

**Poole Borough Council**  
**Hackney Carriages and Private Hire Licences**  
**Council Policies and Conditions**

**Purpose of the Booklet**

- Clearly state the law, conditions and standards attached to the issue of a licence.

**Licensees**

- All licensees have been placed in a position of trust and have a responsibility to ensure the public are transported in a safe, comfortable and efficient manner. These responsibilities cover driver behaviour and vehicle and service reliability.
- The booklet sets out rules for licenses that, if complied with, should ensure the above aims are achieved. All of the rules are legally binding on licensees, and breach of those standards may result in prosecution and/or loss of licence.
- It is essential therefore that all licensees make it their duty to know the conditions and law governing their profession.

**Contacts**

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**Introduction**

- Any licensee that fails to comply with these laws will become liable to prosecution, suspension, revocation or refusal to renew his/her licence.
- The Chief executive reserves the right to attach additional special conditions not listed within this document to any individual case deemed appropriate.

## **Hackney Carriage Drivers**

### **Requirements for driver**

Applicants must

- Be over 21 years of age
- Have had a drivers licence for at least 12 months.
- Have passed a medical examination, declaration and a knowledge test.
- Have been declared acceptable by a police disclosure form.
- Be deemed fit and proper to hold a licence by the council.

### **Conduct of Hackney Carriage Drivers**

- Shall have photo identity card clearly visible and attainable at all times
- Shall act in a civil and orderly manner, taking all reasonable precautions to ensure the safety of persons conveyed in the carriage.
- Shall not smoke tobacco, drink or eat without the permission of the passengers.
- Shall not play the radio, or sound producing instrument or equipment without the permission of the passengers other than sending or receiving messages in connection with the carriage operation.
- Shall at no time allow noise produced by a radio to be a source of nuisance or annoyance to persons inside or outside the carriage.
- Shall punctually attend an appointed time and place.
- A proprietor or driver must not at any time harass or pester any person to hire such a carriage.
- People have the right to select any carriage on any stand and a proprietor or driver must not interfere with this free selection.
- Shall not transport any greater number of persons than specified in the licence granted by the council.
- Shall not convey an animal belonging to himself or in custody of himself in the carriage.
- When not actually hired a hackney carriage driver must do the following.
  - Proceed to a hackney carriage stand.
  - If the stand is full one must proceed to another.
  - The driver must make sure the car is facing the same direction as any other carriage on the stand.
  - The carriage must move forward to the front of the rank if at any point a space becomes available.
  - Be within calling distance of the car and ready to be hired.

## Luggage

- Shall transport a reasonable amount of luggage when requested.
- Shall offer reasonable assistance in loading and unloading luggage to and from an appropriate distance from the vehicle.
- Is not obliged to convey
  - Any article or animal which is likely to cause damage to the carriage or its fittings
  - Any petroleum spirit or explosive or dangerous substance
  - Any noxious, odorous, foul or offensive substance.
- Shall not carry luggage on the roof of a carriage except in an approved luggage rack.

## Use Of Taximeter

- No fare must be recorded on the face of the taximeter when the vehicle is not in use.
- At the beginning of a journey the taximeter must be switched on hence the word "HIRED" will appear on the face of the taximeter.
- The dial of the taximeter must be illuminated throughout periods of darkness or when requested by the passenger.
- A proprietor or driver of a hackney carriage must not tamper with or allow anyone to tamper with the taximeter or the seals affixed to the taximeter.

## Statement of Fares

- The table of fares must be legible and displayed in a clearly visible position within the carriage.
- Shall provide a written receipt on request.

## Passenger Property

- The carriage shall be searched as soon as practical for property.
- Shall be handed to the office of the council within 48 hours and a receipt will be given.
- The proprietor or driver is entitled to the equivalent of 5 pence in the pound of its estimated value but no more than five pounds.

## Medical Disability

One must inform the Council at once if he/she has any disability or illness, which may affect his/her fitness as a driver.

## Address

The driver shall notify the council of a change of address within 7 days.

## **Convictions**

- The driver must inform the council of any convictions within seven days.
- The driver's identity card must be returned to the council upon expiry (if no renewal), revocation or suspension of the licence.

