



Licensing and Appeals Committee

Date: Monday, 20 January 2020
Time: 10.10 am (or at the rise of the Licensing Committee)
Venue: Council Antechamber, Level 2 - Town Hall Extension,
Manchester

Everyone is welcome to attend this committee meeting.

This is a **supplementary** agenda and contains information which was not available when the agenda was first published.

Access to the Council Antechamber

Public access to the Council Antechamber is on Level 2 of the Town Hall Extension, using the lift or stairs in the lobby of the Mount Street entrance to the Extension. That lobby can also be reached from the St. Peter's Square entrance and from Library Walk. **There is no public access from the Lloyd Street entrances of the Extension.**

Membership of the Licensing and Appeals Committee

Councillors - Ludford (Chair), Grimshaw (Deputy Chair), Andrews, Evans, Flanagan, Hassan, Hewitson, Hughes, Jeavons, T Judge, Lynch, Lyons, Madeleine Monaghan, Reid and Stone

Agenda

- 1. Proposed New Private Hire Operator and Private Hire Driver Licence Conditions** 3 - 38
The report of the Director of Planning, Building Control and Licensing is enclosed.

Further Information

For help, advice and information about this meeting please contact the Committee Officer:

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This agenda was issued on **Wednesday, 15 January 2020** by the Governance and Scrutiny Support Unit, Manchester City Council, Level 3, Town Hall Extension (Lloyd Street Elevation), Manchester, M60 2LA

**Manchester City Council
Report for Resolution**

Report to: Licensing and Appeals Committee – 20 January 2020

Subject: Proposed new Private Hire Operator and Private Hire Driver Licence Conditions, and Licensed Driver Dress Code

Report of: Director of Planning, Building Control & Licensing

Summary

This report sets out the relevant considerations for proposed new conditions to be attached to Private Hire Operator and Private Hire Driver licences, and a proposed Licensed Drivers Dress Code.

Recommendations

The Committee are asked to approve the proposed conditions for public consultation, with or without amendment.

Wards Affected: All

Environmental Impact Assessment - the impact of the decisions proposed in this report on achieving the zero-carbon target for the city

Proposed conditions aim to reduce emissions from private hire vehicles idling, and travelling to the City for the sole purpose of circling and illegally plying for hire.

Manchester Outcomes	Strategy	Summary of the contribution to the strategy
A thriving and sustainable City: supporting a diverse and distinctive economy that creates jobs and opportunities		An effective and high quality licensing regime demands and encourages compliance and therefore raises standards and public confidence in licensed vehicles. This has the potential to increase the public use of these services which benefits the City economy and supports a safer night time economy in the City for visitors and residents as part of the overall transport offer.

A highly skilled city: world class and home grown talent sustaining the city's economic success	Effective regulation of Manchester licensed taxi and private hire drivers raises the standards of those operating within this part of the public transport industry, and promotes a world class fleet.
A progressive and equitable city: making a positive contribution by unlocking the potential of our communities	Manchester strives to have a world class licensed fleet that promotes equality and confidence to those living in, working in and visiting our City.
A liveable and low carbon city: a destination of choice to live, visit and work.	<p>In conjunction with vehicle licence policies – regulation of driver and operator behaviour can also reduce the carbon impact of this industry.</p> <p>Compliance activity provides a visible and reassuring presence to the public and serves to deter non-compliant and illegal taxi activity. All activity aims to ensure public safety and support Manchester as safe destination that people choose to live, visit and work in.</p>
A connected city: world class infrastructure and connectivity to drive growth	Effective regulation supports the ambition for a world class fleet and one that will assist economic growth.

Full details are in the body of the report, along with any implications for:

- Equal Opportunities Policy
- Risk Management
- Legal Considerations

Financial Consequences – Revenue - None

Financial Consequences – Capital - None

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Background documents:

Local Government (Miscellaneous Provisions) Act 1976

Current MCC Private Hire Operator Licence Conditions

Department for Transport (DfT) – Taxi and private hire vehicle licensing guide 2010

Law Commission Report 2014 - Taxi and Private Hire Services

De-regulation Act 2015

Immigration Act 2016

Report to Licensing and Appeals Committee on Private Hire Operator Licence Conditions – proposed new conditions for consultation – December 2017

DfT Task & Finish Group report 2018

IoL Guidance on determining suitability 2018

DfT Taxi and Private Hire Vehicle Licensing: Government response to independent report 2019

DfT proposed Statutory Guidance for Licensing Authorities 2019

1.0 Background

- 1.1 The licensing function seeks to support the council in delivering a safe and healthy city by promoting and enforcing best practice in licensing standards. Through the licensing process we aim to regulate both the hackney carriage and private hire trade to achieve these key objectives.
- 1.2 In the context of this report, Private Hire Operators and Driver Licence Conditions have a significant role to play. The current conditions have been in existence for a number of years and require updating. Officers have established that the private hire driver conditions have not been updated since 2001, and the Operator conditions since 2007. Copies of both sets of current licence conditions are attached at **Appendix 1**.
- 1.3 On 4 December 2017, the Committee was presented with a revised set of Private Hire Operator conditions for consideration. The Committee agreed that the conditions as proposed could go out to consultation in 2018. (Work was also planned to update other licence conditions and policies at this time). However soon after that decision was made, work to align taxi and private hire licensing standards across the 10 Greater Manchester authorities gained traction and the proposed consultation was put on hold pending a fuller review of all licence conditions and policies across GM to ensure collaboration and consistency.
- 1.4 The 10 authorities Licensing Managers formed the GM Licensing Network, which met regularly to work through and agree a set of proposed common minimum standards. Chairs of Committees and Executive Members were consulted and kept regularly informed and a GM wide public 'conversation' took place in the Summer of 2018 to help inform some of the work. It quickly became apparent that the Clean Air Plan needed to be closely aligned with any proposals for common minimum standards, particularly in relation to vehicles. Aligning the two pieces of work, placed a further delay on the progression of minimum standards due to delays with central government, and the GMCA finalising its business case in relation to Clean Air. The Committee will no doubt be aware that the Clean Air final business case remains outstanding, and that until more information is understood in relation to a possible Clean Taxi Fund, it is difficult to make decisions with regards to vehicle standards given the impact this will have financially on the trade.
- 1.5 Whilst it remains desirable to launch proposed common minimum standards across all 10 districts simultaneously, the prolonged delay is exacerbating the impact of outdated licence conditions in Manchester. It has been agreed at the GM Licensing Network that Manchester should move ahead independently on relevant proposals as it sees fit.

