being explored to identify appropriate providers.

Appendix K

Information on the Safeguarding and Knowledge Test (SAKT)

This is guidance on the Safeguarding and Knowledge tests that is a mandatory part of the application process to be licensed to drive Hackney Carriages or Private Hire Vehicles. Its purpose is to give you direction on how to prepare for the tests but it is not intended to be a comprehensive guide.

The Safeguarding and Knowledge Test is composed of three components:

- Watching the Customer Awareness training course (this can be done in your own time, and watched as many times as you wish);
- Sitting of the Safeguarding Test (max 20 minutes); and
- Sitting of the Knowledge Test (max 2 hours).

Customer Awareness: Safeguarding, Equality and Protection course

This course is delivered online and will cover everything you need to know in order to pass the Safeguarding Test. The session is split into two sections:

- Safeguarding of Children, Young People and Adults at Risk;
- Equality, Protection and Customer Service

We will send you a link to watch the training online when we receive your registration form and fee.

Safeguarding Test

The test consists of 15 questions. Each question is multiple choice, there will be one correct answer and three wrong answers. You are required to select the answer which you think is correct. You will be allowed a maximum of 20 minutes to complete the test. You are required to score 80% to pass. Your results will be available on your candidate account.

Knowledge Test

It is your responsibility to buy maps and use other resources to learn about Cambridge.

The test consists of 100 questions.

You must attempt all sections of the test and you need to get more 80% in each section 1- 6 and more than 70% in section 7 to pass.

Each question is multiple choice, there will be one correct answer and three wrong answers. You are required to select the answer which you think is correct. You will be allowed a maximum of two hours to complete the test and will be given the result of your test, there and then after you have completed it.

Content of the Test

The test is divided into 7 sections as detailed below:

1. General
2. Points of Interest
3. Numeracy
4. Conditions & Policy
5. Highway Code
6. Signage
7. Shortest Routes

As part of your revision for the test, you will need to be confident that you can demonstrate your knowledge of the statutory obligations and Council conditions for Hackney Carriage/ Private Hire/ Dual Drivers. For this, you will need to study the information contained in this [Handbook](#). Questions will include (but not be limited to) matters such as:

- the difference between Hackney Carriage and Private Hire
- how do you charge fares, by meter or quote
- what you should do with the paper licence and badge issued by us
- how and when you should let us know about any convictions, change of address or accident damage
- seat belt laws
- how to assist passengers with luggage
- disability awareness

You will also be required to demonstrate your knowledge of Cambridge, i.e.

- all streets within the city boundary
- the locations that a resident or someone visiting Cambridge might wish to go.

In addition to this, places of interest will be listed and you must state the street on which they are located. These places of interest will include (but not be limited to):

- all colleges, porters lodges and anything to do with university, eg the sports grounds, libraries and conference centres

- public houses, nightclubs and members' clubs
- restaurants and take-aways
- theatres
- cinemas
- hospitals
- hotels and bed and breakfasts
- sports centres and swimming pools

In the shortest route section of the test, each question will detail two locations/streets. You must select the route that you would take to complete each journey using the shortest route.

Appendix M

Replacement Vehicle Procedure

Scope and Background

- 1.1 Cambridge City has the responsibility of licensing both the hackney carriage and private hire trades in order to protect the public. The procedures which are set down exist to ensure that an individual is a 'fit and proper' person to hold a licence.
- 1.2 The council must be satisfied that licensed vehicles are safe and suitable to transport passengers; hence the requirement for notification of all accidents to licensed vehicles.
- 1.3 Cambridge City Council recognises that in some instances it may be necessary for a Hackney Carriage or Private Hire Vehicle to undergo urgent repair or maintenance work.
- 1.4 In these circumstances, the vehicle proprietor can make an application and pay the appropriate fee for a Temporary Replacement Vehicle Licence.

2. Process

- 2.1 If a licensed vehicle is involved in any collision or incident, the licence holder is required to notify the Council of this within 72 hours. The licence holder must also advise if the vehicle is to be withdrawn from service due to the damage sustained. It may be necessary for an Enforcement Officer to inspect the vehicle, at which time you will be informed as to whether the vehicle will need a full Certificate of Compliance garage re-test once the repairs have been carried out.
- 2.2 If the Vehicle cannot be driven, requires major repair works or is written off then an application for a Temporary Replacement Vehicle Licence or a Replacement Vehicle Licence can be made using the Temporary Vehicle Application Form.
- 2.3 Any Temporary Replacement Vehicle must undergo a mechanical fitness test and the Certificate of Compliance, V5 and relevant insurance must also accompany the application form.

- 2.4 The process for vehicle testing and licence issue is the same as that for ordinarily licensing a vehicle:
- a) Vehicle Test at Garage and CoC obtained (01223 458266)
 - b) Appointment made with Licensing Team, at Customer Service Centre (01223 457888)
 - c) Appointment attended with necessary documentation and existing vehicle plates
 - d) Appropriate fee paid
 - e) Licence and plates issued
- 2.5 Any vehicle which is used as a Temporary Replacement Vehicle will be subject to meeting the requirements of the Hackney Carriage and Private Hire Licensing policy.
- 2.6 Please note that all new wheelchair accessible vehicles will **only** be considered acceptable for licensing as a Hackney Carriage Vehicle or Wheelchair Accessible Private Hire Vehicle if it has been through one of the following type approval schemes and unaltered since that time:
- a) European Community Whole Vehicle (M1) Type Approval,
 - b) M1 Low Volume Type Approval
 - c) National Small Series Type Approval
 - d) Individual Vehicle Approval
- 2.7 In the case of a Temporary Replacement Vehicle, once the administration process is complete, the vehicle will be issued with a temporary “red licence plate”. The plate will look visibly different and the plates for the original, existing vehicle must be surrendered to the Licensing Team until such a time that the vehicle is repaired and the original licence and vehicle plates can be reinstated.
- 2.8 It is the proprietors responsibility to ensure that any changes to timescale or works being completed on the vehicle are updated to the Licensing Team so that this can be held on record. This can be done via email taxi@cambridge.gov.uk or telephone 01223 457888.
- 2.9 After repair works, the original vehicle will be subject to a Compliance Check to ensure it is safe and suitable for transporting passengers.

2.10 Once agreed that the original vehicle can continue in service, the Temporary Replacement Vehicle licence and plate must be surrendered to the Licensing Team. The original vehicle licence and plate will then be reinstated for the duration of the original licence period.

2.11 The fees for the Temporary Replacement Licence can be found on our website and are charged in the same way as any new vehicle licence.

Hackney Carriage:

2.12 Please note that if the vehicle is off the road at the time of the existing vehicle licence renewal, then the renewal application must be submitted in good time before the expiry date of the licence.

