

# Hackney Carriage and Private Hire Vehicle Policy

**2025-2030**

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**Bournemouth Christchurch and Poole (BCP) Licensing**

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## Introduction

The Licensing Committee and officers are committed to ensuring the highest standards in order to protect public safety when administering this policy.

All requirements contained within this policy together with conditions on the licence are a mandatory requirement for holding a Hackney Carriage or Private Hire Vehicle Licence issued by Bournemouth Christchurch and Poole Council (BCP).

From the first day of adoption of this policy ALL licence holders are required to meet these high standards, and it is expected that they will ensure they are fully aware of this policy and comply with all the requirements set out within it.

The Licensing Committee will not accept the excuse that a licence holder was not aware of these requirements when considering any matters brought before them.

### 1. Purpose statement

- 1.1 BCP Council has a responsibility to issue Hackney Carriage and Private Hire vehicles, operators and driver licences under the Local Government (Miscellaneous Provisions) Act 1976 and the Town Police Clauses Act 1847.
- 1.2 The policy also reflects government guidance as set out in the Department for Transport Statutory Taxi and Private Hire Vehicle Standards issued in July 2020 and updated in 2022. [Statutory taxi and private hire vehicle standards - GOV.UK](#)
- 1.3 In the interest of public safety BCP Council seek to ensure that anyone issued with such a licence is considered to be 'fit and proper' and that the vehicle meets the safety standards prior to issuing or reissuing any licence.
- 1.4 This Policy is concerned with the regulation of Hackney Carriage and Private Hire licenced vehicles and the council adopts the overall approach to encouraging the responsible activity of all licence holders. In the interests of its residents and visitors, it will not tolerate any vehicle which poses a threat to the safety of any passenger or other road user.
- 1.5 Notwithstanding the existence of this Policy, each application or enforcement measure will be considered on its own merits. Where it is appropriate for the Council to depart from its Policy clear reasons will be given for doing so. Nothing in this Policy will prevent an applicant or licence holder requesting that the Council considers the individual merits of their case and give reasonable consideration to departing from its Policy. Such requests may either be in writing via email or orally before the Licensing Committee or Sub Committee.

### 2. Who the policy applies to

- 2.1 This Policy will assist applicants, licence holders, officers of the Licensing Authority, Members of the Licensing Committee, and persons using Hackney Carriage or Private Hire vehicles to be aware of the standards of conduct and behaviour required of all prospective or existing licenced vehicle proprietors, drivers and operators.

- 2.2 This Policy also affords members of the Licensing Committee and Officers of the Licensing Authority alike, to consider the concerns of the public and other recognised bodies, and to take appropriate measures where the behaviour of licensed vehicle proprietors, drivers and operators are called into question at application or after licences have been issued.

### 3. This policy replaces

- 3.1 This Policy replaces the previous BCP Council Hackney Carriage and Private Hire Vehicle Policy implemented in June 2021.

### 4. Approval process

- 4.1 BCP Council as the Licensing Authority has delegated the Licensing Committee to oversee the development and review of its Hackney Carriage and Private Hire Vehicle Policy.
- 4.2 Once drafted the policy is subject to a period of public consultation. Consultation responses are reported to the full Licensing Committee for consideration.
- 4.3 Once finalised the policy is presented to the Full Council for ratification.

### 5. Links to Council Strategies

- 5.1 This policy supports the BCP Council Core Strategy.
- 5.2 During the preparation of this policy document due consideration has been given to the following Key Council Strategies:
- Corporate Plan
  - Sustainable Transport Plan
  - Workforce Strategy
  - Health & Wellbeing Strategy
  - Safeguarding Strategy
  - Climate Change Strategy
  - Children in Care Strategy
  - Crime & Disorder Reduction Strategy
  - Equality & Diversity

### 6. The policy

- 6.1 This policy is a working document, and the Licensing Authority reserves the right to alter and amend the policy as appropriate to correct errors, inconsistencies, clarify guidance, legislative changes and issue a revised version of the policy at any time. However, any **significant changes** to the Policy will only be implemented after a formal consultation process with the trade and public.
- 6.2 Any **significant amendment** is defined as one that:
- Is likely to have a significant financial effect on licence holders or
  - Is likely to have a significant procedural effect on licence holders or
  - Is likely to have a significant adverse effect on the community
- 6.3 Any changes to this policy will be communicated to licence holders via email as soon as practicable to do so

## **7. Vehicle requirements for new or replacement vehicles**

- 7.1 All vehicles must comply with British and European vehicle regulations, be approved to the standard of type M1 European Whole Vehicle Type Approval (EWVTA), and materially unaltered from the type approval specification. A certificate of conformity bearing the vehicle's unique identification number which relates to an M1 whole vehicle type approval may be required. This requirement is subject to the following provisions:
- The Council may, at its discretion, accept vehicles converted and certified as conforming to a national Small Series or Low Volume Type Approval in place of the above requirement, providing no further modifications have been made to the vehicle since conversion. A certificate of conformity, bearing the vehicle's unique identification number, will be required as evidence of the satisfactory conversion.
  - Proprietors of vehicles which have been modified from an original type approval specification must additionally provide proof of type conformity by way of successful completion of a voluntary Individual Vehicle Approval (IVA) test to M1 standards at a Vehicle and Operator Services Agency (VOSA) testing station, following completion of the modification and with any additional equipment (e.g. wheelchair access /restraints) in place. In such cases, the original vehicle, prior to modification, must be of M1 EWVTA Approval.
  - Vehicles converted from other base vehicle types (e.g. M2 or N1) will not be accepted for licensing, unless converted and certified in accordance with the above.
- 7.2 No material alteration or change in the specification, design, condition or appearance of the vehicle shall be made subsequent to the inspection of the vehicle by the Council at any time while the licence is in force and at all times the vehicle shall comply with the specifications of the Council for a licensed vehicle. (Vehicles which have been modified in any way from the manufacturer's standard of construction may not be considered suitable for licensing purposes depending upon the nature of the modification).
- 7.3 The vehicle should have a minimum of four opening doors, two on each side of the vehicle with the exception of London style taxis
- 7.4 To assist applicants the council will publish a list of approved vehicles on the website for reference purposes only.

### **Vehicle age and emissions**

- 7.5 All vehicles at first licence must be no more than 5 years old from the date of first registration and have no more than 60,000 miles on the clock. The vehicle engine emissions must meet euro 6 emission standard or higher (or other equivalent standard.) See section 9.
- 7.6 For wheelchair accessible vehicles these shall have no more than 100,000 miles on the clock and must meet euro 6 emission standard or higher (or other equivalent standard) and all other additional requirements as set out in paragraph 10.2 and Section 14.

### **Tinted windows**

- 7.7 After-market tinted or blacked out windows are not acceptable. Tint film must not be applied to any windows.

### **Passenger seat**

- 7.8 The vehicle must have sufficient seating capacity to carry not less than four and not more than eight passengers in addition to the driver. (The seating capacity is determined on the assumption that allowance is made for a rear seating width of approximately 400 mm (16") per passenger measured laterally along the widest part of the seat and where arm rests are positioned over such seats the measurement shall be taken between arm rests.)
- 7.9 Access to every passenger seat must be unobstructed and be easily accessible to passengers and without the need for more than one passenger to move.
- 7.10 Head rests and seatbelts must be fitted to all forward or rear facing seats.

### **Luggage**

- 7.11 A suitable space separated from the passenger compartment for the safe carriage of luggage.
- 7.12 The boot capacity shall be no less than 370 litres, please ensure with estate and hatchback or similar type cars this is not calculated to include above the parcel shelf unless there is a permanently fixed divider behind the rear seats.
- 7.13 The vehicle shall not carry luggage on the roof, without ensuring that it is adequately fixed on a secure luggage rack which complies with necessary safety standards and weight restrictions.

### **Insurance write-offs**

- 7.14 No vehicle which has been previously written off will be licenced regardless of the category.

### **Card payments**

- 7.15 All vehicles must have a payment facility to accept debit/credit cards and contactless payment
- 7.16 The payment facility must be kept in the vehicle, be fully operational and available for immediate use at all times the vehicle is operational.
- 7.17 No additional costs as a result of card payments may be passed to the customer.

