

Hackney Carriage & Private Hire Driver Licence Handbook

October 2022

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Introduction

Section 38 of the Town Police Clauses Act 1847, defines a **Hackney Carriage** as "Every wheeled carriage, whatever its form or construction, used in standing or plying for hire in any street".

In section 80 of the Local Government (Miscellaneous Provisions) Act 1976 as amended by Part II of Schedule 5 of the Transport Act 1980 and the Transport Act 1985, a **Private Hire Vehicle** is defined as "a motor vehicle constructed or adapted to seat fewer than nine passengers, other than a hackney carriage or public service vehicle, which is provided for hire with the services of a driver for the purpose of carrying passengers."

This guide is intended to advise and assist applicants and licence holders on the law relating to the operation of Hackney Carriages and Private Hire vehicles and to the administrative procedures involved in the application for a licence. This guide is not exhaustive and reference should also be made to the legislation etc. quoted.

Application Process for New Drivers

Licensed vehicles can only be driven by persons holding the correct Hackney Carriage or Private Hire Driver's Licence. It is recommended that the Driver's Licence' is obtained first before the Vehicle Licence.

If you wish to become a licensed individual or company with Swindon Borough Council, to carry out the work of either Hackney Carriage or Private Hire you must apply through our online application found at our website.

Requisite	Fee
Disclosure Barring Certificate	£55.50
Driving Assessment	£87 outsourced
First application	£110
Knowledge Test	£55
English Test	£55
Safeguarding/disability awareness	£80.00

Throughout this process you will be asked to provide the following in steps;

- Knowledge & English tests
- [A group two medical certificate](#)
- [Disclosure Barring Certificate & Update Service](#)
- [DVLA Mandate](#)
- [Character reference form](#)

One to One Interview

Once the list above is satisfactory you will be asked to schedule a One to One Interview with the Licensing Authority the interview will take 30 minutes. During the interview, we will:

- discuss your application
- consider the information if any contained in your medical certificate
- take your photograph

You will be required to demonstrate your [Right to Work Within UK](#)

Applicants must have held a UK full driving licence, granted under Part III of the Road Traffic Act 1988, for at least 36 months. Applicants holding a licence issued by a member country of the European Economic Community must have held a full driving licence for at least 36 months from the date of their

Notes for Applicants

- 1) Home country's entry into the EEC and must exchange their EEC licence for a UK licence, which must show the applicant's current address, before applying.
- 2) Before applying you should consult the appropriate [Guidelines relating to the Relevance of Convictions](#), explaining the standard required to be met by licence applicants.
- 3) You may not commence work until all the procedures have been completed and the necessary licence has been issued.
- 4) Existing Private Hire drivers who wish to apply for a Hackney Carriage Drivers Licence must, if they have not done so, take and pass the Hackney Carriage knowledge test prior to the issue of a Hackney Carriage Driver's Licence.
- 5) Applicants who have not been resident in the United Kingdom for a continuous five year period on the date of application must provide, at their expense, a Certificate of Good Conduct from the relevant Embassy or Police (as required by the individual countries). The Certificate of Good Conduct must be translated into English, provided at the applicant's own expense and must be delivered in an envelope with an untampered seal of the issuing Embassy. This is in addition to the Disclosure & Barring Service check.
- 6) A licence to drive Hackney Carriages or Private Hire vehicles must be taken up within six months of the applicant being informed that they have successfully passed the local knowledge test.

English and Knowledge Examination

In order to apply for a Hackney Carriage or Private Hire Drivers Licence you must complete an assessment of your ability to speak, read and understand English as well as your knowledge of the Swindon Borough. Assessments are carried out by appointment by Swindon Borough Council and you will be asked to prove your identity, by means of photographic evidence, on the day of your assessment.

The knowledge test comprises your understanding of the licensing conditions, the Highway Code, roads, buildings and routes located in Swindon, this is carried out on the same day.