2.0 Considerations and key issues

- 2.1 The delay from the initial proposal 2 years ago has allowed consideration to be given to some movement with regards to national standards for taxi and private hire licensing. A DfT Task and Finish Group report of July 2018 made

34 recommendations to government to reform regulation of these industries. Government issued its response in February 2019 alongside proposed guidance to local authorities that went out to consultation between 12 February 2019 and 22 April 2019.

- 2.2 Some key acknowledgements from government in the above mentioned documents include:
- The term 'Taxi' should only be used in reference to a Hackney Carriage and not private hire
 - Requirement on drivers to use the DBS Update Service (current MCC practice but not conditioned on the licence)
 - Requirement to conduct overseas criminal record and background checks and for Private Hire Operator staff to obtain a DBS certificate
- 2.3 Officers also consider that general standards of conduct and higher standards of compliance (and therefore reduced complaints and improved public perception) could be improved if greater clarity was provided for drivers and operators in refreshed licence conditions, particularly with regard to:
- Expectations of conduct and dress code
 - Use of mobile devices and e-cigarettes
 - Expectations with regards to assistance dogs
 - Record keeping and reporting expectation on Private Hire Operators
 - Deterring and disrupting illegal plying for hire in the City and the resultant congestion on busy City centre thoroughfares from over-supply of private hire vehicles plotting and waiting around the City for bookings
 - Reducing carbon emissions from drivers who are idling in licensed vehicles
- 2.4 However, government is still yet to publish a response to the consultation on the updated guidance to local authorities, with no indication of a timeline for publication or for legislative reform. It is in this context, with all the drivers for more immediate change in the primary interest of better public safety, that officers now propose updating specific licence conditions in lieu of the regional and national changes.
- 2.5 Given the fact that vehicle licence conditions hold a greater relevance and link to the clean air work, it is proposed that the Committee consider Private Hire Operator and Private Hire Driver Licence conditions in the first instance and await further feedback from the GMCA with regards to Clean Air before deciding how to move forward with vehicles and other policy areas. The Council will of course be able to amend as necessary any conditions in the future.
- 2.6 Members will understand that the proposed licence conditions seek to introduce a more robust system for the regulation of private hire operators and drivers in Manchester and to set a higher standard for other local authorities to follow. However, we must also be mindful that coupled with our very proactive taxi and private hire licensing enforcement team and in the absence of national reform, some private hire licensees may seek to apply for licences

outside of Manchester, whilst being able to continue to work within the City boundary. In order to try to mitigate that risk, consideration should be given to raising greater public awareness about the varying standards in different licensing authorities. Alongside proposed conditions that seek to encourage customers to make more conscious decisions about the vehicles and drivers they are booking; this could be an opportunity to encourage residents and visitors to the City to support Manchester as a Licensing Authority that prides itself on endeavouring to raise the bar in the regulation of an industry where risks around vulnerability could be high.

- 2.7 Members will also be aware that proposed conditions designed to disrupt and deter illegal plying for hire and congestion within the City, will only apply to Manchester licensed drivers and operators, and so it remains important for Manchester to continue to work collaboratively with neighbouring authorities and government departments to strive for higher standards nationally.
- 2.8 Members should also note that whilst, following consultation, finalised and agreed licence conditions will be effective immediately for new private hire operator and private hire driver licences issued, it will take a number of years for all existing licences to be subject to new conditions. This is because private hire driver licences are issued for a 3 year duration and private hire operator licences have a 5 year duration. However, since 2018 the Unit has been issuing private hire operator licences with a 12 month duration in anticipation of the proposed changes and the need to be able to implement those changes as soon as possible. We also know we are due to renew the vast majority (around 90%) of our private hire driver licences from October 2021 – September 2022; and a large proportion of our Operator licences in 2022; so we can reasonably assume that amended licence conditions will apply to the majority of the affected licensees by the end of 2022.

3.0 Revised Proposed Conditions and Dress Code

- 3.1 The proposed Private Hire Operator Licence Conditions (**Appendix 2**) and Private Hire Driver Licence Conditions (**Appendix 3**) and linked Licensed Driver Dress Code (**Appendix 4**) attached have been drafted having due regard to a number of changes in relevant legislation, guidance and within the industry since 2007. These include (but are not limited to):
- DfT Taxi and Private Hire Vehicle Licensing Best Practice Guidance (March 2010)
 - Equalities Act 2010
 - DfT Private Hire Vehicle Licensing: guidance note (August 2011)
 - Law Commission Report 2014
 - Deregulation Act 2015
 - Immigration Act 2016
 - DfT Task & Finish Group report 2018
 - IoL Guidance on determining suitability 2018
 - DfT Taxi and Private Hire Vehicle Licensing: Government response to independent report 2019
 - DfT proposed Statutory Guidance for Licensing Authorities 2019

- Feedback from trade representatives and PH Operators at several trade engagement meetings 2016-2019

4.0 Consultation Process

4.1 It is proposed to conduct a standard 12 week period of consultation. Officers will instigate a 12 week consultation, as soon as practicable after this meeting. The consultation will open to the general public and all stakeholders but specific invitations to comments will be sent to:

- Private Hire and Hackney Trades
- GMP
- Disabilities groups
- Age Concern
- Suzy Lamplugh Trust
- Public
- Other Licensing Authorities

4.3 Following the consultation Officers will include any responses in a further report to the Committee for final consideration.

5.0 Key Policies and Considerations

(a) Equal Opportunities

Not relevant to the contents of this report

(b) Risk Management

Any decision to impose general licence conditions may be subject to challenge by way of Judicial Review if any party considers them to be potentially unlawful.

(c) Legal Considerations

In order to be lawful all conditions imposed on private hire driver licences, operator licences and vehicle licences under the Local Government Miscellaneous Provisions Act 1976 must be relevant and proportionate to achieve licensing aims of ensuring passenger safety, security and comfort.

6.0 Conclusion

6.1 The report provides Members with the relevant background information and considerations with regard to a proposal for new Private Hire Operator and Private Hire Driver Licence conditions and a Licensed Driver's dress code.