### **Speciality vehicles**

- 7.18 Speciality vehicles such as limousines or novelty vehicles must comply with the requirements as set out in Appendix A.

## **8. Vehicle Inspections**

- 8.1 All licenced vehicles regardless of age or mileage will be required to have two mechanical inspections per calendar year.
- Prior to the issue of a licence and annually thereafter a licensed vehicle must undergo a mechanical examination at one of the Council approved designated testing centres. The testing station will issue a Mechanical Examination Certificate (MEC) for twelve months.
  - The vehicle must then be tested no more than 6 months but no less than five months after the MEC issue date . This inspection will take the form of a standard Mot and can take place at any DVSA authorised garage. (If there is an existing Mot this can mean the vehicle is tested three times the first year to bring the testing into synchronisation with the policy requirements.
- 8.2 Failure to complete the MEC or Mot by the due date will result in the vehicle licence being immediately suspended and the vehicle cannot be used as a licensed vehicle until confirmation that the test has been successfully completed is received and reviewed by the taxi licensing team.
- 8.3 Failure to complete the MEC within two months of the due date will result in the vehicle licence being revoked.
- 8.4 The annual MEC test the vehicle must be completed no more than four weeks before the anniversary of the first MEC test inspection date.
- 8.5 If the vehicle fails the MEC and its condition represents a risk to passengers a Stop Notice will be issued, this suspends the vehicle licence until the necessary repairs are carried out and the vehicle has been rechecked at the testing station.
- 8.6 The Council does not have a duty to notify the licence holder's that their vehicle requires a test certificate to remain licenced. It is the licence holder's responsibility to ensure that the vehicle is tested in accordance with the requirements of the licence.

## **9. Vehicle emission requirements**

- 9.1 BCP council has declared an Environment Emergency, vehicles exhaust emissions are a principal source of air pollution.
- 9.2 All vehicles must meet the minimum emission standard Euro 6 or equivalent standard with the exception of speciality vehicles.
- 9.3 The aim of Euro 6 is to reduce levels of harmful car and van exhaust emissions, both in petrol and diesel cars.

## **10. Applications for new or replacement vehicles**

- 10.1 Vehicle licences for new or replacement vehicles will only be issued on receipt of all the necessary paperwork. Applicants are reminded that the licence is for the vehicle and the plate together so the person who applies for the licence MUST own the vehicle as well as be a licence holder. Licences can be issued to multiple applicants to ensure everyone who has a financial interest in the vehicle and its licence are named.
- 10.2 Applications must be accompanied by the following documents

- V5 – this is the registered keeper details
- VOSA – if vehicle is more than 12 months old
- Certificate of mechanical inspection from appointed testing centre
- Proof of purchase – receipt/bill of sale/HP agreement
- Valid insurance which includes hire and reward
- Basic DBS certificate dated within 12 months, if the applicant already holds a Hackney Carriage or Private Hire drivers licence issued by BCP council the DBS update service details must be provided with the application. The basic DBS certificate or DBS update details are required for each named person applying for the vehicle licence
- Certificate of conformance (for wheelchair accessible vehicles only on first application)
- Lifting Operations and Lifting Equipment Regulation (LOLER) certificate where a vehicle has an electric winch or other electric equipment to help move wheelchairs.
- Driver wheelchair accessible training certificates (for wheelchair accessible vehicle only)
- Correct fee

10.3 Once all the relevant paperwork has been submitted a vehicle licence and plate will be issued to the main designated licence holder.

10.4 Once issued the licence holder is responsible for complying with the licence conditions as set out in Appendix C Hackney Carriage and Private Hire Conditions of Licence.

## **11. Renewal of licence**

11.1 Holders of existing vehicle licences must apply to renew their licence no earlier than two months prior and no later than ten working day prior to the expiry date.

11.2 Where the vehicle is a wheelchair accessible vehicle the licence holder must also supply evidence of each drivers additional training in the safe transportation of passengers in a wheelchair. Refresher training certificate should not be more than three years old.

11.3 The council has no duty to notify the holder that their licence is due for renewal as it is the licence holder's responsibility to renew their licence. As a courtesy an email reminder will be sent to the licence holder in advance of their renewal date. It is the licence holder's responsibility to ensure their email address is kept up to date.

11.4 Renewal applications must be submitted electronically via email to:  
[taxi.privatehire@bcpcouncil.gov.uk](mailto:taxi.privatehire@bcpcouncil.gov.uk).

11.5 The renewal criteria is the same as for an application, as set out section 10.

11.6 If a Licence holder does not renew their licence by the renewal date, the licence will automatically expire. Where this occurs, the applicant will be required to submit a new application, and the vehicle will be deemed to be a new vehicle. Therefore, the vehicle will need to meet all the necessary requirements for a new vehicle. (As in Chapter 7) The expired vehicle licence plates must be returned to the Licensing Authority within five working days of expiry.

## 12. Criminal Records

- 12.1 The applicant/licence holder must declare any previous criminal convictions, cautions and fixed penalty notices received, including those awaiting appeal, and any charges pending. The council will make a decision as to the relevance of convictions, cautions, charges and fixed penalty notices in accordance with criminal convictions guidelines.
- 12.2 The council may require further information from the Police or Crown Prosecution Service. Applicants/licence holders who have previous criminal convictions, cautions, fixed penalty notices or charges pending will be interviewed and details of that interview may be included in any report which is referred to the Licensing Committee.
- 12.3 Failure to disclose or declare any previous convictions, cautions, fixed penalty notices or pending charges, maybe construed as an attempt to deceive and appropriate and proportionate action will be taken.
- 12.4 BCP Council will have regard to the IOL guidance on determining the suitability of applicants and licensees in the taxi and Private Hire trade as a minimum standard.
- 12.5 In addition, consideration on suitability may include other factors including the conduct of the applicant during the application process or during the term of their existing or previous licence as well as their conduct, co-operation and working relationship with the Authority and its officers.
- 12.6 In essence a 'fit and proper' vehicle proprietor .
- Any previous criminality will be assessed (see assessment of previous convictions annexe of [Statutory taxi and private hire vehicle standards - GOV.UK](#))
  - should not be violent, abusive or threatening in their behaviour even if subjected to unpleasant, confrontational or dishonest passenger behaviour or when subject to enforcement action from officers.
  - should be honest and trustworthy with integrity as they have access to a large amount of personal information that could be misused and significant opportunity to defraud people.
  - should work co-operatively with and be civil and respectful towards officers of the Licensing Authority who are carrying out their duties.
- 12.7 This list is not exclusive, and other factors may also be relevant to the fit and proper person definition.
- 12.8 The Licensing Authority will consider all information provided to it from sources such as the Police, Children and Adults Safeguarding Committees, Passenger Services and other statutory agencies. Existing licence holders will also have previous history/outcomes during their time as a licensed driver /operator or previous applicant taken into account and their ability to work constructively and positively with the Licensing Authority.
- 12.9 The Licensing Authority will consider all criminal history, unacceptable behaviour and conduct irrespective of whether the specific history, behaviour or conduct occurred whilst licence holders drivers were directly engaged in their professional capacity at work or whether they occurred during the licence holders own personal time.

### 13. CCTV and other electronic equipment

13.1 The Licensing Authority has determined that CCTV systems can be installed and operated in Hackney Carriage and Private Hire vehicles for the following legitimate purposes:

- preventing and detecting crime
- reducing the fear of crime
- enhancing the safety of Hackney Carriage and Private Hire vehicle drivers, and their passengers

13.2 The policy seeks to ensure that the installation and operation of CCTV systems does not

- (a) unreasonably interfere with the rights and freedoms of members of the public; and
- (b) compromise the safety of drivers and passengers.

13.3 A CCTV system will include any electronic recording device attached to the inside of a Hackney Carriage or Private Hire vehicle having the technical capability to capture and retain visual images from inside or external to the vehicle. Appendix D.

13.4 Any CCTV system to be fitted in a Hackney Carriage or Private Hire vehicle must, as a minimum, meet the requirements of this policy.