## **Penalties**

- If an offence against these byelaws is committed a fine of 50 pounds shall be charged and a further 5 pounds per day during which the offence continues after the conviction.

## **Private Hire Diver Conditions**

### **Requirements for driver**

Applicants must

- Be over 21 years of age
- Have had a drivers licence for at least 12 months.
- Have passed a medical examination, declaration and a knowledge test.
- Have been declared acceptable by a police disclosure form.
- Be deemed fit and proper to hold a licence by the council.

### **General Conduct of Private Hire Drivers**

- Shall have photo identity card clearly visible and attainable at all times
- Shall act in a civil and orderly manner, taking all reasonable precautions to ensure the safety of persons conveyed in the carriage.
- Shall not smoke tobacco, drink or eat without the permission of the passengers.
- Shall not play the radio, or sound producing instrument or equipment without the permission of the passengers other than sending or receiving messages in connection with the carriage operation.
- Shall at no time allow noise produced by a radio to be a source of nuisance or annoyance to persons inside or outside the carriage.
- Shall punctually attend an appointed time and place.
- Shall not transport any greater number of persons than specified in the licence granted by the council.
- Shall not convey an animal belonging to himself or in custody of himself in the carriage.

### **Luggage**

- Shall transport a reasonable amount of luggage when requested.
- Shall offer reasonable assistance in loading and unloading luggage to and from an appropriate distance from the vehicle.
- Is not obliged to convey
  - Any article or animal which is likely to cause damage to the carriage or its fittings
  - Any petroleum spirit or explosive or dangerous substance
  - Any noxious, odorous, foul or offensive substance.
- Shall not carry luggage on the roof of a carriage except in an approved luggage rack.

### **Passenger**

- The driver shall only allow one person over the age of ten years to sit in the front seat
- The driver shall transport any other person in the hired vehicle without the permission of the hirer.

## **Animals**

- Any animal belonging to or in the custody of a passenger must be conveyed in the rear of the vehicle and at the driver's discretion.

## **Taximeter**

- If a taximeter is fitted, it must be set to fares based on the councils approved table of fares and the fare must be legible and clear to the passenger until they have paid.
- If agreed by the driver or operator the quoted fare must be charged.

## **Ranking**

- Two or more Private Hire vehicles must not wait on the highway together unless they are actually hired at that point.

## **Licensed Driver (Proprietor)**

- Only licensed drivers must be employed to drive licensed vehicles for the purpose of hiring.

## **Address**

- The driver shall notify the council of a change of address within 7 days.

## **Convictions**

- The driver must inform the council of any convictions within seven days.
- The driver's identity card must be returned to the council upon expiry (if no renewal), revocation or suspension of the licence.

## **Lost Property**

- The carriage shall be searched as soon as practical once the journey has terminated for lost property.
- Shall be handed into the council office within 48 hours and a receipt shall be given.

### **Money entitlement**

Article	Amount
1. Handbag or purse (including contents if any) not containing money. Glove or pair of gloves Key or bunch of keys Hat Mackintosh (plastic or nylon) Scarf Book Smokers requisites Spectacles or sunglasses Umbrella Walking stick Article of small value	50p
2. Money, purse, handbag or other receptacle (including contents if any) containing money	10% of value of money, subject to a minimum charge of 50p and a maximum of £20
3. Pushchair or perambulator or baby buggy Items of clothing not being articles of small value and not otherwise specified.	£1
4. Livestock. Pet or other animal	£1
5. Additional daily charge for keeping animal	£1
6. Article, not otherwise provided for, of value not exceeding £50	£2.50
7. Article, not otherwise provided for, of value exceeding £50	£5

### **Medical Disability**

One must inform the Council at once if he/she has any disability or illness, which may affect his/her fitness as a driver.

### **Copy of Conditions**

The driver must carry a copy of these conditions, which should be made available to passengers on request.

### **Penalties**

If an offence against these byelaws is committed a fine of £100 shall be charged or to have the licence suspended or revoked.

## **Hackney Carriage Vehicle Conditions**

### **Type and maintenance of vehicles**

- Vehicles must be a hard top, four door saloon, estate, hatchback or purpose built taxi with a minimum of 1300cc engine size.
- Any material alteration or change of any kind to the vehicle must be approved by the council.
- The vehicle, fittings and equipment must be kept in an efficient, safe, tidy and clean condition. There must be adequate seating for at least four people with sufficient luggage space.