6.2 Members are asked to approve the proposed conditions for public consultation, with or without amendment.

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MANCHESTER CITY COUNCIL

CONDITIONS FOR PRIVATE HIRE OPERATORS

UNDER THE LOCAL GOVERNMENT (MISC. PROVISION) ACT 1976

Issued by:

Manchester City Council
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Re-Printed November 2004

Conditions Attached to Private Hire Operators Licences

1. In this licence:

"authorised Officer" has the same meaning as in Section 80 of the Local Government (Miscellaneous Provisions) Act 1976;

"the Council" means the Council of the City of Manchester;

"the Operator" means a person holding a licence to operate private hire vehicles issued pursuant to Section 55 of the Local Government (Miscellaneous Provisions) Act 1976;

"private hire vehicle" has the same meaning as in Section 80 of the Local Government (Miscellaneous Provisions) Act 1976.
2. The Operator shall obtain any necessary planning permission required for his premises and shall comply with any conditions attached thereto.
3. The Operator shall provide adequate telephone facilities and staff to provide an efficient service to the public using the Operator's facilities.
4. The Operator's radio equipment where such is installed shall be maintained in a sound condition and any defects shall be repaired promptly.
5. The Operator's premises shall be kept clean, adequately heated, ventilated and illuminated.
6. The Operator shall ensure that any waiting area for the use of prospective hirers shall be provided with adequate seating.
7. When the Operator accepts a hiring, he shall, unless prevented by some sufficient cause, ensure that a licensed private hire vehicle attends at the appointed time and place.
8. When the Operator accepts the hiring he shall, if required, specify to the hirer the fare or the rate of the fare for the journey to be undertaken and shall record all the details of the hiring legibly in the form prescribed by Condition 9.
9. The Operator must keep records of every private hire vehicle booking invited or accepted by him in the following format:

<i>Time booking received</i>	<i>Time booking allocated</i>	<i>Name of hirer</i>
<i>Pick-up Location</i>	<i>Destination</i>	<i>Driver</i>

The records must be immediately available for inspection on demand by an authorised City Council officer or Constable. The records must be continuous, chronological records. If the records are compiled on computer then they must be immediately capable of being printed from the computer onto paper and they must not be capable of retrospective alteration or amendment.

There must be only one set of records: cash and credit account bookings can be separately identified but must not be in separate sets of records. The name of the person compiling the records must be recorded on the records.

10. The Operator shall not dispose of any record of hirings required to be made by Condition 9 within six months of the latest hiring contained therein.
11. Every contract for the hire of a private hire vehicle shall be deemed to be made with the Operator whether or not he himself provides the vehicle.
12. Private Hire Operators in the City of Manchester shall only operate with vehicles and drivers licensed by the City of Manchester and shall operate only from premises within the City boundary.
13. The Operator must maintain and keep up-to-date the following records which must be immediately available for inspection on demand by any authorised officer of the City Council or Constable:
 - a. name and home address of every private hire vehicle driver operated by him;
 - b. details including date of expiry of the Manchester City Council private hire driver's licence of every private hire vehicle driver operated by him;
 - c. the unique radio call sign allocated to each private hire vehicle driver operated by him;
 - d. name and home address of the proprietor of every private hire vehicle operated by him;
 - e. details including Manchester City Council private hire licence plate number and expiry date and vehicle registration number of every private hire vehicle operated by him.
14. The Operator shall ensure that each private hire vehicle he operates displays a suitable notice inside the vehicle stating the name of the operator and giving details of how a customer may contact the operator in the event of any complaint relating to a contract for hire or purported contract for hire relating to or arising from his business. The operator will notify the Council in writing of any complaint which remains unresolved more than one calendar month after receipt of the complaint by the operator.
15. The Operator shall notify the Council of any conviction against him immediately in writing after his conviction has been imposed.
16. The Operators shall inform the Council of the scale of fees he intends charging and give the Council at least one calendar month's notice of any changes proposed thereto and will ensure that the current scale of fees is suitably displayed in all private hire vehicles operated by him.
17. If at any time during the period of this licence, the licensee ceases to be in business as an Operator or his Operator's licence is suspended or revoked, he shall immediately surrender and return it to the Council.
18. If any vehicle operated by the operator is fitted with a taximeter, the operator will ensure that:

- a. the taximeter is of a type approved by the Council and is maintained in a sound condition at all times and for it to be located within the vehicle in accordance with the reasonable instructions of the authorised Officer.
 - b. the taximeter to be set to display the fare table submitted to the Council from time to time.
19.
 - a. Advertising on vehicles - no notice, sign or advertisement seeking to advertise or promote the business of a private hire operator shall be displayed on a private hire vehicle which includes the words TAXI or CAB, whether in the singular or plural, or any words or devices which give any indication that the service to which the notice, sign or advertisement relates is that which can only be provided by a licensed Hackney Carriage.
 - b. Advertising other than on private hire vehicles - no notice, sign or advertisement seeking to advertise or promote the business of a private hire operator wherever it is displayed shall consist of or include the words TAXI or CAB, whether in the singular or plural, or any words or devices which give any indication that the service to which the notice, sign or advertisement relates is that which can only be provided by a licensed Hackney Carriage unless the words PRIVATE HIRE are also displayed with equal prominence.
20. The following must be prominently displayed on the premises in an area to which the public have access or in a waiting room/area if provided:
 - a. a copy of the Operator's licence;
 - b. a schedule of fares and charges;
 - c. a notice giving the address of the Licensing Office.
21. The Private Hire Operators Licence is granted solely in respect of the premises referred to on the licence. A licence holder who operates from more than one premises is required to pay an additional charge per premises at a rate determined by the City Council.



Private Hire Driver Conditions

Revised 17 September 2001

Conditions of Licence for Private Hire Drivers

1. In this licence:

"the Council" means the Council of the City of Manchester

"identification plate" means the plates issued by the Council for the purpose of identifying the vehicle as a private hire vehicle.

"the operator" is a person holding a licence to operate private hire vehicles issued pursuant to Section 55 of the Local Government (Miscellaneous Provisions) Act 1976.

"private hire vehicle" has the same meaning as in Section 80 of the Local Government (Miscellaneous Provisions) Act 1976.

"the proprietor" has the same meaning as in Section 80 of the Local Government (Miscellaneous Provisions) Act 1976.

"Faremeter" has the same meaning as in Section 80 of the Local Government (Miscellaneous Provisions) Act 1976.