Appendix N

Guidance for Renewal Driver Applicants

Part 1 – Make Your Renewal Appointment

If you wish to renew your driver licence you must make an appointment do to so. Please contact the Customer Service Centre, Regent Street on 01223 457888 to arrange an appointment for your licence application to be processed.

Please note: There is the facility to request a call back during busier periods by pressing '1' at any point during the call.

Customer Service Centre Opening Hours are:

Wednesday - Friday 9:00am - 5:15pm

The licence may be renewed for either one year or three years but please note that the Disclosure and Barring Service (DBS) check (whether a hard copy application, or via the DBS Update Service) is mandatory when applying for a three year licence, regardless of when the last DBS check was carried out.

If a DBS check is required (and you are not already subscribed to the DBS Update Service then you will need to have made and attended a DBS appointment at least 8 weeks in advance of your licence expiry date. This means that you will need to schedule your appointment at the Customer Service Centre as soon as possible.

Please note: If you require a DBS check and fail to book and attend your appointment and subsequently fail to submit your full application within the specified timescale (8 weeks before the expiry date of your licence), your licence will expire. In this instance you will need to commence the new driver application process again. There are no exceptions.

If a DBS check is required (and you are subscribed to the DBS Update Service then you will need to have made and attended a DBS appointment at least 2 weeks in advance of your licence expiry date. This means that you will need to schedule your appointment at the Customer Service Centre as soon as possible.

If a DBS check is not required then a renewal appointment must be made to see an Advisor at the Customer Service Centre prior to the expiry date of the existing licence.

Part 2 – In preparation for the face to face appointment

Before your appointment you will need to:

a) **Complete the Driver's Renewal Application Form**

Please ensure that you detail:

- The type and duration of licence you are applying for
- All names which you are or have been known by
- The Town, County and Country in which you were born
- Full five-year address history
- Whether you have any spent or unspent convictions
- Prosecutions, convictions, cautions, fixed penalty notices and/ or driving licence endorsements
- Full Driving licence details (bring DVLA photo card)
- Any information relating to previous refusal, revocation or suspension of a licence
- Whether you are currently under any criminal investigation or have any pending court cases
- Whether you have the right to live and work in the UK and any restrictions on your right to remain in the UK
- That you have read the declarations and signed and dated the form

b) Complete, sign and date the Data Protection Mandate Form Cambridge City Council employs the services of Intelligent Data Systems (IDS) which is a secure, fully managed, driving licence verification service which checks an individual driving licence record and status securely.

c) Obtain two passport sized photographs which will be verified and used as your driver ID

d) Obtain a medical certificate, following a medical, with one of the Council's approved medical examiners (if applicable, see Part 5).

Please note: The medical assessment certificate must be provided to the Licensing Team no later than 14 days after the date the medical is due.

Part 3 – At the Appointment

Depending on the renewal application type, as detailed below, you will need to bring the documentation as set down:

At your appointment you will need to bring:

a) **Completed Driver's Renewal Application Form**

b) Evidence of eligibility to live and work in the UK

If appropriate you must provide one of the following:

- Passport
- Residence Permit
- Visa
- Sponsorship details
- Home Office correspondence

c) DVLA licence

d) Identification for Disclosure & Barring Service (DBS) Check (where required)

You must provide the following (if applicable and valid):

- Passport (if you have a 'live' passport, you must provide this)
- Biometric Residence Permit
- Current Driving Licence
- Birth Certificate

Plus two of the following:

- Passport
- Biometric Residence Permit
- Current Driving Licence
- Birth Certificate
- Marriage/ Civil Partnership Certificate
- Adoption Certificate
- HM Forces ID Card
- Firearms Licence
- Mortgage Statement (issued in the last 12 months)
- Bank or Building Society Statement (issued in the last 3 months)
- Bank or Building Society Account Opening Confirmation Letter (must still be valid)
- Credit Card Statement (issued in the last 3 months)
- Financial Statement e.g. pension or endowment (issued in the last 12 months)
- P45 or P60 Statement (issued in the last 12 months)
- Council Tax Statement (issued in the last 12 months)
- Work Permit or Visa (valid up to expiry date)
- Letter of sponsorship from future employment provider (must still be valid)
- Utility Bill (issued in the last 3 months)

- Benefit Statement e.g. child benefit, pension (issued in the last 3 months)
 - Central or Local Government, Government Agency or Local Council Document giving entitlement e.g. from DWP, HMRC (issued in the last 3 months)
 - EU National ID Card (must still be valid)
- e) **DBS Update Service Information** if you have subscribed to the DBS Update Service you will need to bring the DBS Certificate which you used to subscribe to the service in order that the necessary check can be undertaken.
- f) **Certificate of Good Conduct** (where required, please note that all applicants who have lived out of the UK for a period of 6 months or more within the last 5 years must provide a Certificate of Good Conduct from either their own Embassy or the countries where they have been resident. The certificate must be produced with a translation and bear the official seal of the Embassy.)

Please note: All the documents presented to us must be fully completed and the information must be accurate i.e. in the same surname (last name), first names, address, date of birth, National Insurance number etc

- g) **Completed Data Protection Mandate Form**
- h) **2 passport sized photographs** (for renewals where a DBS check is required)
- i) **The full correct fee** (see part 4 below)
- j) **The original medical certificate issued by the doctor** (where applicable).

Remember: You need to bring all the necessary documentation with you at the appointment. Failure to do so could result in your appointment being retracted and rearranged for a later date, and this may delay the issue of your licence.

Part 4 – Fees

All the correct fees can be found in [Appendix F](#).

Part 5 – Group II Medical Certificate

If required, you must arrange to have a Group II Medical Assessment. You can either do this with your own GP or, if your GP is unable to undertake the assessment, with the Council's approved medical practice for a medical examination.

The original form and certificate is then submitted to the Licensing Office as part of the new driver or renewal driver application process.

Medicals are required at initial application and then at the following birthdays: 25, 30, 35, 40, 45, 50, 55 & 60.

For holders of current PSV and/ or HGV licences, who can produce evidence of a current medical examination, the Council will accept the PSV/ HGV entitlement in lieu of a medical at age 45, 50, 55 & 60.

A Group II Medical certificate will only be accepted if it is dated within 8 weeks of having been undertaken.

Please Note:

- a) If a medical is required and you are requesting a 1 year licence, the medical must be provided at the renewal appointment.
- b) If a medical is required and you are requesting a 3 year licence, the medical must be provided to the Licensing Team no later than 14 days after the date the medical is due.

Important: Failure to provide an up to date medical assessment certificate could result in the suspension or revocation of your licence.

Part 6 – After the Appointment

Upon receipt of your DBS Certificate, you will need to allow the Licensing Officer to have sight of this so they can assess whether any further action is required. Please submit this to the Licensing Office within 10 working days of receipt.

This applies to ALL individuals who complete a DBS application, regardless of any information previously disclosed or expected to be disclosed.