13.5 Where a licensed vehicle proprietor/driver wishes to install and use a CCTV system, it will be a condition of the Hackney Carriage or Private Hire vehicle licence that the requirements of this policy are fully complied with.

13.6 This policy does not place a mandatory requirement to install a CCTV system in all Hackney Carriage or Private Hire vehicles.

13.7 Other electronic equipment which is not supplied with the vehicle as standard should be for the receiving and fulfilling of bookings and be of an approved type.

13.8 Unauthorised equipment for the recording and replay of video and audio is not permitted.

13.9 Dashcams can be installed. They must not record sound and must be recording the outside of the vehicle only. As the vehicle is for public hire the licence holder will also need to ensure that it is registered with the Information Commissioner in the same way as the CCTV. Appendix D

### 14. Wheelchair accessibility

#### **Wheelchair Accessible Vehicle (WAV) requirements and published list**

14.1 It is expected any vehicle presented to the council to be licenced as a wheelchair accessible vehicle must meet the following space standards which are 1350mm high, 700mm wide, 1200mm long as stated within [the Statutory Guidance Access to taxis and private hire vehicles for disabled users - GOV.UK](#)

14.2 It is the licence holder's responsibility to ensure any vehicle meets this standard prior to purchase and presentation for a licence.

- 14.3 Prior to any licence being issued the applicant will have to provide a copy of the vehicle conformance certificate for the adaptation or the vehicle should have a Multistage (stage 2 verification plate) build plate that must be complete, legible, and match the vehicle it was originally issued to.
- 14.4 These regulations also set out the requirements for the testing of wheelchair restraints and hoists. It will be a requirement at first licence and each subsequent renewal that testing LOLER certificates showing annual maintenance of any hoist, restraint system and ramps is submitted.
- 14.5 The council has a duty to publish a list of wheelchair accessible vehicles so that anyone that requires such a vehicle is able to book one directly. All wheelchair accessible vehicle licence holders will be required to provide a contact name and number together with vehicle availability details on an annual basis on first application and at renewal. If the details change it is the responsibility of the licence holder to notify the Licensing team.
- 14.6 WAV Training to be completed in accordance with paragraph 11.2.

### **Duty to assist passengers in wheelchairs**

- 14.7 Under section 165 of the Equality Act 2010 licensed drivers of designated wheelchair accessible vehicles MUST undertake the following duties.
- Carry the passenger while in the wheelchair.
  - Not make any additional charge for doing so – this includes making sure the meter is NOT running while you are rendering assistance into and out of the vehicle
  - If the passenger chooses to sit in a passenger seat to carry the wheelchair
  - To take such steps as are necessary to ensure that the passenger is carried in safety and comfort.
  - To provide such assistance as is necessary to enable the passenger to get into and out of the vehicle, this should include.
    - installing the boarding ramp, if the passenger wishes to remain in the wheelchair, to enable them to get into and out of the vehicle while in the wheelchair. This should include pushing a manual wheelchair or light electric wheelchair up a ramp.
    - to load the passenger's luggage into out of the vehicle
    - if the passenger does not want to remain in the wheelchair to load the wheelchair into and out of the vehicle. This should include folding a manual wheelchair and placing it in the luggage compartment or stowing a light electric wheelchair in the luggage compartment.
- 14.8 It is expected by the Council that the proprietor and/or driver of a designated wheelchair accessible vehicle is fully aware of the safe method for loading, securing and unloading of wheelchair users for their particular vehicle.
- 14.9 The licence holder will be responsible for ensuring drivers of their vehicle can safely transport and assist passengers in a wheelchair and as such they must submit a certificate of training for each named driver as part of the vehicle renewal process.

## **15. Hackney Carriages**

- 15.1 Hackney Carriage vehicles are available for immediate hire by being hailed (flagged down) in a public street or hired from a taxi rank.
- 15.2 As these vehicles are not pre-booked it is important that members of the public can easily identify a licenced vehicle in order to flag it down or accept a ride from a rank.
- 15.3 Hackney Carriages can also be used as a Private Hire vehicle and can work for any operator regardless of the area the operator is licenced in.
- 15.4 Hackney Carriage appearance and livery reflects the conurbation and in order to ensure visitors and residents alike they should be easily identifiable as a BCP Hackney Carriage. See Section 17.
- 15.5 All Hackney Carriages must have an illuminated roof sign. See Section 18.
- 15.6 The Hackney Carriage licence plates issued by BCP Council must be displayed in the approved positions. See Section 19.
- 15.7 All Hackney Carriages must be fitted with a meter and receipt printer. See Section 20.
- 15.8 BCP Council does not allow dual plating. Any vehicle that is licensed by BCP Council may not be licensed by any other Council at the same time.

## **16. Quantity restrictions on Hackney Carriage numbers**

- 16.1 An 'Unmet Needs' survey was undertaken on behalf of the Licensing Authority in January 2023, the survey concluded that there is no unmet need in any of the three licensed zones within the BCP area.
- 16.2 The three Hackney Carriage vehicle zones for B (Bournemouth), C (Christchurch) and P (Poole) will be retained. Applicants will be required to state which zone the vehicle is to work in when applying for a new licence.
- 16.3 Any application for a new Hackney Carriage vehicle licence will only be approved for Wheelchair Accessible Vehicles.
- 16.4 Existing Hackney Carriage licences which are not restricted to wheelchair accessible vehicles can be replaced with a suitable vehicle which meets policy requirements.
- 16.5 Hackney Carriage licences issued after 2021 in any of the three zones must remain wheelchair accessible at all times and any replacement vehicles must meet the wheelchair accessible requirements of this policy.

## **17 Hackney Carriage Livery**

- 17.1 All new and replacement Hackney Carriage vehicles must be white in colour.
- 17.2 The vehicle shall have permanently affixed, in the prescribed position the following livery:
- A reflective blue stripe which should be between 75-85 mm wide and run continually along each side of the vehicle as close to the window line as possible.

- The reflective blue stripe shall have the words either BOURNEMOUTH CHRISTCHURCH or POOLE (in upper case) depending on the licenced zone of the vehicle on the near and offside quarter panels. Lettering shall be 25mm 'Eurostile' font Medium in white.
- The vehicle door insignia (as approved by BCP Council) must be fixed in place on both front doors of the vehicle and the bonnet.
- Any vehicle that is a designated Wheelchair Accessible vehicle must also display a sticker indicating that it is accessible.

## **18 Hackney Carriage Roof Signs**

- 18.1 All Hackney Carriage vehicle must be fitted with an illuminated roof sign of a size and design approved by BCP Council Licensing Office.
- 18.2 The illuminated roof sign should be positioned so that it is visible from the front and rear by customers
- 18.3 The front of the sign should have a white background and in black letters a minimum of height of 62.5mm and a maximum of 75mm display the word 'TAXI'.
- 18.4 The rear of the sign must be the same size letters and wording as 18.3 but it should be on a red background.
- 18.5 There is an exception for purpose-built Hackney Carriages that have a built-in roof sign/pod.

## **19 Hackney Carriage Licence Plates**

- 19.1 All Hackney Carriages will be issued with licence plates one to be displayed externally and one internally, with the drivers badge displayed internally visible by the passenger at all times.
- 19.2 The external vehicle plates are to be displayed on outer rear of the vehicle by the number plate or bumper and be clearly visible.
- 19.3 The internal licence plate is to be displayed in the front windscreen preferably in the top passenger side of the vehicle or on the internal partition if present in the vehicle. The internal plate must be clearly visible with the illuminated side showing into the vehicle so all travelling passengers can easily identify the licence number and how to make a compliant.
- 19.4 Any damaged or lost plates must be notified to the Licensing Authority immediately. The cost of a replacement plate will incur an additional charge to the licence holder.
- 19.5 The licence plate is the property of BCP Council and must be returned to the Licensing Office when the licence expires and/or it is not to be renewed.