The Private Hire knowledge test is scored on the below 1 – 5 sections:

The Hackney Carriage knowledge test is scored on the below 1 – 6 sections:

- | | | |
|--|---|----------------|
| 1) Identification of building locations | - | pass mark 80% |
| 2) Identification of road/street locations | - | pass mark 80% |
| 3) Identification of routes | - | pass mark 80% |
| 4) The Highway Code | - | pass mark 80% |
| 5) Rules and Regulations | - | pass mark 100% |
| 6) (Hackney only) Meter Questions | - | pass mark 80% |

The English test is in one part - pass mark 60%

Please note after three failed attempts at the English/Knowledge test you must wait a total of six months before applying again. These tests will be completed in exam conditions and if an applicant is found to breach the restrictions set on the day of the examination this will void the result of your test, which resulting in having to wait a further 6 months before being allowed to re-take the test.

A maximum of **1 hour 45 minutes** will be allowed for the tests. Should applicants complete the tests earlier than the allotted time they shall wait until the time period is over before being allowed to leave.

The Council does not teach the knowledge test or have example papers. Each applicant will be responsible for their own studies to meet the required standard.

Please note that satellite navigation devices and street maps or notes may NOT be used in the test. You will be asked to turn off your electronic devices during the test.

Once the test has been successfully completed, you shall receive your results by the email address you have supplied. Your English test once successfully completed is permanent pass throughout the application process, however please note that if you pass your Knowledge test and unfortunately fail your English test you shall be required to take the full English & Knowledge test.

Disclosure Baring Service & Update Service

To apply for an Enhanced DBS please visit ([Register for Enhanced DBS](#)) for this process you will need to select 3 proof documents that you will need to supply to the Licensing Authority, once your application is verified the Disclosure Service takes on average 14 days to send you your original certificate. After you have received this you **MUST** sign up for the update service.

The policy of the Licensing Authority requires drivers to register with the [DBS Update Service introduction guide](#). This will enable you to give employers and Licensing Authorities permission to carry out 12 monthly checks, in order to verify whether the original DBS certificate remains valid, even if it is several years later.

You must have subscribed within 30 days of the issue of your last certificate. If you let your subscription lapse, or if the police records show new information about you since your certificate was issued, we will not be able to obtain a status check, and you will need to apply for a new disclosure certificate.

Your Licence shall not be issued without the above being satisfactory.

You can join the update service online at [DBS Update Service](#)

Driving Assessment

When you are passed both English and Knowledge tests only then are you eligible to book a driving assessment, this must be booked in through our independent driving instructors. Your Certification is only valid for 6 months after which you may need to re-take the driving assessment.

Applicants for Hackney Carriage and Private Hire Drivers Licences must complete to a satisfactory standard an assessment of their driving ability conducted by an assessor approved by the Council.

- 1) The assessment will be carried out by a professionally qualified Advanced Driving Instructor with experience of carrying out vocational driving assessments.
- 2) The assessor will check the applicant's driving licence before the start of the assessment. The assessor reserves the right to refuse to undertake the assessment if these matters are not satisfactory. In such a case the assessment fee will be forfeited.
- 3) The assessment will involve driving along a variety of roads. It will cover aspects such as vehicle control (braking, acceleration, clutch control, use of gears, steering), planning (observation, lane discipline, anticipation, reaction to signs and speed limits) and road craft (courtesy, smoothness, use of mirrors and signals, vehicle sympathy and manoeuvring).
- 4) The assessor will complete a report which will be provided to the applicant. You must then provide the outcome of the assessment to the Licensing Authority, should you be unsuccessful you will be advised on the day following advice and further instructions on how to rebook.

Medical Assessment

[The Group 2 Medical Examination](#) is to be completed by the applicants own General Practitioner (GP) or another GP in the same practice or a GP in another practice, provided they have access to the applicants full NHS records at the time of the examination. Which is required for your first application, then at the age of 47 and every three years thereafter. From the age of 65 onwards a certificate is required annually.

Medical Certificates may be required throughout the life of licence should there be any changes in medical circumstances.

If you are unsure if something may affect your licence, please contact the Licensing Authority.

DVLA Mandate

The Council expects applicants to have a good driving record with few, if any, convictions for traffic offences. New applicants will be expected to have received no motoring convictions within the 12 months prior to the date of application and no more than 4 penalty points or a period of disqualification in the 3 years prior to the date of application.