You can either:

- a) Hand deliver the certificate in a sealed envelope or;
- b) Send the certificate in a sealed envelope via the post to:

Strictly Private & Confidential – Open Addressee Only

DBS Counter Signatory
Licensing Team
PO Box 700
CB1 0JH

Only once all of the correct documentation has been confirmed as being received, accurate and processed in accordance with the Council's guidelines; your new licence and badge will be sent to you approximately 10 working days before expiry of the existing badge. If there is insufficient time for this to take place, we will contact you to arrange for you to collect the badge. When you receive your new badge, you must safely and securely destroy the old badge.

Important: Your badge and licence will only be issued once you have passed all of the renewal application procedures. It is therefore most important that you allow sufficient time for the processing of all parts of your renewal application, or you may not be able to work for a period until they have.

There are no exemptions to any of the renewal application procedures.

Appendix O

Medical Exemptions

The Equality Act 2010 places responsibility on service providers to make ‘reasonable adjustments’ or changes to take account of the needs of disabled employees and customers.

The Act (s. 166) allows licensing authorities to grant exemption to drivers from the duties to assist passengers in wheelchairs if they are satisfied that it is appropriate to do so, on medical grounds or because the driver’s physical condition makes it impossible or unreasonably difficult for them to comply with the duties.

The authority is committed to social inclusion and ensuring that disabled residents and visitors to the city have a wide variety of opportunities to enjoy a high quality of life. It fully supports the view of the Equality and Human Rights Commission that “Making successful journeys is critical to the social inclusion of disabled people. Without the ability to travel, disabled people are denied access to life opportunities. Their access to education, shopping, employment and healthcare, as well as social and family life, is significantly improved when journeys become accessible.” For this reason, the council considers it important that disabled residents and visitors have access to all forms of public transportation.

It is important that individuals who use wheelchairs or guide, hearing or other assistance dogs can have confidence that drivers will accept them, their wheelchair and/ or their assistance dog and carry them to their destination at no extra charge.

Legislation

The Equality Act 2010 (s. 165) places certain duties on drivers of wheelchair accessible Private Hire and Hackney Carriage Vehicles;

- i) To carry the passenger while in the wheelchair, and;
- ii) Not to make any charge for doing so.
- iii) Should the passenger choose to sit in a passenger seat, to carry their wheelchair,
- iv) To take such necessary steps to ensure that the passenger is carried in safety and reasonable comfort, and;
- v) To give the passenger such mobility assistance as is reasonably required.

In addition to this the Act (s. 168 & 170) also places the following duty on drivers of Hackney Carriage and Private Hire drivers:

- i) To carry the passenger's (guide, hearing or assistance) dog, allowing it to remain with the passenger and not make any additional charge for doing so.

It is an offence (s. 168) for the driver of a Hackney Carriage that has been hired by or for a disabled person who is accompanied by an assistance dog (or by another person who wishes to be accompanied by a disabled person with an assistance dog) to fail to carry the disabled person's dog and allow it to remain with that person or to make any additional charge for doing so, unless an exemption certificate has been issued by Cambridge City Council and that certificate is displayed within the vehicle.

It is an offence (s. 170) for the Operator of a Private Hire vehicle to fail or refuse to accept a booking for the vehicle if the booking is requested by or on behalf of a disabled person or a person who wishes to be accompanied by a disabled person, and the reason for the failure or refusal is that the disabled person will be accompanied by an assistance dog. The operator also commits an offence if they make an additional charge for carrying an assistance dog which is accompanying a disabled person.

It is an offence (s. 170) for the driver of a Private Hire vehicle to fail or refuse to carry out a booking accepted by the operator of the vehicle if the booking is made by or on behalf of a disabled person or a person who wishes to be accompanied by a disabled person, and the reason for the failure or refusal is that the disabled person is accompanied by an assistance dog, unless an exemption certificate from the requirement to carry assistance dogs has been issued by the Council and that certificate is displayed within the vehicle.

Medical Exemption

In some circumstances a driver of a Hackney Carriage or Private Hire vehicle may be unable to fulfil the requirements of the Equality Act 2010 for medical reasons, short or long term.

The Act (s. 166) allows licensing authorities to grant exemption to drivers from the duties to assist passengers in wheelchairs if they are satisfied that it is appropriate to do so, on medical grounds or because the driver's physical condition makes it impossible or unreasonably difficult for them to comply with the duties.

The Act (s. 169 & 171) also allows licensing authorities to grant exemption to drivers from the duties to transport assistance dogs if they are satisfied that it is appropriate to do so, on medical grounds.

Other Exemptions

There are no exemptions, medical or otherwise, for a Hackney Carriage or Private Hire driver in respect of conveying a reasonable quantity of luggage or providing reasonable assistance in the loading and unloading of luggage.

Hackney Carriage Bye laws state that every driver of a Hackney Carriage vehicle, when requested by any person hiring or seeking to hire the carriage shall:

- i) Convey a reasonable quantity of luggage
- ii) Afford reasonable assistance in loading and unloading luggage
- iii) Afford reasonable assistance in removing luggage to or from the entrance of any house, station or place at which they may take or set down a passenger

Private Hire driver licence conditions state that the driver must give reasonable help with luggage.

If a Hackney Carriage driver or a Dual driver (working as a Hackney Carriage driver) offends against the Bye Law they shall be liable, upon conviction, to a fine not exceeding fifty pounds. In the case of a continuing offence to a further fine not exceeding two pounds for each day which the offence continues after conviction.

If a Private Hire driver or a Dual driver (working as a Private Hire driver) is unable to observe their driver licence conditions they shall be subject to the Council's Enforcement Management System.

The Enforcement Management System will give an indication of when a licence holder will be referred to the Licensing Sub Committee as a result of the accumulative effect of any or all of the following: breaches of the legislation governing Hackney Carriage and Private Hire licensing; the Council's conditions of licence; the Council's Grounds for Disbarment; any breaches of this policy.

Process

In the first instance, the driver must obtain a written doctor's note from their own General Practitioner detailing specifically what duties cannot be undertaken, why they cannot be undertaken and for how long they cannot be undertake.

Along with the doctor's note, the driver must complete and submit an 'Application for Medical Exemption' Form to the Commercial & Licensing Team.

If the doctor's note states that the driver is unfit to carry passengers in wheelchairs and/ or assistance dogs for a specified period of time (up to a maximum of three months), a 'Temporary Exemption Notice' will be issued by the Commercial & Licensing Team with an expiry date in line with the information provided on the doctor's note.

If the doctor's note is not clear or is ambiguous in any way, the matter will be referred to the Licensing Sub- Committee for consideration.

Upon the expiry of the Notice, the Commercial & Licensing Team will deem drivers fit to undertake all duties and the Temporary Exemption Notice must be returned to the Commercial & Licensing Team within 7 days.