## 20 Hackney Carriage Fare Meters and Printers

20.1 All Hackney Carriages must be fitted with either of the following types of device:

- a) A meter of the clock/calendar type which has been approved by the Council and which will calculate distance and time of the hiring, and a receipt printer attached to the meter ("a taximeter"); (As set in Appendix F)

Or

- b) A GPS equipped fare calculator which has been approved by the Council and which will calculate distance and time of the hiring, and a receipt printer attached to it ("a GPS fare calculator")

20.2 In both cases the device must be calibrated and set to a rate which does not exceed the Council's table of fares as may be made and be in force from time to time.

20.3 All Hackney Carriages fitted with a GPS fare calculator (as defined in (b) above) must ensure that:

- i. When standing or plying for hire the GPS fare calculator is inactive insofar as it is not recording time or distance or calculating a fare.
- ii. Before beginning a journey for which a fare is charged for distance and time, activate the GPS fare calculator to record and display the fare until the hiring terminates.

20.4 All Hackney Carriage vehicles should be fitted with a printer connected to the taximeter or GPS fare calculator this must be either hard wired or connected via Bluetooth and must be able to provide either a printed receipt or a virtual receipt to any passenger on request. (A handwritten receipt is not permitted except if the vehicle has a meter temporary permit.)

20.5 A receipt including virtual receipts must include the following information: -

- a. Vehicle registration and licence number
- b. The date and time of the journey.
- c. fare displayed and calculated by the meter together with other approved charges in accordance with the fare chart

20.6 The meter and any associated receipt printer must be maintained in proper working order at all times.

20.7 The licensed holder must ensure that any driver using the licensed vehicle is trained to use the meter and printer in order to facilitate the above requirements.

20.8 In cases where a meter or approved system /and or printer is out of action the licensed vehicle holder must notify the Licensing Office immediately. A meter temporary permit to ply for hire without a meter and or printer may then be issued for a period not exceeding fourteen days and subject to immediate steps being taken to effect repair.

## **21 Private Hire Vehicles**

21.1 Private Hire vehicles cannot be hired without a prior booking via a licenced Private Hire Operator. The requirements of the legislation require that licenced Private Hire vehicles, drivers and operators must all be licenced within the same licensing area.

21.2 BCP council has one Private Hire area which covers the entire council area allowing licenced Private Hire vehicles to be used any BCP licenced Private Hire Operator.

21.3 Private Hire vehicle shall meet the requirements as set out in section 7, with the exception of speciality vehicles. See Appendix A.

- The proprietor of a Private Hire vehicle shall at all times ensure the vehicle is not of such design and appearance as to lead any person to believe that the vehicle is a Hackney Carriage.

21.4 BCP Council does not allow dual plating. Any vehicle that is licensed by BCP Council may not be licensed by any other Council at the same time.

## **22 Private Hire fare meter and printer**

22.1 A Private Hire vehicle is permitted to be fitted with either a:

- a) A meter of the clock/calendar type which has been approved by the Council and which will calculate distance and time of the hiring and a receipt printer attached to the meter ("a taximeter"); (As set in Appendix F)
- or
- b) A GPS equipped fare calculator which has been approved by the Council and which will calculate distance and time of the hiring and a receipt printer attached to it ("a GPS fare calculator")

22.2 Any such system shall be approved by the Licensing Authority prior to installation.

22.3 The meter/fare calculator and any associated receipt printer must be maintained in proper working order at all times.

22.4 A Private Hire vehicle must be able to produce or provide a receipt for the journey. (A handwritten receipt is not permitted). This can be:

- A printed receipt directly from the meter (where one is fitted)
- An email/ text message
- A hard copy produced by the operator

22.5 All receipts including virtual receipts must include the following information: -

1. The operators name, vehicle registration and licence number
2. The date and time of the journey.
3. fare displayed and calculated by the meter together with other approved charges in accordance with the fare chart.

22.6 The licensed holder must ensure that any driver using the licensed vehicle is trained to use the meter and printer in order to facilitate the above requirements.

## **23 Private Hire Vehicle Colour and signage**

23.1 No vehicle licensed as a Private Hire shall be coloured white. (This is to avoid confusion with Hackney Carriages.)

23.2 All Private Hire vehicles shall have permanently affixed in the prescribed positions the following signage:

- Door livery – including No booking, No ride and PH licence number
- Large 'No booking No ride' stickers on both rear passenger doors as near to the door handle as is possible either to the side or directly underneath. (they are clearly visible to the customer when entering the vehicle).
- Small 'No booking, No ride' sticker on front passenger door as above.
- If the vehicle wishes to use the bus lanes in the BCP Council area a 'Chequered flag' sticker should be on the offside, front of the bonnet.

## **24 Private Hire Licence Plates**

24.1 All Private Hire vehicles will be issued with two licence plates one to be displayed externally and one internally with the drivers badge displayed internally visible by the passenger at all times.

24.2 The external vehicle plate must be displayed on outer rear of the vehicle by the number plate or bumper and be clearly visible. Unless exempt see Appendix B

24.3 The internal licence plate is to be displayed in the front windscreen preferably in the top passenger side of the vehicle. The internal plate must be clearly visible with the illuminated side showing into the vehicle so all traveling passengers can easily identify the licence number and how to make a complaint.

24.4 Any damaged or lost plates must be notified to the Licensing Authority immediately. The cost of a replacement plate will incur an additional charge to the licence holder.

24.5 The licence plate is the property of BCP Council and must be returned to the Licensing Office when the licence expires and/or it is not to be renewed.

## **25 Vehicle advertising**

25.1 All vehicle advertising must be approved by the Licensing Office before being used.

25.2 A proof of the proposal must be provided to the Licensing Office and where necessary the appropriate fee paid prior to approval.

25.3 All advertising and signs should meet the requirements as stated in Appendix E.

## **26 Changes to Vehicle Licence holder (Transfers)**

26.1 Vehicle licences can be amended to add or remove licence holders.

26.2 A vehicle licence includes the licence(plate) and the vehicle to which it relates, as such a vehicle cannot be transferred without the licence being updated to reflect this change in ownership. In addition, a licence(plate) cannot change hands if the vehicle is not owned by anyone on the licence.

26.3 As a vehicle licence is technically a business, the licensing team must ensure that everyone involved in the business is aware of any change in ownership of the licence.

Identity documentation will be checked, and copies will be required prior to the change in licence being administered.

## **27 Accidents/damage to vehicles and temporary substitution**

### **Temporary Vehicles**

- 27.1 In the event that a licenced vehicle requires repair due to accident or mechanical breakdown the licence holder can apply for a temporary licence to allow an alternative vehicle to be used for a period of no more than 28 days on application to the Licensing Authority.
- 27.2 In the case of repair due to an accident, the licence holder must have reported the accident as per the conditions of the licence.
- 27.3 The replacement vehicle should be of a similar type or better than the damaged vehicle and must meet our current vehicle policy requirements in regard to age and mileage. Temporary vehicles must meet the councils colour requirements. See Section 7
- 27.4 The vehicle will need an MOT dated within 7 days of the application
- 27.5 The application form must be completed by the vehicle licence holder (not vehicle hire company) and must include all the necessary documentation.
- 27.6 Temporary substitute plates will be provided by appointment only at the civic offices and at the time of appointment the licence holder must provide the plate from the vehicle being repaired in exchange for a temporary plate. On the expiry of 28 days, by appointment, the licence holder must return the temporary plate to the civic offices in exchange for the plate for the licenced vehicle.
- 27.7 In exceptional circumstances an extension for the temporary substitute will be granted on receipt of written request detailing the reasons that an extension is necessary. A further fee will be payable.

### **Vehicles Written Off**

- 27.8 In cases where the licenced vehicle is subsequently classed as a Category A, B or S write off, the vehicle will need to be immediately replaced or the licence surrendered.
- 27.9 In cases where the licenced vehicle is subsequently classed as a Category N write off, following repair it must pass the councils advanced mechanical inspection prior to being permitted to continue to be used as a licenced vehicle.

## **28 How to use this policy**

- 28.1 All BCP vehicle licence holders should ensure that they are fully compliant with this policy and appendices.

## **29 Roles and responsibilities**

- 29.1 The Licensing Manager is responsible for overseeing the functions and work of the licensing team who deliver the policy.