Driver licence details will be checked directly with DVLA using the [DVLA Mandate Form](#).

Determination of “Safe and Suitable”

Under taxi and private hire licensing legislation, the Council must ensure that anyone holding a licence is a “safe and suitable person”. Obviously, where all the checks and tests set out in this document are satisfactory then the applicant is adjudged “safe and suitable” a licence is granted.

However, when there is any doubt as to whether the applicant is not “safe and suitable” person, for instance because the applicant has criminal or motoring convictions or any relevant criminal convictions, the Council has the right to refer the application to the Licensing Sub-Committee. **Any such decision of the Committee will carry a right of appeal by the applicant to the Magistrates Court within 21 days of the decision.**

Private Hire Driver Information

Driver Licence “Green Form”

Drivers licensed by Swindon Borough Council receive a paper licence which is locally known as the “green form”. Drivers are required to deposit this form with the operator from whom they receive bookings and may only receive bookings from another operator if they transfer their ‘green form’.

The purpose of the ‘green form’ is to ensure that the private hire operator knows that the driver is properly licensed by this Authority. Without sight of the licence, the operator cannot provide bookings to the driver.

The overarching principle behind the licensing of private hire and hackney carriage vehicles is one of public safety. As a result, the Council has maintained the policy of only allowing one green form per driver. This enables the Licensing Authority to trace driver’s activities closely.

Renewal Process & Fees

To renew your Private Hire Driver Badge you will need to follow the below link and apply using your unique reference number found on your reminder renewal letter;

[Apply to Renew your Private Hire Driver Badge](#)

Application	1 Year*	3 Years
Private Hire Driver	£77	£231
Under special circumstances, you can request the application of a 1 year license, to do so you must contact the Licensing Manager detailing the circumstances relating to your request.		

Conditions Applying to Private Hire Driver Licences

- 1 The holder of every Private Hire Driver's Licence issued by the Council:-
 - i) Must wear the badge provided at all times when driving the vehicle and must not lend the badge to another person.
 - ii) Must conduct him/herself in a civil and orderly manner, shall be respectfully dressed and clean and tidy in appearance.
 - iii) Shall assist passengers with the loading and unloading of luggage.
 - iv) Shall not drive the vehicle if he/she is suffering from any illness or disability which could cause the driver not to be in full control of the vehicle.

- v) Shall ensure that the licence plate, issued by the Council, is displayed on the rear of the vehicle so as to be clearly visible.
- vi) Shall not allow more than one passenger to travel beside him/her or any child below the age of 10 years in the front of the vehicle.
- vii) Shall not cause or permit to be conveyed in the vehicle a greater number of passengers than the licence issued by the Council indicates as being the maximum number which the vehicle is authorised to carry. Seat belts where available must be worn by all passengers. Responsibility for ensuring seat belts are worn lies with the passenger if he/she is an adult or with the driver if the passengers are under 14.
- vii) Shall ensure that any licensed vehicle driven by him/her is cleaned internally each day when the vehicle is in use and externally regularly, that the fixtures and fittings are in good order and repair and that the vehicle is in a fit and roadworthy condition at all times and in every way fit for use as a Private Hire vehicle.
- viii) Shall take all reasonable precautions to ensure the safety of passengers entering or alighting from the vehicle.
- ix) Shall not cause the vehicle to stand in a road or a public place in such a manner as to suggest that the vehicle is plying for hire or that it is a hackney carriage.
- x) Shall on ceasing to be employed as a driver or a Private Hire vehicle or on his/her licence being revoked or suspended by the Council, surrender to the Council his/her licence and badge.
- xi) Shall if he/she is aware that the vehicle has been hired to be in attendance at an appointed time and place or he/she has otherwise been instructed by the operator or proprietor of the vehicle to attend at an appointed time and place with the vehicle, punctually attend at the appointed time and place.