### **Signs and Notices**

- All hatchback, saloon and estate taxis must have an illuminated roof sign. To the front the word "TAXI" in 3-inch letters (+/- ½ inch) and above in 1-inch letters (+/- ¼ inch) "POOLE" must be displayed as black letters on a white panel. To the rear the word "TAXI" must be shown in black. (Purpose built taxis, which have integral illuminated signs, are acceptable.)
- Commercial advertisements may be placed on the rear door of the taxi or the rear of the car.

### **Licence Plate**

- The vehicle licence plate, showing vehicle registration, passenger capacity and vehicle licence number, must be fixed to the outside rear of the vehicle in a conspicuous position on or above the bumper and maintained in a clean condition.
- An internal sticker showing the vehicle licence number must be clearly visible to all passengers.
- One must not knowingly or negligently use the vehicle for hire when the licence plate, or internal sticker is illegible, removed or concealed from public view.
- When a new licence plate is issued it is the property of the council for five years. After this the owner is free to dispose of the plate as he wants.

### **Car Specifications and Furnishings**

#### **General**

- The interior and external bodywork of a vehicle shall always be kept in a clean and tidy condition.
- A spare wheel or tyre and suitable tools to replace a damaged or punctured tyre must be carried.

#### **Bodywork**

- The roof of the vehicle must be watertight
- At least one window on both sides of the vehicle must be able to open and close. All windows and window handles must be kept in a good working condition.

- There must be adequate space for luggage.
- There must be at least two doors for the use of passengers and a separate way in and out for the driver.

### **Internal**

- All passengers must be able to easily communicate with the driver.
- Seats must be in good condition and free from tears, stains and noticeable markings.
- An internal electric light must be functional for the use of passengers.

### **Flooring**

- The floor must be suitably covered and free from tears, stains and noticeable markings.
- The floor must be kept in good repair so as to ensure no exhaust gases shall be permitted to enter the vehicle.

### **Safety Equipment**

- A suitable and efficient fire extinguisher and first aid kit containing dressing and appliances must be carried in a visible and available position for use in an emergency.

### **Taximeter**

- All hackney carriages should have a taximeter of the two-tariff type, installed set to fares based on the council's current approved table of fares.
- The taximeter must be operated by a key, flag or similar device that is capable of locking the taximeter when it is not in action. When switched on the word "HIRED" must appear on the face of the taximeter.
- The taximeter must have the words "FOR HIRE" in plain letters at least 1 inch in height, which will indicate to persons outside the carriage whether or not the taxi is for hire.
- The fare that is stated in the councils current table of fares must be stated in illuminated, legible figures on the taximeter, positioned so it is plainly visible at all time to people being conveyed, *under the word "FARE"*.
- A taximeter must be sealed at all times so that it is impossible for people to tamper with the meter.
- When the taximeter is out of action the council must be notified and a provisional permit may then be awarded for 14 days.

### **Examination and Inspection**

- A hackney carriage must be visually inspected at least once a year.
- All MOT certificates must be obtained from the council at Hatch Pond Depot

## **Maintenance Records**

- A record of all maintenance carried out on a licensed vehicle must be kept, and made available when requested for inspection by the Council.

## **Insurance**

- The vehicle must be insured for public hire.

## **Accidents**

- Any accident causing damage materially affecting the safety, performance or appearance of the hackney carriage must be reported within 72 hours.

## **C B Radios**

- Citizen Ban Radios shall not be used within a carriage to transmit or receive messages.

## **Substitution of Vehicle**

- The council must be notified if a licensed vehicle is substituted for another and a visual inspection by the licensing officer must be arranged before the substitution is complete.

## **Sale of Vehicle**

- Before selling a licensed vehicle the existing licence and plate must be returned to the council.

## **Penalties**

- If an offence against these byelaws is committed a fine of £100 shall be charged or to have the licence suspended or revoked.