If the Temporary Exemption Notice is not returned to the Commercial & Licensing Team, the drivers licence could be suspended until such time as the Notice is returned, following referral to the Licensing Sub-Committee.

If the driver expects that the Temporary Exemption Notice to be extended, then prior to the expiry date of the notice the driver will need to contact the Commercial & Licensing team to discuss the next steps and timescales.

In this situation, the driver will receive an information pack containing:

- a letter of notification advising that they will now be subject to a further medical referral.
- a letter to present to their GP which explains the exact requirements and;
- a letter to present to the approved medical practitioner along with a Statement of Fitness.

The driver will be required to contact their own GP to arrange for a more in depth medical report to be compiled (the cost for which must be borne by the driver) and following receipt of this, will then be required to make an appointment with one of the approved medical practitioners to present the report from their own GP and to undergo an examination/ consultation where the practitioner will complete the 'Statement of Fitness' on the applicant's capability to undertake the duties in terms of their medical grounds and/ or physical condition, and for how long.

The driver will need to submit the 'Statement of Fitness' to the Commercial & Licensing Team for determination.

Outcome

If the statement confirms that the driver is able to undertake the duties and is fit for work, the Temporary Exemption Notice must be returned to the Licensing Office and the driver will be expected to resume normal duties. If the Temporary Exemption Notice is not returned to the Commercial & Licensing Team, the drivers licence could be suspended until such time as the Notice is returned, following referral to the Licensing Sub-Committee.

If the statement confirms that the driver is able to undertake duties, with reasonable adjustments, a further Temporary Exemption Notice of up to three months may be issued. It is expected that within those three months the driver will undertake the reasonable adjustments to allow a return to full duties. At the end of three months the Temporary Exemption Notice must be returned to the Licensing and Enforcement Team and the driver will be expected to resume normal duties. If the Temporary Exemption Notice is not returned to the Commercial & Licensing Team, the drivers licence could be suspended until such time as the Notice is returned, following referral to the Licensing Sub-Committee.

If the statement confirms that the driver is temporarily unfit to carry passengers in wheelchairs and/ or assistance dogs, a Temporary Exemption Notice will be granted for the length of time as determined by the approved practitioner. The driver will then be expected to attend a further assessment/ consultation with the approved practitioner prior to the expiry date of the Temporary Exemption Notice.

If the driver is declared permanently unfit to carry passengers in wheelchairs and/ or assistance dogs an Exemption Notice will be issued. The notice will include a photograph of the driver (provided by the driver) who has been granted the exemption and must be displayed prominently in the vehicle for public viewing. The exemption may be reviewed every one to five years, with reference to expert medical evidence/ advice and each case will be determined on an individual basis. This could include a further referral to the approved practitioner.

If the driver disagrees with the medical recommendation and subsequent determination by the Commercial & Licensing Team, the matter will be referred to the Licensing Sub- Committee for consideration.

Appeal

If a driver does not agree with the decision to of the Licensing Sub -Committee they are able to appeal the decision to the Magistrates' court. The driver has 28 days from the date of refusal to appeal. Further documentation relating to [Medical Exemption](#) can be found online.

Appendix P

Guidance for Private Hire Operators

Application

All applicants, existing licence holders, part owners or other persons with an interest in an Operator's Licence are required to show that they are fit and proper persons to hold such a licence.

- 1) A **new** application will last for one year.
- 2) A **first renewal** will be considered should the applicant wish to renew the licence at the expiry of the first year of holding the licence. An operator will need to demonstrate that they have been operating a private hire business for the full duration of the licence (one year). If the inspecting officer is satisfied that the operator continues to be fit and proper to hold an operator's licence, the licence will be granted. If the inspecting officer has any concerns regarding the application and subsequent inspection, the matter will then be referred to Licensing Sub-Committee or Environmental Health Manager who will then review the matter to determine whether the applicant is a fit and proper person(s) to continue to hold an operator's licence. The Licensing Sub-Committee or Environmental Health Manager may either decide to grant or refuse the initial renewal. An application for a renewal of a Private Hire Operator licence will be granted for either 1 or 5 years. The Licensing Sub-Committee or Environmental Health Manager reserve the right to limit the duration of the licence and request a further review of the licence before any future renewal is granted.

Should the applicant be unable to provide evidence that they have operated for the full duration of the licence they will be unable to renew and must submit an application for a new operator licence.

- 3) A **renewal** application can last for either:
 - a) One year; or
 - b) Up to five years.

There are several things that you need to do/ to have in order to make new or renewal application for an Operator's licence:

Step 1 - Initial Contact

In order to activate a new or renewal Private Hire Operator inspection visit you must contact the Licensing Team in order to book a mutually convenient date and time.

You can book:

- 1) Via email: taxi@cambridge.gov.uk
- 2) Via telephone: 01223 457888

Please note: There is the facility to request a call back during busier periods by pressing '1' at any point during the call.

New and renewal applications are by appointment only and it is only by these means that you can commence the application process.

You need to:

- 1) Have read and understood these guidance notes.
- 2) Completed all necessary elements of the new or renewal application process as detailed below.

In the event of a renewal, ensure that the inspection visit takes place prior to the expiry date of the licence.

Please be advised: For First Renewal Inspections you need to have your inspection in sufficient time before the expiry of the previous licence, in case the application is referred to the Licensing Sub-Committee or Environmental Health Manager. Please ensure this inspection appointment is arranged at least 1 month before to licence expiry date. There are no exceptions.

Step 2 – Before the Inspection Visit

Before the inspection visit you will need to complete the following:

a) **Submit a completed Operator Licence Application Form**

Please ensure that you detail:

- a. The Company Details
- b. Email address for correspondence
- c. The Operator Address
- d. Any additional relevant information (e.g. Planning permission, radio licence)
- e. Personal details of the applicant(s)
- f. Declaration of convictions
- g. Any other relevant information (e.g. business history)

- h. For new applicants, details of two referees
- i. That you have read the declarations and signed and dated the form in the correct places

The application form must be filled in by yourself and NOT by someone on your behalf.

- b) Complete the Customer Awareness: Safeguarding, Equality and Protection training course, and pass the Safeguarding Test** (for any new or renewal applicant who is not already a licensed driver or non-driver proprietor with Cambridge City Council). You can pay to complete the 'Safeguarding Course by calling (01223) 457888 – you will only need to watch the training presentation and successfully complete the 'Safeguarding Test'.
- c) Pay the correct application fee**

Current fees are available in [Appendix F](#).

Step 3 – At the Inspection Visit

At the inspection visit, you will need to provide:

- a) Proof of Planning Permission granted** (in respect of waiting room for members of the public)
- d) Public Liability Insurance Document**
- e) [Equality & Diversity Monitoring Form](#)** – Available online.
- f) Two references, at least one from a Professional person** (e.g. accountant, solicitor, magistrate), who has known you at least two years, completed on the PHO Reference Proforma (new applications only)

It is your responsibility to:

- Detail the name and contact information on your Operator Application Form of two referees
- Request each of your referees to complete a Private Hire Operator Reference Proforma and return it to you as soon as possible
- Pay any necessary costs to the referee/ organisation if applicable
- Bring the original copies of the completed reference proforma to your appointment

A copy of the [Operator Reference Proforma](#) can be downloaded from our website.