- 29.2 The Licensing Committee or Sub-Committee will be presented with reports in cases where drivers do not meet the conditions of their licence or where complaints have been received and a decision is required if the driver remains a fit and proper person.
- 29.3 Decisions by the Licensing Committee are subject to appeal to the Magistrates court within a statutory appeal period of 21 days from the notification of any committee hearing decision.

## 30 Enforcement and sanctions

- 30.1 Any vehicle licence holder who does not comply with the policy, or any conditions contained in it, which leads to a breach of a condition or any complaint received, will be subject to an investigation the results of which may be referred to the Licensing Committee for consideration.
- 30.2 The Licensing Committee can choose to revoke a licence or suspend a licence pending any necessary action by the vehicle licence holder such as attending training or counselling as required.
- 30.3 Decisions by the Licensing Committee are subject to appeal to the Magistrates Court within a statutory appeal period of 21 days from the notification of any committee hearing decision.

## 31 Complaints, disciplinary and delegation to officers

- 31.1 In cases of complaints or allegations about a licenced vehicle, the Licensing Officer will investigate the matter fully and determine the seriousness of the allegation.
- 31.2 Where there are serious allegations that are deemed to pose an **imminent risk to public safety**, the Licensing Manager or other senior officer, will contact the vehicle proprietor/operator in question and obtain their version of the event. If the officer deems that the complaint is founded the matter will be referred to three members of the Licensing Committee to include the chair and vice chair.
- 31.3 If members determine that the evidence presented demonstrates there is an imminent risk to public safety, the drivers licence will be immediately revoked and the person concerned will be notified and required to surrender their badge and paper licence the same day. Members will confirm in writing the decision made and the reasons why the decision was reached.
- 31.4 If members agree there is a risk to public safety, but it is not an imminent risk the matter will be referred to the Licensing or Licensing Sub-Committee.
- 31.5 For complaints of a less serious matter with no requirement for consideration by the Licensing Committee, the Licensing Manager is permitted to issue/authorise caution letters and can suspend a licence for a period of no more than 2 weeks.
- 31.6 In all cases of complaint, officers will make reference to this policy and any conditions as specified as well as the Institute of Licensing guidance on the suitability of applicants and licensees in the Hackney Carriage and Private Hire trades.

### **SPECIALITY PRIVATE HIRE VEHICLES REQUIREMENTS**

- 1.1 On being presented for licensing for the first time, the vehicle shall have proof of one of the following:
  - Individual Vehicle approval certificate
  - a European whole vehicle certificate
  - a UK low vehicle type approval certificate
- 1.2 No Stretched Limousine or Party Vehicle shall be licensed by the Council where the maximum unladen weight of the vehicle exceeds 3,220.50kg (7,100 lbs).
- 1.3 A Stretched Limousine or Party Vehicle shall only be considered for licensing where the applicant produces evidence that the “stretch” was performed by the manufacturer or by a coachbuilder approved by the vehicle manufacturer. American limousines/party vehicles shall have been built by an approved coachbuilder under the QVM programme for Ford vehicles or the CMC programme for Cadillac vehicles. The onus shall be upon the applicant to prove that the vehicle meets the prescribed standards.
- 1.4 Any replacement parts fitted to a Stretched Limousine/Party Vehicle shall meet the approved standards of the stretched specifications i.e. tyres shall meet both the size and weight specifications.
- 1.5 Vehicles shall be capable of carrying no fewer than three and not more than eight passengers in addition to the driver. Side facing seats shall only be permitted on a Stretched Limousine/Party Vehicle if they meet the minimum requirements of lap belts fitted to each passenger seat of the side facing seats. A seat shall be a minimum width of 400mm. Stretched limousines shall only be licensed to carry a maximum of eight passengers regardless of how many seats are fitted to the vehicle.
- 1.6 Vehicles shall be equipped at all times with seat belts of an acceptable type in respect of every seat which can be used for the carriage of passengers. Seat belts shall comply with current legislation and be in proper working order at all times.
- 1.7 passenger shall have direct access to a door without the need to fold flat, tilt up or remove other seating.
- 1.8 Vehicles shall be fitted with at least four doors and four wheels.
- 1.9 The vehicle may be left or right-hand drive.
- 1.10 All paintwork shall be free of rust and corrosion and be of a very high standard.
- 1.11 Vehicles shall have adequate space for luggage.
- 1.12 All brakes and mechanical parts shall be kept in good order and condition.
- 1.13 The vehicle shall have a serviceable spare wheel, together with the proper tools and equipment to change the wheel in the event of a tyre or wheel becoming defective.
- 1.14 All tyres (including the spare) shall be suitable for the vehicle
- 1.15 The vehicle shall not be designed or adapted for off road purposes.

1.16 The vehicle shall not be designed or adapted as a people carrier, minibus, people mover or other like vehicle.

Note: **PRIOR TO** purchasing any vehicle to be used as speciality type vehicle you are strongly advised to contact the Licensing Team for advice concerning the different makes and models of vehicles considered appropriate for licensing for this type of work.

### **PRIVATE HIRE PLATE AND LIVERY EXEMPTIONS**

#### **1. Full exemption – Exclusive Executive Chauffeur Service**

Any vehicle proprietor wishing to apply for a full exemption should be solely engaged in the provision of an executive chauffeur service.

1.1 Applications for a full exemption from the requirement to display an external identification plate on the rear of a Private Hire vehicle for the duration of the licence will generally only be considered where the requirements listed below are met:

- Work undertaken is exclusively "chauffeured" in nature. The chauffeur and vehicle are specifically hired to provide transport to a company or person, and/or where the display of a licence plate may affect the dignity or security of the persons carried.
- Vehicles must be of a standard and size and comfort and equipped to a level equal or above luxury model Relevant considerations as to whether a vehicle meets this standard include but are not limited to cost, reputation, specification, appearance, perception, superior comfort levels and
- seating specification i.e. whether the vehicle offers additional space per passenger opposed to standard vehicles.
- Vehicles must be in pristine condition with no visible defects, dents or blemishes to the external bodywork, wheels or internal trim and seating. Interior seating will usually be leather and the cabin air conditioned to maintain passenger comfort.
- The safety of the travelling public will not be compromised by exempting the vehicle from displaying an identity plate

1.2 An application for a vehicle to be exempted from displaying an external identification plate must be made by the vehicle proprietor using the appropriate application form. Additional documentation may be requested as reasonably necessary.

1.3 When issued with an exemption notice, the vehicle will not be required to display any other signs (except the internal licence plate) which the Council may at any time require Private Hire vehicles to display.

1.4 The vehicle shall not be permitted to display any advertisement including that of the operator either on or inside the vehicle.

1.5 the driver shall not be required to wear a Private Hire Driver's identification badge but will have it available for immediate inspection on request by an authorised officer of the Council or any Police Officer.

1.6 The exemption notice together with the external plate must be kept in the vehicle at all times and available for immediate inspection on request by an authorised officer of the Council or any Police Officer.

1.7 The exemption will cease to have effect on selling or transferring the vehicle to another party.

#### **2. Part Exemption – Long distance Airports and Ports**

Any vehicle proprietor wishing to apply for this exemption should be engaged in the provision of predominantly long-distance travel, namely airports, ports and 'special' journeys.

- 2.1 Applications for a part exemption will not have to display 'No booking No ride' 'stickers on all passenger doors or any other livery requirements the Council may determine necessary.
- 2.2 They will be required to display an external identification plate on the rear of a Private Hire vehicle for the duration of the licence as well as an internal plate.
- 2.3 An application for a vehicle to be exempt from displaying external identification 'No booking No ride' stickers or other livery requirements the Council may determine necessary must be made by the vehicle proprietor using the appropriate form.
- 2.4 The vehicle shall not be permitted to display any advertisement including that of the operator on the vehicle.
- 2.5 The part-exemption will cease to have effect on selling or transferring the vehicle to another party.

## **PRIVATE HIRE AND HACKNEY CARRIAGE CONDITIONS OF LICENCE**

These conditions of licence are made pursuant to of the Local Government (Miscellaneous Provisions) Act 1976 the Town and Police Clauses Act 1847

The licence holder must observe and carry out the requirements of the Local Government (Miscellaneous Provisions) Act 1976, Part II, and any orders or regulations made thereunder.