2. The licensee shall notify the Council of any conviction against him/her immediately in writing after the conviction has been imposed.
3. The licensee shall not permit any other person to drive a vehicle let for hire except with the consent of the vehicle proprietor.
4. The licensee shall, at all times when the vehicle is available or being driven for hire, be clean and respectable in his/her dress and person, shall behave in an orderly manner and conduct him/herself with civility and propriety towards every person seeking to hire, or hiring or being conveyed and shall comply with every reasonable requirement of every person hiring or being conveyed in the vehicle.
5. The licensee shall not, except with the express consent of the hirer, smoke, drink or eat in the vehicle.
6. The licensee:
 - a) Shall not, except with the express consent of the hirer, play any radio or sound reproducing instrument or equipment in the vehicle other than for communicating with the operator.
 - b) Shall at no time cause or permit the noise emitted by any radio equipment or any sound reproducing equipment, installed in the private hire vehicle, to be a source of annoyance to any person whether inside or outside the vehicle.
7. The licensee, when hired to drive to any particular destination, shall, subject to any directions given by the hirer, proceed to that destination by the shortest practicable route.
8. The licensee shall not, except with the express consent of the hirer, convey any person other than the hirer in the private hire vehicle.

9. The licensee shall not conceal either the exterior identification plates of the private hire vehicle or the details printed or marked thereon, or the interior display of the private hire vehicle licence numbers, from the public view, and will keep the identification plates and the display in a clean condition.
10. The licensee of a private hire vehicle who has agreed or has been hired to be in attendance with a vehicle at an appointed time or place, shall unless delayed or prevented by some sufficient cause, punctually attend with the private hire vehicle at such appointed time and place.
11. The licensee shall afford all reasonable assistance with passenger's luggage.
12. The licensee shall deposit his Private Hire Driver's Licence with the proprietor of the vehicle that he is driving, before commencing to drive that vehicle for private hire.
13. The licensee shall, immediately after termination of any hiring or as soon as practicable thereafter, carefully search the private hire vehicle for any property which may have accidentally been left therein.
14. The licensee of a private hire vehicle shall if any property is accidentally left therein by any person who may have been conveyed in the vehicle and be found by or handed to him:
 - a) carry it as soon as possible and in any event within 24 hours if not sooner claimed by or on behalf of its owner, to the Licensing Unit.
 - b) be entitled to receive from the person to whom the property may be delivered, an amount equal to 10p in the pound of its estimated value or the fare from the distance of the place of finding to the Licensing Unit, whichever is the greater but not more than £10.
15. The licensee shall at all times when a vehicle is hired, take all responsible steps to ensure the safety of the passengers conveyed on entering or alighting from the vehicle.
16. The licensee shall give notice to the Council of any change of his address during the period of the licence within 7 days of such change taking place.
17. The licensee shall not allow any child under the age of 10 years to be conveyed in the front of the vehicle.
18. The licensee shall allow only one passenger to be carried in the front of the vehicle beside the driver.
19. The licensee shall at all times carry a copy of these Conditions in the private hire vehicle for inspection by the hirer or other passengers.
20. The licensee shall, if requested by the hirer, provide him with a receipt for the fare paid.
21. If the vehicle being driven is fitted with a faremeter the licensee shall not cause the fare recorded thereon, to be cancelled or concealed until the hirer has had a reasonable opportunity of examining it and has paid the fare.
22. The driver of a private hire vehicle shall not demand from any hirer a fare in excess of that prescribed by the fare table displayed in the vehicle or if the vehicle is fitted with a

faremeter the fare shown on the face of the faremeter, unless this has been previously agreed with the operator at the time of booking.

23. The licensee shall not while driving or in charge of a private hire vehicle:
- a) tout or solicit on a road or other public place any person to hire or be carried for hire in any private hire vehicle, or
 - b) cause or procure any other person to tout or solicit on a road or any other public place, any person to hire or be carried for hire in any private hire vehicle, or
 - c) offer that vehicle for immediate hire while the licensee or that vehicle is on a road or other public place provided that merely parking that vehicle on a road or other public place shall not of itself be deemed to be a breach of this condition, or
 - d) accept an offer for the immediate hire of that vehicle while the licensee or that vehicle is on a road or other public place except where such offer is first communicated to the licensee by telephone or by radio apparatus fitted to that vehicle.

IN THIS CONDITION:

"road" means any highway and any other road to which the public has access including such roads at Manchester International Airport, and bridges over which a road passes.

24. If at any time, during the period of his/her licence, the licensee, for any reason, does not wish to retain it or the licence is suspended or revoked the licensee shall immediately surrender and return it to the Council.
25. Disabled persons or those who accompany them shall not be refused conveyance on the grounds that they are accompanied by a guide, hearing or prescribed assistance dog. There shall be no additional charge for the conveyance of the assistance dog and it shall be allowed to remain with the passenger. This condition will not apply if the driver concerned has applied for and been granted a medical exemption by Manchester City Council and is properly exhibiting a notice of such exemption in the private hire vehicle.
26. The Licensee shall only be engaged to drive private hire vehicles licensed by the City of Manchester.

FARE CARDS / NOTICES

27. The driver:
- a) will ensure that a copy of the fare table in a form approved by the Council is exhibited inside the vehicle at all times the vehicle is being used for hire. The card must not be concealed from view, allowed to become defaced or rendered illegible.
 - b) will ensure that at all times the vehicle is being used for hire, a suitable notice is displayed in the vehicle stating the name of the operator and giving details of how a customer may contact the operator in the event of any complaint relating to the hire of the vehicle.

SOUNDING OF CAR HORNS

28. The driver of a private hire vehicle will not sound the vehicle's horn as a means of alerting hirers of his presence.

Taxi Licensing Team
PO Box 532
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M60 2LA
E-mail: taxilicensing@manchester.gov.uk
Web: www.manchester.gov.uk/taxi

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PROPOSED PRIVATE HIRE OPERATOR CONDITIONS

The Operator shall at all times comply with the provisions of Part II of the local Government (Miscellaneous Provisions) Act 1976 and the conditions hereinafter provided.

1. Definitions

For a legal definition of these terms, see the Local Government (Miscellaneous Provisions) Act 1976. You can get a copy online.

"Authorised Officer" any Officer of the Council authorised in writing for the purposes of the Local Government (Miscellaneous Provisions) Act 1976

"The Council" means Manchester City Council

"The Operator / PHO" a person who makes provisions for the invitation and acceptance of bookings/hiring for a Private Hire Vehicle.

"The Private Hire Vehicle" a motor vehicle constructed to seat fewer than nine passengers, other than a hackney carriage or public service vehicle which is provided for hire with the services of a driver for the purpose of carrying passengers

"District" means the area within the Licensing Authority boundary

Words importing the masculine or feminine gender such as 'his' and 'her' shall include a company and be construed accordingly.

Reference to the Council's email address means the email address for the Council's Licensing Department.

Where any condition below requires the Licensee to communicate with the Council, unless otherwise stipulated, all communication must be to the Council's Licensing Department.