Each reference will only be accepted if it is dated no more than 1 month prior to your application appointment.

g) Evidence of eligibility to live and work in the UK (e.g. Passport, Residence Permit, or provision of share code to complete right to work check if you are an EU, EEA and swiss national).

h) Photographic identification which includes a specimen signature (e.g. driving licence or Passport)

i) Proof of address

Acceptable address identification must be one of the following:

- Mortgage Statement (issued in the last 12 months)
- Bank or Building Society Statement (issued in the last 3 months)
- Bank or Building Society Account Opening Confirmation Letter (must still be valid)
- Credit Card Statement (issued in the last 3 months)
- Financial Statement e.g. pension or endowment (issued in the last 12 months)
- P45 or P60 Statement (issued in the last 12 months)
- Council Tax Statement (issued in the last 12 months)
- Utility Bill (issued in the last 3 months)
- Benefit Statement e.g. child benefit, pension (issued in the last 3 months)
- Central or Local Government, Government Agency or Local Council Document giving entitlement e.g. from DWP, HMRC (issued in the last 3 months)

j) Basic Disclosure (for any new or renewal applicant who is not already a licenced driver with Cambridge City Council)

For new applicants:

You will need to arrange a Basic Disclosure. You can obtain a [Basic Disclosure](#) with the DBS direct online. The DBS check will last for 12 months. A new DBS certificate is required to be presented to council every 12 months.

It is your responsibility to:

- Complete and pay for a Basic Disclosure certificate
- Ensure that, for new applicants, the disclosure certificate is available for the initial inspection visit

- Ensure that the DBS certificate is dated not less than three months prior to the inspection visit date

- k) **Inspection (for new applicants)** an inspection will be undertaken by a member of the Commercial & Licensing Team where you will submit your application and relevant documentation.

If the inspection demonstrates adequate systems are in place, within 24 hours of the inspection concluding, the Inspecting Officer will electronically issue a copy of a temporary operator's licence until their application is processed. The temporary licence will only be valid for 21 days.

Within 14 days following the inspection date, an operator's licence will be fully processed and dispatched within the Licensing and Administration function.

Should systems and procedures found on inspection show significant shortfalls against with requirements, a licence will not be issued.

- l) **First Renewal Inspection** an inspection will be undertaken by a member of the Commercial & Licensing Team where you will submit your application and relevant documentation. Within 5 working days of the conclusion of the inspection, you will be notified if you have successfully passed the inspection for subsequent approval of an Operator's licence.

If the inspecting officer has concerns about the grant of the renewal, a hearing of the Licensing Sub-Committee or Environmental Health Manager will be undertaken where your first renewal will be determined. The inspecting officer will advise you of the date and you will be invited to attend. The Sub-Committee or Environmental Health Manager will consider the inspection findings, together with any other relevant information including that provided by other agencies and authorities. The Sub-Committee or Environmental Health Manager will determine whether to grant, refuse, or limit the duration of the licence and request a further review of the licence before any future renewal is granted.

- m) **Inspection (for renewal applicants)** an inspection will be undertaken by a member of the Commercial & Licensing Team where you will submit your application and relevant documentation. Within 5 working days of the conclusion of the inspection, you will be notified if you have successfully passed the inspection for subsequent approval of an Operator's licence.

Convictions and Police Cautions, Warnings and Reprimands

Unlike Hackney Carriage, Private Hire and Dual Drivers, the Rehabilitation of Offenders Act 1974 (Exceptions) (Amendment) Order 2002 does not cover Private Hire Operators however, Cambridge City Council can, and will, take spent convictions into account when determining an individual's suitability for a licence.

It is not possible to obtain an Enhanced DBS Disclosure check for an operator; however, any applicant or business partner (upon grant or renewal) who is not currently licensed as a driver with Cambridge City Council will be asked to obtain a Basic Disclosure.

Remember: In the boxes provided on the application form, you must declare all convictions, Police Cautions, Warnings and Reprimands for offences, whether 'spent' or 'unspent'.

If your circumstances change or any information supplied as part of your application changes before you are issued a licence you must inform the Taxi Licensing Office, immediately, in writing of the changes.

This information, along with the other aspects of the application process, will be used to ensure that Cambridge City Council can be satisfied that you are a "fit and proper" person to hold a Private Hire Operator's licence.

Operators Base

The Operator's Licence must be held with the Council in whose area the Operator has the office, or home address in the case of an owner-driver. Anyone who wishes to operate in more than one area is required to hold an Operator's Licence with the Local Authority in each of those areas.

Where an Operator has more than one operating base, the Council will ensure that the Operator provides a list of all the addresses from which the business is run. This is to enable health and safety checks to be made and appointment books inspected.

The Licensing Authority will not usually grant an Operator's Licence for an Operator with an operating base 10 miles outside the authority's area. This is to ensure that the Authority may take the proper regulation and enforcement measures and is in no way intended to be a restraint of trade.

Planning Permission

If an Operator is licensed for more than two vehicles, prior to any premises being used (or the change of use) in connection with a private hire business, advice should

be sought regarding planning permission before business can commence. This includes both commercial and domestic premises.

Please note that the granting of an Operator's Licence does not constitute the grant of any permission under the Town & Country Planning Act 1990 or any other legislation for the use of the land for that purpose.

Public Liability Insurance

Any premises that provide access to members of the public must be covered by public liability insurance. The Operator must check on any requirement to have Employers Liability Indemnity, however, if an Operator supplies a vehicle for the driver or office based radio equipment, for example, then they have a liability.

A copy of the Public Liability Insurance will be displayed on the premises.

The Council will keep a copy of the current insurance certificates on file.

Waiting Area

If a waiting area is to be provided for members of the public, the following requirements will need to be complied with:

- The public area should be kept in a clean and tidy condition
- Any seating or furniture should be kept in good condition
- Adequate ventilation and heating must be provided
- The public area should have adequate lighting
- No smoking should take place in either the public or staff areas and no smoking signage should be present

Radio Equipment

The Operator shall be (if applicable) in possession of a licence to transmit issued by the Radio Communications Agency/ Department of Trade and Industry. The licence will be displayed on the company premises and available for inspection by an Authorised Officer.

Record Keeping, Bookings and Data Protection

All Operators must keep records of bookings. It is an offence for a Private Hire Operator to refuse to take a booking for a Private Hire Vehicle. The booking must be in advance and is a contract between the customer and the Operator.