### **1. Change to licence holders address**

The licence holder must notify the Council *in writing/email within 5 working days* \* of any change of address taking place during the period of the licence, whether permanent or temporary.

### **2. Change to licence holders contact information including email address**

The licence holder must notify the Council *in writing/email within 5 working days* \* of any change of their contact numbers and/or email address taking place during the period of the licence, whether permanent or temporary

***\* The 5 working days excludes a Saturday or a Sunday, Christmas Eve, Christmas Day, Good Friday, Bank Holidays or any other day on which the Licensing Office is closed.***

### **3. Insurance**

At all times during the licence period the licence holder shall hold valid insurance in relation to the use of the vehicle as a licenced vehicle for hire and reward. The licence holder is required to produce the most up to date copy of this on request by the Licensing Authority.

### **4. Cooperation in regulatory matters**

Licensed holders must co-operate with authorised officers of the council in all matters relating to the regulation of the licensed vehicle. However, nothing in this condition affects the licence holders statutory protection afforded by other legislation.

### **5. Reporting of accidents**

The licence holder must report any accident or damage to the vehicle within one working day of the incident and provide full details

### **6. Maintenance of vehicle**

The vehicle, all of its fittings and any attached equipment shall at all times when the vehicle is in use or available for hire, be kept in a clean, safe, tidy and efficient state, and must also comply with all relevant statutory provisions including in particular those contained in the Road Vehicles (Construction and Use) Regulations 1986.

For the sake of clarity, the driver should visually check the condition of the vehicle each day to ensure there is no damage to bodywork or external surfaces, all lamps are functioning and the inside and outside of the vehicle is clean with no damage to internal seats and doors. Where damage or the condition is not clean, safe or tidy the vehicle shall not be used until the damage or cleanliness has been resolved.

No material alteration or change to the vehicle, its fittings or any attached equipment shall be made without the prior approval of the Council.

## **7. Tyres**

A spare wheel tyre appropriate for the vehicle must be carried when the vehicle is being used for public hire.

All tyres fitted to the vehicle or carried as a spare must comply with the Motor Vehicles (Construction and Use) Regulations 1986 and Motor Vehicle (Tests) Regulations 1981.

Re-cut and Remoulded Tyres.

Re-cut tyres are not acceptable for M1 passenger vehicles and remould tyres shall only be acceptable if they carry a recognised approval marking (currently BSAU144e) and display the following information clearly displayed on each tyre:

- a) Nominal size.
- b) Construction type (e.g. radial ply).
- c) Load capacity; and d) Speed capability Space Saver Tyres

The carrying and use of Space saver tyres and tyre sealant kits will only be approved with the support of a method statement. The method statement will detail the drivers and vehicle owners responsibility with regard to the maximum permitted speed and restrictions of use and highlight that they are ONLY a temporary measure to complete the journey in which the puncture occurred.

An approved repair to BS AU159 or a replacement tyre must be undertaken before any further fares are carried. Run flat tyres fitted to any vehicle by the manufacturer will not be replaced by any other type or make either individually or all of them. The use of these tyres must be supported by a method statement (such as the manufacturers handbook for the vehicle) specifying the capability and restrictions of use following a puncture. In all cases the Tyre Pressure Monitoring System (TPMS) must be working correctly and if required, be reset when a tyre(s) are renewed ore replaced. Worn or damaged run flat tyres must be replaced by the same make and size.

## **8. Roof racks**

A roof rack may only be used when excess luggage is to be carried and any luggage so carried shall be safely secured and shall not exceed such weight or size that as can safely be carried on the vehicle.

## **9. Advertising**

The proprietor of any licenced vehicle shall not place or allow any window or on any part of the exterior of such carriage any advertisement or printed matter other than such as may be required to comply with this policy or approved by the Council.

## **10. No smoking**

The Health Act 2006 prohibits smoking in enclosed places, all licensed vehicles are designated as an enclosed public space and therefore it is unlawful for any person to smoke in a licensed vehicle at any time, including any time when it is not being used for hire.

## **11. Driver records**

If the proprietor permits or employs any other person to drive the vehicle as a Hackney Carriage or Private Hire, the proprietor shall retain the person's Hackney Carriage or Private Hire drivers licence until such time as the driver ceases to be permitted or employed to drive the vehicle.

## **12. Licenced drivers**

The proprietor of a Hackney Carriage or Private Hire vehicle shall not allow the vehicle to be driven and used for hire by any person who does not hold a current Hackney Carriage or Private Hire driver's licence, as appropriate, issued by the Council.

### CCTV AND DASHCAMS IN VEHICLES

The Information Commissioner's Office (ICO) is the regulatory body responsible for enforcing compliance with privacy and data protection legislation. Licence holders should have regard to the Information Commissioner's Office Code of Practice, [‘In the picture: A data protection code of practice for surveillance cameras and personal information’](#).

Data recorded by any CCTV system and dashcams must be handled in accordance with The Data Protection Act and GDPR. The Information Commissioner's Office (ICO) is the UK regulator for all matters relating to the use of personal data.

#### Summary of CCTV and Dashcam Requirements

- The vehicle proprietor must be registered with the Information Commissioner's Office and be able to evidence continuous registration throughout the lifetime of the licence.
- The system should not record audio except in exceptional circumstance
- Clearly visible and readable signage, as prescribed, advising of the system and the Data Controller's contact details, including ICO registration number, must be displayed in the vehicle.
- Data must be stored securely and only shared when lawful.

1. A CCTV system must not be used to record conversations between members of the public as this is highly intrusive and unlikely to be justified except in very exceptional circumstances.
2. Wherever possible, the CCTV system should not have any sound recording facility. However, if the system comes equipped with a sound recording facility, then this functionality should be disabled and only capable of being utilised in the following limited circumstances:- where the recording is triggered due to a specific threat to driver or passenger safety, e.g. a 'panic button' is utilised and must be subject to the following safeguards:-
  - a) Where this audio recording facility is utilised a reset function must be installed which automatically disables audio recording and returns the system to normal default operation after a specified time period has elapsed.
  - b) The time period that audio recording may be active should be the minimum possible and should be declared at the time of submission for approval of the equipment.

In the limited circumstance where audio recording is justified, signs must make it very clear that audio recording is being or may be carried out.

3. All equipment must comply with any legislative requirements in respect of Motor Vehicle Construction and Use Regulations.
4. All equipment must meet any and all requirements as regards safety, technical acceptability and operational/data integrity.
5. All equipment must be designed, constructed and installed in such a way and in such materials as to present no danger to passengers or to the driver, including impact

with the equipment in the event of a collision or danger from the electrical integrity being breached through vandalism, misuse, or wear and tear. In particular, the camera(s) must be fitted safely and securely in such a way that it does not adversely encroach into the passenger area and must not impact on the safety of the driver, passenger or other road users.

6. All equipment must be installed as prescribed by the equipment and/or vehicle manufacturer installation instructions by a qualified auto-electrician.
7. The CCTV system must not weaken the structure or any component part of the vehicle or interfere with the integrity of the manufacturer's original equipment.
8. All equipment must be installed in such a manner so as not to increase the risk of injury and/or discomfort to the driver and/or passengers. For example, temporary fixing methods such as suction cups will not be permitted, or lighting, such as infra-red, which emits at such a level that may cause distraction or nuisance to the driver and/or passengers.
9. All equipment must be protected from the elements, secure from tampering and located such as to have the minimum intrusion into any passenger or driver area or impact on the luggage carrying capacity of the vehicle.
10. It is contrary to the Motor Vehicle (Construction and Use) Regulations 1986 for equipment to obscure the view of the road through the windscreen.
11. Equipment must not obscure or interfere with the operation of any of the vehicle's standard and/or mandatory equipment, i.e. not mounted on or adjacent to air bags/air curtains or within proximity of other supplementary safety systems which may cause degradation in performance or functionality of such safety systems.
12. Viewing screens within the vehicle for the purposes of viewing captured images will not be permitted.
13. The location of the camera(s) installed within the vehicle must be for the purpose of providing a safer environment for the benefit of the Hackney Carriage and Private Hire vehicle driver and passengers, and not for any other purpose.
14. All equipment must be checked regularly and maintained to operational standards, including any repairs after damage.
15. All system components requiring calibration in situ should be easily accessible.