2. Premises & Equipment

- 2.1 The Operator shall obtain any necessary planning permission required for his/her premises and shall comply with any conditions imposed.
- 2.2 The Operator shall provide adequate communication facilities and staff to provide an efficient service to the public using the operator's facilities.
- 2.3 The Operator's premises shall be kept clean and tidy, and adequately heated, ventilated and lit.
- 2.4 The Operator shall ensure that any waiting area for the use of prospective hirers shall be provided with adequate and comfortable seating.
- 2.5 The Operator's radio/electrical equipment where installed shall be regularly maintained in good working condition and any defects shall be repaired promptly.
- 2.6 The Operator shall at no time cause or permit any audio equipment to be a source of nuisance, annoyance or interference to any other person. In addition, all reasonable

precautions are to be taken to ensure that activities within the Operator's office and from licensed vehicles do not create a nuisance to others.

- 2.7 The Operator shall obtain and maintain in force at all times a public liability insurance policy in respect of his/her premises and produce the same to an Authorised Officer or Constable on request.
- 2.8 The Operator must display the following at their premises at all times:
- a) A copy of the current Operator licence
 - b) A schedule of fares
 - c) A notice which provides information on how to complain to the Licensing Authority including email and phone number
 - d) A copy of the public liability insurance policy certificate

The above shall be displayed in a prominent position, where the public have access and, where it can be easily read.

- 2.9 If the Operator has a website and/or uses Application based technology to attract bookings, the notices listed at 2.8 above must also be available to view on the relevant web pages or application menu.
- 2.10 The Operator shall now allow their Licensed Operator Premises to be used to conduct business relating to another non-MCC Licensed Operator.

3. Booking Fares

- 3.1 When accepting the hiring, the Operator shall, unless prevented by some sufficient cause, ensure that a licensed private hire vehicle attends at the appointed time and place.
- 3.2 When accepting the hiring, the Operator shall, if requested by the person making the booking, specify the fare or the rate of the fare for the journey to be undertaken and, in every case, the Operator shall immediately enter all the details of the hiring legibly as required, by Condition 3.3.
- 3.3 The records of hiring accepted by the Operator as required under Section 56 of the Local Government (Miscellaneous Provisions) Act 1976, shall contain the following detail:
- Time and date booking received (using 24-hour clock)
 - Name and contact details (phone number or address) of person making the booking
 - How the booking was made e.g. Telephone/Online etc
 - Time and detailed pick up location
 - Specific destination (the use of the term 'as directed' or similar term should only be used exceptionally).
 - ID of dispatched driver (i.e. name and call sign)
 - ID of dispatched vehicle (Licence/fleet number)
 - ID of person taking booking (excludes electronic bookings)
 - Any special requirements e.g. wheelchair accessible or disability assistance

- Details of any subcontracting to or from another PHO (Inc. any other Operator owned by the Operator subject to these conditions)
- Any fare quoted at time of booking, if requested by the person making the booking.

- 3.4 The Operator shall not allow drivers to pass a booking on to the Operator on the passenger's behalf, and will take all reasonable steps to ensure their drivers are aware that such practice is illegal.
- 3.5 Where a booking is sub-contracted the customer must be so advised and informed as to the sub-contracted Operator who will be undertaking the booking.
- 3.6 If a non - Manchester City Council licensed driver and vehicle are being dispatched to fulfil the booking, the Operator must communicate to the person making the booking (whether via telephone, automated booking or booking App) the following message:
- The driver and vehicle you are about to book are not licensed by Manchester City Council to Manchester standards and Manchester Council are not empowered to take licensing action in the event of a complaint. Your driver and vehicles are licensed by {insert name of Council} and customers will have to deal with that authority in the event of a complaint.*
- 3.7 The booking system used by the operator must be demonstrated to and approved by an authorised officer, and the approved booking system, whether that be an electronic or manual system, can only be used to record journeys taken for and carried out by vehicles licensed by Manchester City Council (or a Public Services Vehicle, operating under a licence from the Vehicle and Operator Services Agency).
- 3.8 No change in the approved booking system can be made unless that change has been approved by an authorised officer.

4. Record Keeping & Responsibility

- 4.1 The Operator must keep detailed, up to date, records of every driver and vehicle operated by him (whether licensed as private hire or hackney carriage) and no matter which Council licensed the driver/vehicle. The records must include:
- a) Name and home address of the driver
 - b) The dates the driver commenced fulfilling bookings from the PHO and the date the driver ceased taking bookings from the PHO (where applicable).
 - c) A copy of the driver's current private hire or hackney carriage driver licence including the expiry date of that licence and that Licensing Authority that issued it.
 - d) Name and home address of the proprietor of every vehicle
 - e) A copy of the current vehicle licence including expiry date, the licensing authority that issued it.
 - f) The date the vehicle was first used by the PHO to fulfil bookings and the date the PHO ceased using the vehicle to fulfil bookings (where applicable)
 - g) The vehicle registration number

- h) A list of unique radio/call sign allocated to the driver and vehicle
- i) A copy of the valid insurance in place for the driver and vehicle

4.2 The Operator must ensure that booking records are:

- a) Kept electronically
- b) Are available for immediate inspection by an Authorised Officer or Police Officer
- c) Able to be printed onto paper or downloaded in an electronic format
- d) Continuous and chronological
- e) Not capable of retrospective alteration or amendment
- f) Kept as one set of records. Cash and credit account bookings can be separately identified but must not be in separate sets of records. The name of the person compiling the records must be detailed on the records.
- g) Are clear, intelligible, kept in English and retained for a minimum of 12 months from the date of the last entry or for such other period as required by an Authorised Officer.

4.3 The Operator must retain records for a minimum period of 12 months, and make available any GPS data and any voice recording system for inspection upon request by an Authorised Officer or Police Officer.

4.4 The Operator must implement a robust system to ensure that drivers and/or vehicles do not operate when their licence or insurance has expired. This must be documented and approved by an Authorised Officer.

4.5 The Operator must conduct a check of the Council's public register before allowing a driver to carry out bookings.

4.6 The Operator must take all reasonable steps to ensure that its drivers and vehicles, when plotting or waiting without bookings around the district, do not do so:

- a) in high footfall / high visible locations
- b) outside busy venues/businesses or in close proximity to events
- c) at the front or back of designated hackney ranks
- d) in groups or lines that present as a 'rank'
- e) in contravention of road traffic orders

Operators will upon request by an Authorised Officer or Police Officer demonstrate how they monitor and control this behaviour.

4.7 The Operator must have an approved process in place to ensure that the individual carrying out a booking is the licensed driver they have employed for this purpose.