An Operator accepting a booking remains liable for that booking, even if they sub-contract it to another Operator. If the booking is sub-contracted, the Operator must be licenced by the Council also.

When the Operator accepts the hiring he/ she shall, unless prevented by some sufficient cause, ensure that a licensed Private Hire Vehicle attends at the appointed time and place.

The records of hiring/ bookings accepted by the Operator are required to be kept under Section 56 of the Local Government (Miscellaneous Provisions) Act 1976. The records must be kept legibly and can be a manual or computerised record.

The record shall be completed before the commencement of each journey and shall show the following particulars for each booking:

- The date and time the booking was received
- The address at which the hiring is to commence
- The date and time the hiring is to be commenced
- The name of the person making the hiring
- The address at which the hiring is to end
- The licence number / vehicle registration of the vehicle allocated
- The name or licence number of the driver of the vehicle allocated
- The name of any individual that responded to the booking request
- The name of any individual that dispatched the vehicle

These records must be accessible at all reasonable times for inspection by any Authorised Officer or Police Constable. Any computer program used must be able to reproduce a printed record.

It was agreed by Members in January 2021, following Department of Transport Statutory guidance, operator must maintain the above for each booking for a minimum of 6 months.

Also agreed in January 2021, are conditions regarding the use of Passenger carrying vehicles (PCV) and public service vehicles (PSV) such as a minibus. The operator must not use a PCV licensed driver and PSV to fulfil a booking without the consent of the booker. Where used, the booker must be advised the driver is subject to different checks.

Vehicle Records

The Operator shall maintain an up to date legible list of all current Private Hire and Hackney Carriage vehicles used by them or operating under their Operator's licence.

The records must show:

- The Private Hire or Hackney Carriage Vehicle Licence number
- The name, address and telephone number of the person to whom the vehicle licence was issued
- The make and registration of the vehicle
- The date the vehicle was accepted under the Operator's licence
- The date the vehicle ceased to accept work under that Operator's licence

The Operator must ensure that every vehicle working under their Operator's licence is covered by a valid certificate of insurance and a valid certificate of compliance. A legible manual or computerised record of the following must be maintained:

- Current insurance certificate/ cover note for all vehicles accepting work under their Operator's licence, including expiry dates
- Certificates of compliance including expiry date

Should the insurance cover for any vehicle working under the Operator's licence be cancelled, suspended or lapse, or the certificate of compliance expire, without a new one being provided, then the vehicle must be immediately stood down. The Council should be immediately notified of this action.

Driver Records

The Operator will maintain a list of all drivers currently working under their Operator's licence. The list must include:

- The full name, address and telephone number of the driver
- Details of the vehicle that the driver uses including the licence number and registration
- The date the driver commenced working under the Operator's licence
- The date the driver ceased working under that Operator's licence
- The call sign of all drivers

An Operator may only make use of drivers and vehicles licensed by Cambridge City Council. The Operator has the responsibility to ensure that all drivers and vehicles working for them comply with all licence requirements laid down by the Council.

The Operator shall ensure that all Private Hire Vehicles in the Operator's fleet shall be maintained in a sound mechanical and structural condition at all times and be capable of satisfying the Council's mechanical and structural inspection at any time during the continuance of the Council's licence in respect of the vehicle.

Staff Records

In January 2021, Members approved a condition in which operators must maintain a live register of all booking and dispatch staff. Operators are also required to declare that all bookings and dispatch staff have been subject to a Basic Disclosure, which they have had sight to certificate.

Data Protection

Private hire vehicle operators have a duty under data protection legislation to protect the information they record. The Information Commissioner's Office (ICO) provides comprehensive on-line guidance on registering as a data controller and how to meet their obligations. Following Department of Transport Statutory Guidance, and Members agreement in January 2021, the operator must be registered with the Information Commissioner's Office, as a data controller.

Operators Signs and Logos

The Operator shall not cause or permit to be displayed in or on from his/ her premises or to be published in relation to the Operator's business any sign, notice or advertisement which consists of or included whether in the singular or plural the words "For Hire" or any other word or words of similar meaning or appearance whether alone or as part of another word or phrase or any other word or words likely to cause a person to believe that any vehicle or vehicles operated by him/ her is or are hackney carriage or carriages.

Advertising on Private Hire Vehicles is not permitted in accordance with the Council's policy.

Limited advertising on Hackney Carriages is permitted subject to the prior written approval of the Council and in accordance with the Hackney Carriage and Private Hire Licensing Policy.

Lost Property

The driver of a licensed vehicle shall immediately after the termination of any hiring or as soon as practicable thereafter, carefully search the vehicle for any property which may have been left within it.

If the driver finds any items left within vehicle, or if an item is handed in to them, the driver must do their best to identify customer and return item to original owner.

If the taxi is registered with an operator, driver should contact operator with information of found item within 24 hours. Operator will then follow their lost and found procedure.

If taxi is not registered with an operator, driver should contact Cambridge City Licensing Team at Taxi@cambridge.gov.uk within 24 hours with information of found item. For such drivers, if item is not claimed after 28 days, driver can dispose of item.

Touting & Soliciting

An Operator shall not cause or permit any person to tout or solicit any person to hire or be carried for hire in any Private Hire Vehicle.

Changes & Amendments

The Operator must notify Cambridge City Council, in writing, details of any convictions, cautions or motoring offences imposed on them (or if the Operator is a company or partnership, on any of the directors or partners) during the period of the licence within 48 hours of the date of conviction or caution.

The Operator must notify Cambridge City Council, in writing, of any change to their home address/ correspondence address within 7 days of such a change taking place. Any change of operating base address must be notified to the Licensing Office in writing before moving premises. Failure to update the Operator licence with the correct premises address invalidates the licence and any business activities carried out on the new address will be conducted illegally.

Appendix Q

Code of Conduct

The below provisions are applicable to all licensed drivers.

Behavioural Standards

1. Drivers must be polite, helpful and fair to passengers, members of the public and other road users.
2. Drivers must respect other licensed drivers and attempt to resolve any issues amicably.
3. Drivers must respect and comply with the instructions of authorised officers from Cambridge City Council and Cambridgeshire Constabulary.
4. Notify the Council as soon as possible of any:
 - Change of name and / or address (within 7 days)
 - Convictions including the accrual of penalty points (within 7 days)
 - Significant changes in their health (immediately, and certainly no more than 7 days)
 - Accidents involving damage to a licensed vehicle (within 72 hours)
5. All drivers must carry an appropriate amount of change.

Driving and Vehicle Standards

1. Drivers are expected to understand and follow the Official Highway Code.
2. Drivers must not perform dangerous manoeuvres that endanger the safety of other road users or passengers.
3. Drivers must have respect for, and demonstrate courtesy to, all other road users.
4. Drivers must not obstruct the highway or park in a dangerous position, including over ranking or parking contrary to all traffic regulations such as double yellow lines or no stopping signs.
5. You must give as much room to cyclists and other vulnerable roads users as you would give a car, where possible.
6. Drivers are required to notify the Council of any damage to their vehicle that could give

rise to any concerns about the safety or road worthiness of that vehicle for example as a result of a collision.