#### **Automotive Electromagnetic Compatibility Requirements (Emc)**

16. CCTV equipment must not interfere with any other safety, control, electrical, computer, navigation, satellite, or radio system in the vehicle.
17. Any electrical equipment such as an in-vehicle CCTV system fitted after the vehicle has been manufactured and registered, is deemed to be an Electronic Sub Assembly (ESA) under the European Community Automotive Electromagnetic Compatibility Directive and therefore must meet with requirements specified in that Directive.
18. CCTV equipment should be e-marked or CE-marked. If CE marked confirmation by the equipment manufacturer as being non-immunity related and suitable for use in motor vehicles is required.

19. Activation of the equipment may be via a number and combination of options, such as - door switches, time delay, drivers' panic button or in the case of incident/event recorder, predetermined G-Force parameters set on one or more axis (i.e. braking, acceleration, lateral forces) and configured to record for a short period of time before the event, during the event and a short period following the event.

### **Security of Images**

20. All images captured by the CCTV system must remain secure at all times.
21. The captured images must be protected using encryption software which is designed to guard against the compromise of the stored data, for example, in the event of the vehicle or equipment being stolen.
22. It is recommended by the Information Commissioner that the data controller ensures that any encryption software used meets or exceeds the current FIPS 140-2 standard or equivalent.
23. System protection access codes will also be required to ensure permanent security.

### **Retention of Images**

24. The installed CCTV equipment must have the capability of retaining images either:
- within its own hard drive.
  - using a fully secured and appropriately encrypted detachable mass storage device, for example, a compact flash solid state card.
  - or where a service provider is providing storage facilities, transferred in real time using fully secured and appropriately encrypted GPRS GSM telephone) signalling to a secure server within the service provider's monitoring centre.
25. Images must not be downloaded onto any kind of portable media device (e.g. CDs or memory sticks) for the purpose of general storage outside the vehicle.
26. The CCTV system must include an automatic overwriting function, so that images are only retained within the installed storage device for a maximum period of 31 days from the date of capture.
27. Where a service provider is used to store images on a secure server, the specified retention period must also only be for a maximum period of 31 days from the date of capture.
28. Where applicable, these provisions shall also apply to audio recordings.

### **Use of the Information Recorded by the CCTV system**

29. Any images and any audio recording should only be used for the purposes described in this policy.
30. The licence holder must comply with valid information requests, in accordance with The Data Protection Act (2018) and General Data Protection Regulations (GDPR). Data must be shared securely, and requests must be fulfilled without charge. Data must only be shared where there is a valid lawful reason, for example:
- a. where a crime report has been made involving the specific vehicle and the Police have formally requested that data.

- b. where a Data request is received from an applicant e.g. authorised officer of the Licensing Authority, police or other statutory law enforcement agencies, that has a legal basis to have access to the data requested to assist them in an investigation that involves a licensed vehicle or driver.
- c. a Subject Access Request (SAR) compliant with the GDPR. The DPA gives individuals the right to see information held about them, including CCTV images of them.

It is the responsibility of the Data Controller to consider the lawfulness of request to share data in line with the UK Data Protection Law.

- 31. The uploading of footage to social media does not have a lawful basis and it is expressly prohibited. This includes, by way of examples, but is not limited to: YouTube, WhatsApp, Instagram, TikTok, Facebook and Twitter. Where licence holders' have shared footage unlawfully, they will be liable to criminal prosecution. Unlawful sharing is a breach of UK Data Protection law and is considered a breach of policy.

### **The Data Controller**

- 32. The Information Commissioners Office (ICO) defines a 'data controller' as the individual or organisation which has ultimate responsibility for how personal data is collected and processed.
- 33. For the purpose of the installation and operation of in-vehicle CCTV and dashcam, the data controller is the vehicle licence holder. The licence holder must be registered with the [Information Commissioner's Office](#) and be able to evidence continuous registration throughout the lifetime of the licence.
- 34. Registration with the Information Commissioner's Office requires renewal on an annual basis, and payment of the appropriate fee.
- 35. If a passenger wants to request CCTV footage relating to them, they should make a Subject Access Request (SAR) to the Data Controller detailed on the signage in the vehicle. Information on how to make a valid SAR is available at <https://ico.org.uk/your-data-matters/your-right-to-get-copies-of-your-data/>

### **Data Processor**

- 36. A data processor, in relation to personal data, means any person (other than an employee of the data controller) who processes data on behalf of the data controller, in response to specific instructions. Where a service provider is authorised for the remote storage and/or management of CCTV data, they will act as a 'data processor'.

37. The data controller retains full responsibility for the actions of the data processor.
38. There must be a formal written contract between the data controller and the data processor. The contract must contain provisions covering security arrangements, retention/deletion instructions, access requests and termination arrangements.
39. A copy of the contract must be provided to an authorised officer of the Licensing Authority, or to the Police, on reasonable request.

### **Signage requirements for CCTV and dashcams**

40. Any vehicle must display clearly visible and readable signage informing passengers that such a system is fitted. This signage must be displayed so as to minimise obstruction but must be visible before and after entering the vehicle.
41. The signage must contain:
- a) The purpose for using the surveillance system, “in the interests of public safety, crime detection and crime prevention”.
  - b) The name and contact number of the Data Controller, which should be the vehicle licence holder.  
**BCP COUNCIL IS NOT THE DATA CONTROLLER.**
  - c) The Data Controller’s ICO Registration Number.
42. All necessary signage must be installed prior to any licensable activities being undertaken

## **ADVERTISING AND SIGNS GUIDELINES**

All advertising must be fixed and maintained in good condition – this means that it is, not peeling, blistering or fading

### **EXTERNAL**

#### **Private Hire Operator Signage on any vehicle**

- Advertising shall only be located on the rear passenger doors or the equivalent portions
- It must be below window level and the licensed vehicle stripe (on Hackney Carriages) It should be positioned centrally and level.
- The advertising panel shall not larger than 420mm wide x 300mm high
- The Advertisement must be limited to operator name logo, email/website and contact number. It may include a QR code and reference to social media outlets. Private Hire vehicles also meet the following requirements Advertising must include the words “Pre-Bookable Vehicle Only” in letters not less than 18mm high in a contrasting colour which is clearly visible.
- No advertising shall contain the words “Taxi”, “Tax”, “Cab” or any other words that might imply that the vehicle is a Hackney Carriage, whether in the singular or plural or as part of another word.

#### **Third Party Advertising**

This includes those vehicles that use other app-based services not licensed as a Private Hire operator with BCP.

- One advert per vehicle to be placed on the rear quarter/ sides.
- The advertising panel shall not larger than 420mm wide x 300mm high
- Adverts will be permitted to display website addresses/emails address but not telephone numbers.
- Background colour of advert to be transparent or match with the vehicle colour as appropriate

### **INTERNAL**

- Advertising shall only be displayed below window level.
- Advertising on headrests including use of display screens will be permitted subject to the normal approval process for third party advertising.

1. The Licensing Committee may waive this fee where the display of signage is considered to be in the public interest.
2. No other signs shall be displayed on or in vehicles including windows other than those approved/required by policy i.e. No smoking signs No booking No ride Signs etc.

## **BYLAWS**

### **BYLAWS WITH RESPECT TO HACKNEY CARRIAGES MADE IN 1968.**

**This is an abridged version, a full version is available for inspection at the Civic Offices**

## **INTERPRETATION**

1. The "Council" means the Council of the Borough of Bournemouth and the "District" means the said Borough area or in the case of a hiring within the Borough a distance of seven miles from the entrance of Bournemouth Pier, and the "Inspector of Hackney Carriages" means the Public Carriage Inspector for the said Borough.