4.8 The Operator will ensure registration with the Information Commissioner's Office for Data Controller, CCTV and other relevant purposes. Where the Operator is exempt from registration with the Information Commissioner's Office, they will notify the Council within 7 days of the commencement of these conditions.

- 4.9 Where the Operator agrees sub-contracting arrangements with other non-Manchester City Council licensed Operators, it must have due regard for the comparative licensing policies and standards of the relevant licensing authority their partner Operator is subject to, and take steps not to undermine the Council's licensing standards which have been set in the interests of promoting high levels of public safety.

5. Complaints

- 5.1 The Operator must notify the Council immediately by email (or in any case within 24 hours) of any complaints, police enquiries or notification of convictions involving any driver that is registered to carry out bookings for the operator which relates to matters of a sexual nature, dishonesty, indecency, violence or threats of violence, equality or drugs. The Operator is required to provide at the time of notification to the council the identity of the driver involved and the nature of the complaint/enquiry including the complainant's details. This notification to the Council must take place regardless of whether the Operator ceases any contractual arrangement with the driver.
- 5.2 The Operator must record every complaint received against its service (against any driver operated by him, including those licensed by other authorities carrying out a sub-contracted booking on the Operator's behalf) and, if unable to resolve the complaint within 7 days (from the date of the complaint) the Operator must provide the complainant with the relevant Licensing Authority contact details within 10 days (from the date of complaint).
- 5.3 Where a complaint not covered by section 5.1 above is received against a driver and it remains unresolved after 7 days (from the date of complaint), the operator must notify the Council within 10 days (from the date of complaint). The Operator is required to provide at the time of notification, the identity of the driver involved, the nature of the complaint/enquiry including the complainant's details.
- 5.4 The Operator must provide a report every six months to the council detailing all complaints received (including against drivers carrying out sub-contracted bookings) and action taken. The report should be provided no later than one month after the end of the reporting period. The Operator must keep all records for at least 12 months.

6. Convictions and Staff Vetting

- 6.1 The licensee shall notify the Council immediately in writing (or in any case within 24 hours) if they are subject to any of the following:
- arrest or criminal investigation,
 - summons,
 - charge,
 - conviction,
 - formal/simple caution,
 - fixed penalty,
 - criminal court order,
 - criminal behaviour order or anti-social behaviour injunction,
 - domestic violence related order,
 - warning or bind over
 - any matter of restorative justice

and shall provide such further information about the circumstances as the Council may require.

6.2 The Operator must keep up to date records of all individuals working in any capacity (paid or unpaid) for the business as follows:

- Full Name
- Address
- Date of Birth
- Contact details (phone and email)
- DBS issue date and certificate number
- Start and finish dates of employment
- Job Title

6.3 The Operator must ensure that all individuals (non-drivers) working in any capacity (paid or unpaid) have obtained a basic DBS Certificate from the Disclosure and Barring Service before commencing employment. The DBS certificate must be dated within one month before the commencement of employment.

6.4 The Operator must ensure that DBS checks are carried out for all existing staff (paid or unpaid) within one month of the commencement of these conditions.

6.5 The employee should be registered with the DBS Update Service to enable the Operator to conduct regular checks (annually as a minimum) of the individual's DBS status.

6.6 The Operator must have a policy compatible with the Council's suitability policy or adopt the Council's suitability policy and implement this policy in relation to the recruitment of all staff (paid or unpaid).

7. Advertisements

7.1 The Operator shall not cause or permit to be displayed in, on or from his/her premises or to be published in relation to the Operator's business any sign, notice or advertisement which consists of or includes the words "Taxi" whether in the singular or plural or 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 operated by him/her is a hackney carriage.

7.2 All advertisements by the Operator should first be approved by the Council to ensure they comply with conditions and do not breach the Codes of Practice of the Advertising Standards Authority or those of the Portman Group relating to alcohol advertising.

7.3 The Operator must not dispatch any vehicle that has been licensed by another Authority, which uses, displays or exhibits any literature, documentation, advertising or which displays any signage associated to the Private Hire Operator or the Council

which suggests, indicates, misleads or might lead to a misunderstanding that the vehicle is licensed by this Council.

8. Notifications and Licence Administration

- 8.1 For the duration of the licence, the licensee shall pay the reasonable administration charge or fee attached to any requirement to attend training, or produce a relevant certificate, assessment, validation check or other administration or notification process.
- 8.2 The Licensee shall notify the Council in writing within 14 days of any transfer of ownership of the vehicle. The notice will include the name, address and contact details of the new owner.
- 8.3 The Licensee shall give notice in writing to the Council of any change of his address or contact details (including email address) during the period of the licence within 7 days of such change taking place.

9. Duty to Co-operate

- 9.1 The Operator and his/her staff shall co-operate fully with any Local Authority Authorised Officer or Police Officer in respect of any enquiries or investigations carried out relating to drivers or vehicles currently connected to the business or formerly connected to the business.
- 9.2 The operator will provide the Council with details of appropriate members of staff (whether at the base or via telephone) to be contactable during the times of operation (day or night) in relation to compliance/enforcement related matters. Where the aforementioned contact details change, the Operator shall inform the Council of the new contact details within 24 hours.
- 9.3 The Operator shall grant access to the licensed premises to any Local Authority Authorised Officer or Police Officer upon request.

10. Lost Property

- 10.1 The Operator must keep a record of lost property that is handed to him by drivers or passengers. The record must include the date the item is handed to the Operator, details of where it was found and a description of the property. The log must always be available for inspection by an Authorised Officer or Police Officer and any information entered onto the record must be kept for a period of 12 months from the date of entry.
- 10.2 Any lost property held by the Operator must be stored securely by him for 6 months after it was found.

11. Operator Policies

- 11.1 Operators are required to adopt, implement, review, update as is necessary and submit to the Council the following policies:
 - Safeguarding Policy
 - Customer Service and Complaints Policy which includes conduct of drivers and the timeframe for responding to complaints

- Equality Policy (Equality Act 2010) including disability awareness and the carrying of assistance animals.
- Data Protection Policy
- Recruitment / Suitability Policy

12 **Training**

- 12.1 Operators should ensure that they have attended any licensing training required by the Council on within one month of a licence being granted or as otherwise directed by the Council.
- 12.2 The Operator must ensure that training is provided to staff (paid or unpaid) on licensing law, the policies listed at paragraph 11.1 and how and when to accept bookings. This training must be undertaken within one month of the commencement of these conditions or employment and thereafter, at least every two years. The Operator must keep a record of the aforementioned training which has been signed by the operator and the member of staff.