7. Drivers are required to notify the Council of any driving offences within seven days in accordance with the Handbook.
8. Drivers are required to notify the Council of any criminal offences under investigation whether they have been charged or not within 14 days.
9. Drivers must make their vehicles available for inspection at any time if asked by an identified officer of the Council at the rank, at the Council or in the reasonable course of their duties.
10. Drivers must maintain their vehicle in a roadworthy condition and also make them available for inspection at the offices of the Council if invited to do so at an appointed time by letter, email or telephone and attend that appointment unless they have reasonable grounds for not doing so.
11. Drivers must make themselves available for interview by a recognised officer of the Council if invited to do so at an appointed time by letter, email or telephone and attend that appointment unless they have reasonable grounds for not doing so.
12. Drivers have a duty to report any other issues that may be of concern to us.

Driving Responsibilities – Highway Code

1. Driving when you are tired greatly increases your risk of collision. To minimise this risk you must take the necessary precautions.
2. You must not leave a parked vehicle unattended with the engine running or leave a vehicle engine running unnecessarily while that vehicle is stationary on a public road. Generally, if the vehicle is stationary and is likely to remain so for more than a couple of minutes, you should apply the parking brake and switch off the engine to reduce emissions and noise pollution.
3. You must not drive dangerously, without due care and attention or without reasonable consideration for other road users.
4. You must not drive on or over a pavement, footpath or bridleway except to gain lawful access to property or in the case of an emergency.
5. Be considerate to all types of road users.
6. Avoid distractions when driving.
7. You must exercise proper control of your vehicle at all times and must not use a hand-held mobile phone, or similar device, when driving.
8. You should drive slowly and carefully on streets where there are likely to be pedestrians, cyclists and parked cars.
9. When passing a cyclist or pedestrian (or another vulnerable road user) drivers should give at least as much space as would be required for a car.
10. Give way to people walking who have already started to cross the road.
11. Assess your vehicle's length and do not obstruct traffic.

12. Do not unnecessarily encroach on the cycle waiting area.
13. Do not cut in on people cycling.
14. On a roundabout, watch out for and give plenty of room to, people walking or cycling.
15. Keep pedestrian and cycle crossings clear.
16. Give way to anyone still crossing after the signal for vehicles has changed to green.
17. The most vulnerable road users are pedestrians, cyclists, motorcyclists and horse riders. It is particularly important to be aware of children, older and disabled people, and learner and inexperienced drivers and riders.
18. Check before opening your door.
19. You must not stop or park on a pedestrian crossing, a cycle lane or a cycle track.
20. You should not park on the pavement.

Luggage

The driver of a licensed vehicle so constructed as to carry luggage shall, when requested by the person hiring the vehicle:

- a) Convey a reasonable amount of luggage;
- b) Afford reasonable assistance in loading and unloading;
- c) Afford reasonable assistance in removing it to or from the entrance of any building, station or any place at which he may take up or sent down such person

Accessibility

1. Drivers must carry a passenger with an assistance dog. Refusal to do so without an exemption issued by the Council is a criminal offence.
2. If you drive a wheelchair accessible vehicle you cannot refuse wheelchair jobs unless there are exceptional circumstances of the job terminates outside of the city. The ranks are checked regularly to make sure that this is the case
3. If you leave your ramps or harnesses at home or they are damaged then we will suspend your vehicle from working as it is not fulfilling the condition of being wheelchair accessible.
4. You must ensure the wheelchair is securely strapped in, if you fail to and there is an accident then you will be liable for damages.
5. Passengers travelling in wheelchairs in vehicles must not face sideways.
6. If a passenger does not want to be strapped in you can refuse them on the grounds that you cannot account for their safety.

To avoid nuisance to residents when picking up or waiting for a fare, a driver shall:

1. not sound the vehicle's horn illegally or excessively
2. keep the volume of all audio equipment and two way radios to a minimum
3. switch off the engine if required to wait
4. take whatever additional action is necessary to avoid disturbance to residents in the neighbourhood
5. at hackney carriage ranks, in addition to the requirements above:
 - a) park in an orderly manner and proceed along the rank promptly and in order
 - b) remain with the vehicle

In general, drivers shall:

1. pay attention to personal hygiene and dress so as to present a professional image to the public
2. be polite, helpful and fair to passengers
3. drive with care and due consideration for other road users and pedestrians and, in particular shall not use a hand held mobile phone whilst driving
4. obey all Traffic Regulation Orders and directions at all times
5. not smoke at any time when inside the vehicle
6. not consume alcohol immediately before or at any time whilst driving or being in charge of a hackney carriage or private hire vehicle
7. not drive while having misused legal or illegal drugs
8. fulfil their responsibility to ensure compliance with legislation regarding length of working hours
9. not eat in the vehicle in the presence of customers

Important: Failure to comply with these regulations may incur penalties and may prompt criminal investigation.

Appendix R

Zero & Ultra-Low Emission Vehicle Information

In order to support the update of Ultra-Low and Zero Emission vehicles within the Hackney Carriage and Private Hire vehicle fleet, Members agreed to incentivise the uptake of such vehicles.

Polluting emissions from taxis need to be reduced and this can be achieved by ensuring the uptake of Ultra-low and Zero emission technologies within those vehicle fleets.

Vehicles which are considered to be Ultra-Low emission are:

- Plug in Hybrid Vehicles (PHEV)
- Extended Range Electric Vehicles (E-REV)

Once the above is confirmed, ensure the appropriate documentation i.e V5 or [vehicle enquiry](#), details the following:

1. Taxation Class: ALTERNATIVE FUEL
2. CO2 (g/km): 75g/km (or less)

Zero emission vehicles are those which emit no emissions during their operation. These vehicles are:

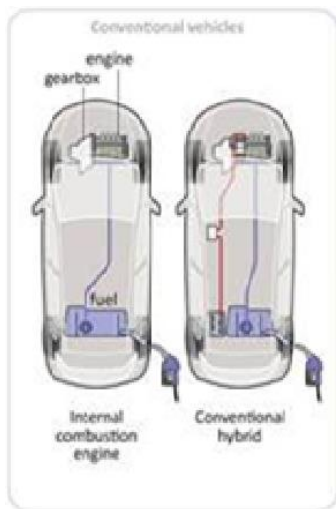
- Battery Electric Vehicles
- Hydrogen Fuel Cell Vehicles
- Electric Vehicles

Once the above is confirmed, ensure the appropriate documentation i.e V5 or [vehicle enquiry](#), details the following:

1. Taxation Class: Alternative Fuel or Electric
2. CO2 (g/km): 0g/km

Further information on these vehicles can be found below:

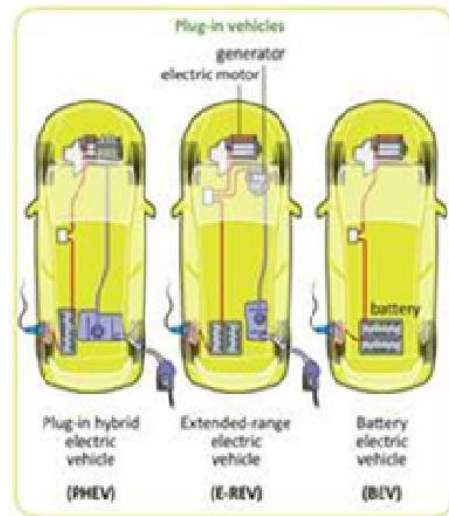
Conventional Vehicles



Not considered as Ultra Low emission, as required by Cambridge City council.