## **Private Hire Vehicle Conditions**

### **Type and maintenance of vehicles**

- Vehicles must be a hard top, four door saloon, estate, hatchback or purpose built taxi with a minimum of 1300cc engine size.
- Any material alteration or change of any kind to the vehicle must be approved by the council.
- The vehicle, fittings and equipment must be kept in an efficient, safe, tidy and clean condition. There must be adequate seating for at least four people with sufficient luggage space.

### **Licence Plate**

- The vehicle licence plate, showing vehicle registration, passenger capacity and vehicle licence number, must be fixed to the outside rear of the vehicle in a conspicuous position on or above the bumper and maintained in a clean condition.
- An internal sticker showing the vehicle licence number must be clearly visible to all passengers.
- One must not knowingly or negligently use the vehicle for hire when the licence plate, or internal sticker is illegible, removed or concealed from public view.
- When a new licence plate is issued it is the property of the council for five years. After this the owner is free to dispose of the plate as he wants.

### **Signs and Notices**

- No commercial advertisements, other than the private hire operator for which it works for, or printed matter shall be placed on the car unless required by law.

### **Car Specifications and Furnishings**

#### **General**

- The interior and external bodywork of a vehicle shall always be kept in a clean and tidy condition.
- A spare wheel or tyre and suitable tools to replace a damaged or punctured tyre must be carried.

#### **Bodywork**

- The roof of the vehicle must be watertight
- At least one window on both sides of the vehicle must be able to open and close. All windows and window handles must be kept in a good working condition.
- There must be adequate space for luggage.
- There must be at least two doors for the use of passengers and a separate way in and out for the driver.

### **Internal**

- All passengers must be able to easily communicate with the driver.
- Seats must be in good condition and free from tears, stains and noticeable markings.
- An internal electric light must be functional for the use of passengers.

### **Flooring**

- The floor must be suitably covered and free from tears, stains and noticeable markings.
- The floor must be kept in good repair so as to ensure no exhaust gases shall be permitted to enter the vehicle.

### **Safety Equipment**

- A suitable and efficient fire extinguisher and first aid kit containing dressing and appliances must be carried in a visible and available position for use in an emergency.

### **Taximeter**

- If a Taximeter is fitted, it must be set to fares based on the councils approved table of fares and the fare must be legible and clear to the passenger until they have paid.

### **Examination and Inspection**

- A hackney carriage must be visually inspected at least once a year.
- All MOT certificates must be obtained from the council at Hatch Pond Depot

### **Maintenance Records**

A record of all maintenance carried out on a licensed vehicle must be kept, (*in the form as laid down by the council*) and made available at all times for inspection by the Council.

### **Insurance**

- The vehicle must be insured for public hire.

### **Accidents**

- Any accident causing damage materially affecting the safety, performance or appearance of the hackney carriage must be reported within 72 hours.

### **C B Radios**

- Citizen Ban Radios shall not be used within a carriage to transmit or receive messages.

### **Substitution of Vehicle**

- The council must be notified if a licensed vehicle is substituted for another and a visual inspection by the licensing officer must be arranged before the substitution is complete.

### **Sale of Vehicle**

- In order to sell the licensed vehicle must immediately return the existing licence and plate to the council.

### **Penalties**

If an offence against these byelaws is committed a fine of £100 shall be charged or the licence will be suspended or revoked.

## **Private Hire Operators**

### **Standard of Service**

The operator shall provide a prompt, efficient and reliable service and shall

- Ensure that vehicle, unless delayed or prevented must punctually attend appointed time and places.
- Ensure that premises provided by the operator that may be accessed by the public are clean, adequately heated, insulated and lit, with adequate seating facilities.

### **Records**

- A record shall be kept of every booking accepted.
- The operator shall record details including owner, registration, drivers and call signs of licensed vehicles. The council should be immediately notified of changes to the number of vehicles under the control of the operator.
- Records for up 6 months must be presented for inspection, upon request by an authorised officer.

### **Convictions**

- Convictions, of the operator or directors and partners, must be declared to the council within 7 days

### **Insurance**

- Operators must ensure vehicles must be licensed for private hire

### **Change of Address**

- The council should be notified of change of address of the operators and address from which he/she operates from within 7 days.

### **Penalties**

- If an offence against these byelaws is committed a fine of £100 shall be charged or the licence will be suspended or revoked.