PROPOSED PRIVATE HIRE DRIVER CONDITIONS

The licensee shall at all times comply with the provisions of Part II of the Local Government (Miscellaneous Provisions) Act 1976 and the conditions hereinafter provided.

Definitions

In this licence:

"the Act" means the Local Government (Miscellaneous Provisions) Act 1976.

"the Council" means Manchester City Council

"the Operator" means a person holding a licence to operate private hire vehicles issued pursuant to Section 55 of the Act.

"private hire vehicle" has the same meaning as in Section 80 of the Act.

"the proprietor" has the same meaning as in Section 80 of the Act.

"the meter" means any device for calculating the fare to be charged in respect of any journey in a private hire vehicle by reference to the distance travelled or time elapsed since the start of the journey or a combination of both.

"authorised officer" has the same meaning as in section 80 of the Act.

"licensee" means the person who holds the private hire drivers' licence.

"hirer" means the customer that has made the booking, who could also be the passenger

"passenger" means the person(s) travelling in the booked vehicle. For the avoidance of doubt, all children (including babies) count as individual passengers.

'Sexual Activity' includes but not limited to touching, kissing, inappropriate comments or conversation or propositioning.

"Owner" means a person to whom any lost property belongs to

"Drivers badge" has the same meaning as in Section 80 of the Act.

Words importing the masculine gender such as "he" and "him" shall include the feminine gender and be construed accordingly.

Where any condition below requires the Licensee to communicate with the Council, all communication must be to the Council's Licensing Department unless otherwise stated. Reference to the Council's email address means the email address of the Council's Licensing Department.

1. Licence Administration

- 1.1 The licensee shall notify the Council in writing of any change of their address and contact details during the period of the licence within 7 days of such change taking place.
- 1.2 The licensee shall notify the Council in writing within 7 days of commencing work with a private hire operator.
- 1.3 The licensee shall notify the Council in writing within 7 days of any subsequent change of operator.
- 1.4 The licensee shall provide a copy of his private hire driver's licence with the Operator through which the Private Hire Vehicle is being used.
- 1.5 The licensee shall ensure that relevant documentation (including DBS certificate/status, Medical Certificate, and right to work documentation) required by the Council to assess their fit and proper status, is kept up to date and remains 'valid' in line with the Council's policies.
- 1.6 For the duration of the licence, the licensee shall attend (as required) and pay the reasonable administration charge or fee attached to any requirement for training or to produce a relevant certificate (i.e. new medical certificate), assessment, validation check or other administration process.
- 1.7 The licensee will register and remain registered with the DBS Update Service to enable the Council to undertake regular checks of the DBS certificate status as necessary.

2. Convictions and Suitability Matters

- 2.1 The licensee shall notify the Council immediately in writing (or in any case within 24 hours) if they are subject to any of the following:
 - arrest or criminal investigation,
 - summons,
 - charge,
 - conviction,
 - formal/simple caution,
 - fixed penalty,
 - criminal court order,
 - criminal behaviour order or anti-social behaviour injunction,
 - domestic violence related order,
 - warning or bind over
 - any matter of restorative justice
 and shall provide such further information about the circumstances as the Council may require.

3 Notifications of Medical Conditions

- 3.1 The licensee shall notify the Council of any newly diagnosed or change to a current medical condition which may restrict their entitlement to a driver's licence requiring a DVSA Group 2 medical standard. Notification must be sent to the Council's email address immediately (or in any case within 48 hours) of the relevant diagnosis or change to medical condition.
- 3.2 The licensee shall at any time (or at such intervals as the Council may reasonably require) produce a certificate in the form prescribed by the Council signed by an

appropriate Doctor/Consultant who has access to the driver's full medical records to the effect that he/she is or continues to be fit to be a driver of a private hire vehicle.

4 Driver Badge

- 4.1 The licensee shall at all times when driving a private hire vehicle wear the driver's badge issued to them by the Council so that it is plainly and distinctly visible and show it to any passenger(s) if requested.
- 4.2 The badge shall be returned to the Council immediately upon request by an Authorised Officer (i.e. the licence is suspended, revoked or becomes invalid for any reason).
- 4.3 The licensee must wear any lanyard, clip or holder issued to them by the Council.

5 Driver Conduct and Dealing with Passengers

- 5.1 The licensee shall behave and drive in a civil, professional and responsible manner to passengers, other road users, members of the public Council officers and other agencies.
- 5.2 The licensee shall comply with any reasonable request made by an Authorised Officer, Testing Mechanic or Police Officer. The licensee will also comply with any reasonable request of the passenger regarding their comfort during the journey (e.g. heating/ventilation).
- 5.3 The licensee shall, unless delayed or prevented by some sufficient cause, punctually attend with the private hire vehicle at the appointed time and place as required by the operator booking or as instructed by an Authorised Officer.
- 5.4 The licensee shall stop or park the private hire vehicle considerately and legally (not in contravention of any road traffic orders) and shall switch off the engine if required to wait (no idling).
- 5.5 The licensee shall not use the vehicle's horn to attract customer attention. The horn must only be used in an emergency.
- 5.6 The licensee shall comply with the Council's Licensed Drivers Dress Code.
- 5.7 The licensee shall provide reasonable assistance to passengers as required by the hirer (e.g. mobility assistance and loading/unloading luggage). The licensee shall not provide mobility assistance to passengers by physically touching without consent to do so.
- 5.8 The licensee shall ensure that luggage (including shopping and other large objects) are safely and properly secured in the vehicle.
- 5.9 The licensee and passengers are not permitted to smoke in the vehicle. The licensee also must not:
 - a) vape or use an e-cigarette in the vehicle
 - b) drink or eat whilst driving
 - c) use any hand held device whilst driving or allow themselves to be distracted in any other way
 - d) display any moving images or have any form of visual display screen fitted to the licensed vehicle other than satellite navigation
 - e) conduct lengthy telephone conversations whilst driving passengers

