

APPENDIX E - HACKNEY CARRIAGE DRIVER CODE OF CONDUCT

1. Introduction

Legislation requires the Authority to licence persons as a hackney carriage driver if it deems “fit and proper”. The Authority has specific requirements which a person must satisfy to meet this test, including training, medical fitness, and criminality checks. The Authority has a code of conduct in place for hackney carriage drivers to provide guidance on the standards that they are expected to maintain as part of the “fit and proper” test, throughout the period of their licence.

Failure to comply with the code of conduct or any other conduct that is contrary to the “fit and proper” test could result in a review of the status of the licence.

2. Administrative Conduct

A hackney carriage driver shall:

- 2.1 Notify the Authority within 48 hours of an arrest and release, charge or conviction of any sexual offence, any offence involving dishonesty or violence and any motoring offence.
- 2.2 Within 7 days notify the Authority in writing of any change of address.
- 2.3 Within 2 working days of a request being made, provide the Authority with a DVLA check code to enable a check of their DVLA licence to be undertaken.
- 2.4 Ensure that relevant documentation (including DBS update service, medical certificate, and right to work documentation) is maintained throughout the period of the licence.
- 2.5 Notify the Authority of any newly diagnosed change to current medical condition which may restrict their entitlement to a driver’s licence requiring a DVSA Group 2 medical standard. This notification to be sent to the Authority immediately (or in any case within 48 hours) of the relevant diagnosis or change to medical condition.
- 2.6 Undertake any reasonable training appropriate to the role of a licensed driver as required by the Authority. Any costs associated with the provision of the training will be borne by the licence holder.
- 2.7 Report to the Authority any form of road traffic accident/collision/incident in which the licence holder was the driver of a vehicle involved in the incident. The incident should be reported as soon as possible and in any event within 72 hours. The incident should be reported using the Accident Form on the Authority’s website.
- 2.8 Keep a copy in the licensed vehicle of any exemption certificate issued by the Authority relating to the medical condition that prevents the licensed driver from carrying assistance dogs or providing assistance with wheelchair passengers.

2.9 Keep a copy of the Policy (which includes this code) in the licensed vehicle being used by that driver.

3. Conduct whilst working as a Licensed Driver.

A hackney carriage driver shall:

3.1 Be compliant with the Authority's dress code for licensed drivers.

3.2 Be polite to passengers and communicate clearly with them.

3.3 Keep the licensed vehicle clean and free of rubbish.

3.4 Provide reasonable assistance to passengers getting in and out of the vehicle and unloading luggage to the outer door of the premises/building.

3.5 Ensure luggage is stored safely and properly secured in the vehicle.

3.6 Provide written receipts on request from passengers.

3.7 Keep relationships with passengers on an appropriate professional basis.

3.8 Not eat or drink in the vehicle whilst passengers are in the vehicle except with their permission.

3.9 Not play the radio, utilise phone or internet whilst passengers are in the vehicle except with their permission. An exemption is their use for sending or receiving messages in connection with the operation of the vehicle.

3.10 Not conduct themselves or utilise the vehicle in any way as to be a nuisance to passengers, or the public.

3.11 Drive with due care and courtesy towards passengers and other road users.

3.12 Know and comply with the highway code rules around children travelling in hackney carriages, particularly in respect of the provisions of car seats and where in the vehicle children are permitted to sit.

3.13 Not carry any animal belonging to yourself in the vehicle.

3.14 Undertake a weekly vehicle check using the record sheet published by the Authority. Any defects should be noted, and corrective action undertaken. The record of the check is to be always kept in the vehicle and will ensure the information is available for inspection by an authorised officer of the Authority. In the case of vehicles licensed to a person other than the driver, the vehicle licence holder must be informed of any defects identified and corrective action undertaken or required.

3.15 Ensure that all passengers must have access to a designated seat and appropriate seat belt. For passengers travelling in a wheelchair, the wheelchair can be regarded as a designated seat provided the wheelchair is adequately secured using proper restraints and the passenger travelling in the wheelchair has access to an appropriate seat belt.

4. Conduct in respect of Fares Levied and Use of Meters.

A hackney carriage driver shall:

- 4.1 Use the meter within the licensed area unless the passenger has agreed to hire by time.
- 4.2 Take the most efficient route bearing in mind likely traffic problems and known diversions and explain to passengers any diversion from the most direct route.
- 4.3 Where a hackney carriage is hired via a telephone call to a private hire operator linked by radio to the vehicle, the contract of hire shall be deemed to be made with the person operating the booking office, the meter shall not be set into operation until the hirer has commenced their journey.
- 4.4 Ensure the current hackney carriage tariff is displayed in the vehicle in such a location that it can be seen and read by passengers.

5. Conduct in respect of Lost Property

A hackney carriage driver shall:

- 5.1 Immediately after each hiring or as soon as practicable thereafter check the vehicle for lost property.
- 5.2 Notify the owner of the lost property found in the vehicle (if this is possible by either known address or contact details found in the lost property).
- 5.3 Plan with the property owner regarding its return.
- 5.4 Where the owner of the property cannot be ascertained the lost property must be handed in to a Police Station.

6. Conduct in respect of Hackney Carriage Byelaws

A hackney carriage driver shall:

- 6.1 Familiarise themselves with the requirements of Preston City Council hackney carriage byelaws.
- 6.2 Comply with the byelaws.