## **LICENCE PLATES**

2. Supplemented by Hackney Carriage Policy Chapter 19.

## **FURNISHINGS**

3. The proprietor of a hackney carriage shall:-
  - a) provide sufficient means by which any person in the carriage may communicate with the driver,
  - b) cause the roof or covering to be kept water-tight
  - c) provide any necessary windows and a means of opening and closing not less than one window on each side,
  - d) cause the seats to be properly cushioned or covered,
  - e) cause the floor to be provided with a proper carpet, mat or other suitable covering,
  - f) cause both the exterior and the interior of the carriage including all the fittings and furniture to be kept in a clean condition, well maintained and in every way fit for public service,
  - g) provide means for securing luggage if the carriage is so constructed as to carry luggage,
  - h) provide an efficient fire extinguisher which shall be carried in such a position as to be readily available for use,
  - i) provide at least two doors for the use of persons conveyed in such carriage and a separate means of ingress and egress for the driver.

## **TAXIMETER**

4. The proprietor of a Hackney Carriage shall cause the same to be provided with a taximeter so constructed, attached and maintained as to comply with the following requirements, that is to say:-
  - a) When the machinery of the taximeter is in action there shall be recorded on the face of the taximeter in figures clearly legible and free from ambiguity, a fare not exceeding the rate or fare which the proprietor or driver is entitled to demand and take in pursuance of the bylaw in that behalf for the hire of the carriage by distance.
  - b) The word "FARE" shall be printed on the face of the taximeter in plain letters so as clearly to apply to the fare recorded thereon.
  - c) The taximeter shall be so placed that all letters and figures on the face thereof may be at all times plainly visible to any person being conveyed in the carriage and for

that purpose the letters and figures shall be capable of being suitably illuminated during any period of hiring.

- d) The taximeter and all the fittings thereof shall be so affixed to the carriage with seals or other appliances that it shall not be practicable for any person to tamper with them except by breaking, damaging or permanently displacing the seals or other appliances.
- 5. The proprietor of a Hackney Carriage provided with a taximeter not fitted with a flag or other device bearing the words "FOR HIRE" shall cause the carriage to be provided with a sign so constructed as to comply with the following requirements, that is to say:-
  - a) The sign shall bear the words "FOR HIRE" in plain letters at least one and a half inches in height.
  - b) The sign shall be capable of being so operated that it indicates clearly and conveniently to persons outside the carriage whether or not the carriage is for hire.
- 6. In a case where it appears to the Council to be impracticable for a proprietor for the time being to comply with any requirement contained in bylaws 3,4 and 5, they may issue a certificate to that effect to the proprietor and thereupon the proprietor shall not be guilty of an offence in respect of a failure to comply with that requirement if he causes or permits the carriage to stand or ply for hire until the expiry of such period of time as may be specified in the certificate for compliance with the requirement aforesaid.

## **EXAMINATION AND INSPECTION**

- 7. The proprietor of a Hackney Carriage vehicle shall cause the same to be presented at the Bournemouth Fleet Transport Southcote Road, Bournemouth for examination and inspection at least once in every year. See also Statutory Provisions, Requirements of Licence and vehicle condition 7.

## **CONDUCT OF PROPRIETORS**

- 8. The driver of a Hackney Carriage shall:-
  - a) If the taximeter is fitted with a flag or other device bearing the words "FOR HIRE":-
    - i. when standing or plying for hire keep such flag or other device locked in the position in which the words are horizontal and legible.
    - ii. as soon as the carriage is hired by distance, and before commencing the journey, bring the machinery of the taximeter into action by moving the flag or other device so that the words are not conveniently legible and keep the machinery of the taximeter in action until the termination of the hiring.
  - b) If the taximeter is not fitted with a flag or other device bearing the words "FOR HIRE":-
    - i. when standing or plying for hire keep the taximeter locked in the position in which no fare is recorded on the face of the taximeter and operate the sign provided in pursuance of bylaw 5 or so that the words "FOR HIRE" are clearly and conveniently legible by persons outside the carriage.
    - ii. as soon as the carriage is hired whether by distance or by time, operate the said sign so that the words "FOR HIRE" are not conveniently legible by persons outside the carriage.

iii.as soon as the carriage is hired by distance, and before commencing the journey, bring the machinery of the taximeter into action by moving the key or other device fitted for the purpose so that the word "HIRED" is legible on the face of the taximeter and keep the machinery of the taximeter in action until the termination of the hiring.

c) Cause the dial of the taximeter to be kept properly illuminated throughout any part of a hiring which is during the period from half an hour after sunset to half an hour before sun rise and also at any other time at the request of the hirer.

9. A proprietor or driver of a Hackney Carriage shall not tamper with or permit any person to tamper with any taximeter with which the carriage is provided, with the fittings thereof, or with the seals affixed thereto, without the written authority of the Inspector of Hackney Carriages.

### **RANKS (HACKNEY STANDS)**

10.The driver of a Hackney Carriage shall, when plying for hire in any street and not actually hired:-

- a) proceed with reasonable speed to one of the stands fixed by the bylaw in that behalf:
- b) if a stand, at the time of arrival, is occupied by the full number of carriages authorised to occupy it, proceed to another stand:
- c) on arriving at a stand not already occupied by the full number of carriages authorised to occupy it, station the carriage on the stand and so as to face the same direction as any other carriages on the stand:
- d) from time to time when any other carriage immediately in front is driven off or moved forward at once cause the carriage to be moved forward so as to fill the place previously occupied by the carriage driven off or moved forward:
- e) during the whole time the carriage is on the stand be within call thereof and ready to be hired.

11. A proprietor or driver of a Hackney Carriage shall not wash such carriage or permit such carriage to be washed while it is on any stand.

### **IMPORTUNING**

12. Importuning (touting for business) is an offence under section 167 of Criminal Justice and Public Order Act 1994.

### **HIRER SELECTION**

13. A proprietor or driver of a Hackney Carriage shall not by any means interfere with the free selection by any person of the particular carriage on any stand which such person may desire to hire.

### **CONDUCT OF DRIVER**

14.The driver of a Hackney Carriage shall behave in a civil and orderly manner and shall take all reasonable precautions to ensure the safety of persons conveyed in or entering or alighting from the carriage.

### **SMOKING**

15. Smoking in Public Carriage Vehicles is an offence under the provisions of the Public Health Act 2006.

## **ATTENDANCE**

16. The proprietor or driver of a Hackney Carriage who has agreed or has been hired to be in attendance with the carriage at an appointed time and place shall, unless delayed or prevented by some sufficient cause, punctually attend with such carriage at such appointed time and place.

## **ROUTE**

17. The driver of a Hackney Carriage when hired to drive any particular destination shall, subject to any directions given by the hirer, proceed to that destination by the shortest available route.

## **PERSONS CARRIED**

18. A proprietor or driver of a Hackney Carriage shall not convey or permit to be conveyed in such carriage any greater number of persons than the number of persons specified on the plate affixed to the outside of the carriage.

## **SERVICE**

19. The driver of a Hackney Carriage so constructed as to carry luggage shall, when requested by any person hiring or seeking to hire the carriage:-

- a) convey a reasonable quantity of luggage:
- b) afford reasonable assistance in loading and unloading:
- c) afford reasonable assistance in removing it to or from the entrance of any house, block of flats, station, or place at which he may take up or set down such person.
- d) See legal requirements regarding assistance dogs.

Provided always the driver of a Hackney Carriage shall not be obliged to convey:-

- a) any article or animal which is of such bulk or amount or character that the carrying of such article or animal would be likely to cause damage to the cab or its fittings:
- b) any petroleum spirit or explosive or dangerous substance:
- c) any noxious, odorous, foul or offensive substance.

## **ADVERTISING**

20. The proprietor or driver of a Hackney Carriage shall not place or suffer to be placed on any window or on any part of the exterior of such carriage any advertisement or printed matter other than such as may be required to comply with these bylaws or approved by the Council. See Appendix E.

## **STATEMENT OF FARES**

21. The proprietor of a Hackney Carriage shall:-

- i. cause a statement of the fares fixed by the Council in that behalf to be affixed to the inside of the carriage in clearly distinguishable letters and figures:
- ii. renew such letters and figures as often as is necessary to keep them clearly visible.

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