- f) play a radio or sound reproducing instrument or equipment in the vehicle (other than for communicating with the operator) without the express permission of the passenger(s)
- g) cause or permit the noise emitted from any radio or sound reproducing instrument or equipment in the private hire vehicle to cause nuisance or annoyance to any person
- 5.10 The licensee when hired shall, (subject to any directions given by the passenger), take the shortest route bearing in mind likely traffic problems and known diversions and explain to the passenger any diversion from the most direct route. Alternative routes must be discussed with the passengers before being taken.
- 5.11 The licensee shall at all times when a vehicle is hired take all reasonable steps to ensure the safety of the passengers within, entering or alighting from the vehicle.
- 5.12 The licensee shall report immediately to the operator any incident of concern including accidents where hurt or distress has been caused, customer disputes or passenger conduct concerns.
- 5.13 The licensee shall be vigilant regarding vulnerable passengers and safeguarding concerns when carrying out his duties and shall report any concerns immediately or in any event within 24 hours in accordance with Council guidance.
- 5.14 The licensee shall report (on the conclusion of the booking) to the operator any complaints a passenger/member of the public has made to the licensee regarding their conduct or the conduct of other personnel/drivers.
- 5.15 The licensee shall not engage in any sexual related activity in a licensed vehicle, even if consensual.
- 5.16 The licensee shall not, except with the express consent of the hirer/passenger or approved ride share journey, carry any person (other than the hirer/passenger) in the private hire vehicle.
- 5.17 The licensee shall not carry a greater number of passengers than is prescribed on the vehicle licence and shall not allow any unaccompanied child to be carried in the front seat of the vehicle.
- 5.18 The licensee will ensure that the vehicle is clean for passengers and the plate clearly visible at all times he is on control of the vehicle.
- 5.19 The licensee will ensure that he is aware of all the workings and mechanics of the vehicles before undertaking bookings.
- 5.20 The licensee shall report any accidents involving a licensed vehicle they are driving within 72 hours to the Licensing Department and must comply with any requests thereafter by an Authorised Officer.
- 5.21 The licensee shall ensure that a daily vehicle check log has been completed (either by himself or the vehicle proprietor) at the beginning of each shift. The checks to be carried out are as follows:
- lights and indicators
 - tyre condition, pressures and tread

- Wipers, washers and washer fluid levels
- Cleanliness inside and out
- Bodywork – no dents or sharp edges
- Licence plates present and fixed in accordance with these conditions
- Any internal discs on display and facing inwards so customers can see
- Door and bonnet stickers on display
- Tariff sheet on display
- Horn in working order

The licensee shall ensure a record of the above information is kept in the vehicle at all times and will ensure the information is available to an Authorised Officer upon request.

6 Assistance Dogs

- 6.1 The Licensee shall carry a disabled passenger's assistance dog with the passenger. The licensee will follow the advice of the passenger as to the exact position and location for the assistance dog to travel, to best suit their needs.
- 6.2 Where the licensee has been granted a medical exemption so as to exempt them from any requirement under the Equality Act 2010; the notice of exemption must be displayed in the vehicle so that it is visible by fixing it in an easily accessible place (for example on the dashboard) or as prescribed by the Council.
- 6.3 The licensee must notify their operator of any medical exemption they hold in relation to the requirements under the Equality Act 2010.

7 Fares

- 7.1 If the vehicle is fitted with a meter the licensee shall ensure it is always visible. The licensee shall ensure it is not cancelled or concealed until the passenger has paid the fare.
- 7.2 The licensee shall ensure a copy of the current fare table is always displayed and visible in the vehicle.
- 7.3 The licensee shall not demand from any passenger a fare in excess of that previously agreed or if the vehicle is fitted with a meter the fare shown on the face of the taximeter.
- 7.4 The licensee shall, if requested by the passenger, provide a written receipt for the fare paid.

8 Conduct relating to illegally plying or standing for hire

- 8.1 The licensee shall ensure that the passenger(s) entering the vehicle is/are the correct person(s) for whom the vehicle has been pre-booked.
- 8.2 The licensee must take precautions against behaviour that may be deemed to be standing or plying for hire, by not plotting or waiting without a booking:
- a) in high footfall /high visible locations
 - b) outside busy venues/businesses or in close proximity to events
 - c) at the front or back of designated hackney ranks

- d) in groups or lines that present as a 'rank'
- e) in contravention of road traffic orders

8.3 The licensee shall not while driving or in charge of a private hire vehicle:

- (a) Tout or solicit any person to hire or be carried for hire in any private hire vehicle or allow the vehicle to be used other than for private hire purposes.
- (b) Cause or allow any other person to tout or solicit any person to hire or be carried for hire in any private hire vehicle.
- (c) Offer any Private Hire vehicle for immediate public hire (whether the journey was undertaken or not)
- (d) Accept, or consider accepting, an offer for the immediate hire of that vehicle, including any such hire that is then communicated to the Operator to be recorded on the Operator's booking system. For the avoidance of doubt, bookings can only be undertaken when first communicated to the licensee by the operator.

9. Responsibility for lost property

- 9.1 The driver must immediately after the end of every hiring or as soon as is practical thereafter, search the vehicle for any property which may have been accidentally left there.
- 9.2 If any property accidentally left in a private hire vehicle is found by or handed to the licensee then all reasonable steps must be taken to return the property to its rightful owner. If the property cannot be returned to the owner, then the property should be reported to the Operator through whom the passenger booked the vehicle at the earliest opportunity, and handed to the Operator as soon as is practical and in any case within 24 hours of the property being found.

Licensed Drivers Dress Code

The purpose of the dress code is to set a standard that provides a positive image of the licensed hackney carriage and private hire trade in Manchester, promoting public and driver safety.

Dress Standard

- All clothing worn by those working as private hire or hackney carriage drivers must be in good condition and the driver must keep good standards of personal hygiene.
- As a minimum standard whilst working a licensed driver, males should wear trousers and a shirt which has a full body and short/long sleeves. Knee length tailored shorts are acceptable. Exceptions related to faith or disability are accepted.
- As a minimum standard whilst working as a licensed driver, females should wear trousers, or a knee length skirt or dress, and a shirt/blouse which have a full body and a short/long sleeve. Knee length tailored shorts are also acceptable. Exceptions related to faith or disability are accepted.
- Footwear whilst working as a licensed driver shall fit (i.e. be secure) around the toe and heel.

Examples of unacceptable standard of dress

- Clothing that is not kept in a clean condition, free from holes, rips or other damage.
- Words or graphics on any clothing that is of an offensive or suggestive nature which might offend.
- Sportswear e.g. football/rugby kits including shirts, track suits in whole or part or beachwear.
- Sandals with no heel straps, flip flops or any other footwear not secure around the heel.
- The wearing of any hood or any other type of clothing that may obscure the driver's vision or their identity.

Uniforms

The Council recognises the positive image that uniforms can create. This dress code does not require a licensed driver to wear a distinct uniform. The Council acknowledges that many private hire and hackney carriage companies do require licensed drivers to wear appropriate corporate branded uniform and this is a practice that the Council would encourage licensed drivers to support.

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