From 1st April 2020, all new Licensed Saloon Vehicles that match one of the two vehicle types specified above will not be licenced.

Plug-in Vehicles



Considered as Ultra Low emission, as required by Cambridge City Council.

From 1st April 2020, all new Licensed Saloon Vehicles must match one of the three vehicle types specified above and emit CO₂ emissions less than 75g/km to be licenced with Cambridge City Council.

Conventional Hybrids - Hybrids burn fuel in an internal combustion engine (ICE) which drives the wheels via a gearbox. A battery charged by regenerative braking stores energy which is used to drive an electric motor and therefore the vehicle for a short distance (usually < 1 mile). These vehicles will not be licenced as Ultra Low emission vehicles by Cambridge City Council and will not be licensable from 1st April 2020.

Plug-in Hybrid Electric Vehicle (PHEV) - Combine a battery, electric motor and ICE like a conventional hybrid, a larger battery provides a longer electric only driving range. The battery can be recharged from a charge point reducing the amount of fuel consumed over a given distance. The vehicle reverts to petrol or diesel power when the battery charge is depleted.

Extended Range Electric Vehicle (E-REV) - Also combines a battery, electric motor and an ICE; however unlike a PHEV the electric motor always drives the wheels. The ICE acts as a generator when the battery is depleted. The vehicle can

also be recharged from a charge point. The battery in an E-REV battery is usually larger than in a PHEV, providing longer electrically driven range.

Battery Electric Vehicle (BEV or Pure EV) - Powered only by electricity, a pure-EV has a larger battery than an E-REV or a PHEV and does not have an ICE.

The UK government has a long term vision for all new cars and vans to be zero emission by 2040 and for nearly every car and van to be zero emission by 2050.

Zero Emission Vehicles:

- Emit zero emissions in their life-cycle.
- The range of electric only vehicles is typically around 100 miles but this can be higher depending on the vehicle model and manufacturer.
- Electric vehicles require less maintenance than hybrid or conventional vehicles as:
 - a) they require little or no regular maintenance of their battery, motor or associated electronics.
 - b) there are fewer fluids to change and less moving parts.
 - c) the regenerative braking system also means there is less wear and tear on the brakes.

Fuel Cell Vehicles:

- Typically have a range of up to 300 miles depending on the model.
- Can be re-fuelled within a few minutes.
- Emit no emissions during their life-cycle.

Ultra-Low Emission Vehicles (Plug- in Hybrid and E-REV):

- Use a conventional engine to act as an additional fuel source for the vehicle.
- Have lower CO₂ emissions as a result of improved fuel economy and the ability to operate in electric only mode.
- Still have a combustion engine and therefore require a similar maintenance schedule as for conventional vehicles.
- Often use a regenerative braking system which reduces wear and tear on the brakes.

Incentives from Cambridge City Council

Item	Option	Rationale	Timeframe/ Implementation
1	Licence Fee Exemption for Zero emission, Vehicles	Full Licence Fee Exemption for Zero Emission Vehicles for up to 5 years, dependent on funding availability.	With effect from 1 April 2018
2	Licence Fee Discount for Ultra-Low Emission Vehicles	50% Licence Fee discount be offered for Ultra-Low emission vehicles for up to 5 years, dependent on funding availability.	With effect from 1 April 2018
3	Extended Age Limit for Zero Emission Vehicles	Zero Emission Vehicles have an age limit of up to 15 years, subject to obtaining Certificate of Compliance every 6 months.	With effect from 1 April 2018
4	Extended Age Limit for Ultra-Low Vehicles	Ultra-Low emission vehicles have an age limit of up to 12 years, subject to obtaining Certificate of Compliance every 6 months.	With effect from 1 April 2018
5	A set date for all new Licensed Saloon Vehicles to be Zero or Ultra-Low Emission	In setting a date after which traditional internal combustion engine vehicles could not be newly registered as a licensed vehicle in Cambridge City would focus proprietors/ potential proprietors to plan for moving to Ultra-Low or Zero emission vehicles.	With effect from 1 April 2020
6	A set date for all Licensed Saloon Vehicles to be Zero or Ultra-Low Emission	Currently the age restrictions on licensed vehicles mean that no vehicle will be licensed if it is over 9 years old. In setting a back stop date where all City licensed saloon vehicles must be Zero or Ultra-Low emission vehicles means that Proprietors have reasonable notice of the change to allow adequate business planning.	By December 2028

Information on Grants/ Types of Vehicle

□ [Office for Low Emission Vehicles \(OLEV\)](#)

Lists vehicles eligible for grant for installation of [electric charging point at home](#).

OLEV also provides further information on available [grants](#) related to the electric charging vehicles.

□ [GoUltraLow](#)

Joint Government and Car Industry campaign supported by Audi, BMW, Hyundai, Kia, Nissan, Renault, Toyota, Volkswagen, the Society of Motor Manufacturers & Traders (SMMT), and the Government's Office for Low Emission Vehicles.

The [website](#) lists available zero emission vehicles and ultra –low emission vehicles from the above manufacturers, as well as providing information about zero and ultra-low emission vehicles in general.

□ [Low-emission vehicles eligible for a plug-in grant](#)

Car dealerships and manufacturers can get grants to reduce the price you pay for brand new electric and hybrid vehicles.

You don't need to do anything if you want to buy one of these vehicles - the dealer will include the value of the grant in the vehicle's price.

There are 7 categories of vehicle, based on CO₂ emissions. The grant depends on which category the vehicle is in.

Not all electric or hybrid vehicles are eligible for a grant - only vehicles that have been approved by the government.

Charging locations and further information

The [Zap- map](#) website lists most of the charging points for electric and hydrogen vehicles in the UK. It is also available as an app. Information about the charging point (in-use, what type, connector type etc.) is also shown.

The website includes a buying guide and FAQ's in relation to tax and insurance and allows a list to be searched for electric, PHEV, E-REV and hydrogen vehicles available to buy relating to their size and type of vehicle.