2 LOST PROPERTY

Any property found shall be retained by the finder unless it comes within the following classifications:

- a) The property is recorded in the lost property register by the loser.
- b) Identifiable.
- c) A classified or official document.
- d) Estimated to be of a value exceeding £100.
- e) A drug or poison.
- f) A key.
- g) A firearm, ammunition or explosive.
- h) A postal order or 'Giro' credit.
- i) A cheque, cheque book, credit card or bank card.
- j) A Building Society or other account 'pass book'.
- k) A 'National Insurance' card or stamp.
- l) A 'Premium Savings Bond' or Savings Certificate.

- m) A service uniform or item of equipment.
- n) A pedal cycle.

Private Hire Drivers will notify the Police Station of all property that they find in their vehicle, but where the property comes within the specified list above, they should take this property to the Police Station between 9.00 am and 5.00 pm Monday to Friday, when the Lost and Found Property Clerk will be available to deal with it.

3 DEPOSIT OF LICENCE

Before commencing to drive any vehicle the driver will deposit the Private Hire Drivers Licence with the Operator of that vehicle for retention by him/her until such time as the driver ceases to drive a vehicle under the control of that Operator.

4 CHANGE OF ADDRESS, EMPLOYER OR OF DRIVER'S MEDICAL CONDITION

The driver shall notify the Council in writing of any change of his/her address or if he/she becomes an employee of another proprietor during the period of the licence within three days of such change taking place. The driver shall also notify the Council forthwith if he/she should be advised on medical grounds not to drive any vehicle.

5 CONVICTIONS

The driver shall within three days of being convicted of any offence during the period of the licence disclose to the Council in writing details of such conviction including the offence for which he/she has been convicted, and the sentence of the Court.

6 DURATION OF LICENCE

All licences expire one year from the date of issue or at such other times as the Council shall decide. Application for renewal should be made at least six weeks before the expiration of the current licence.

7 COMPLAINTS FROM THE PUBLIC

Any complaint from a member of the public must be reported as soon as possible to the Vehicle Operator, who must inform the Licensing Officer. The driver will, at the same time, inform the complainant that he/she may complain to the Licensing Authority, if he/she so wishes and afford him/her every assistance to do so.

8 TAXIMETERS

If the vehicle being driven is fitted with a taximeter:-

- (a) The driver shall not cause the fare recorded thereon to be cancelled until the hirer has a reasonable opportunity of examining it and has paid the fare.
- (b) The driver shall ensure that when the vehicle is not hired the key is to be locked and machinery kept inactive and the meter must show no fare or other words at that time.
- (c) The driver shall ensure that the taximeter is sufficiently illuminated that, when in use, it is visible to all passengers.
- (d) The driver shall ensure that the fare or charge shall be calculated from the point in the Borough at which the hirer commences his/her journey and shall not exceed that displayed on the taximeter at the completion of his/her journey.
- (e) The driver shall ensure that the taximeter is only brought into action at the commencement of the hirer's journey.

Any proprietor who uses a Private Hire vehicle without having the meter tested and approved by the Council commits an offence. Any person who tampers with any seal on a taximeter, or who alters a taximeter with intent to mislead, commits an offence.

Chauffeur Companies

SPECIAL LICENSING ARRANGEMENTS FOR DRIVERS WORKING SOLELY FOR CHAUFFEUR COMPANIES OR SOLELY ENGAGED ON EDUCATION TRANSPORT CONTRACTS

Following the repeal of Section 75 of the Local Government (Miscellaneous Provisions) Act, more commonly known as the “Contract Exemption”, the Council has agreed arrangements regarding the licensing of drivers working **solely** for chauffeur companies or **solely** engaged on Education Transport contracts, as below.

The applicant should apply online and upload his/her completed application form, together with a letter on the Operator’s company letterhead. The letter should state the person’s full name and address and date of birth together with a statement that the Operator intends to employ them as a chauffeur.

Once the applicant has received an email confirmation of receipt of the application form and the operator letter, they should go online and download a [medical form](#) and

[Disclosure & Barring Service information](#). The applicant will then follow the usual procedure for private hire licensing including a [driving assessment](#). The requirement for an English assessment and a knowledge test will be waived.

Upon successful completion of the process a restricted private hire licence will be issued allowing the applicant to drive vehicles licensed by the operator for whom they are working for at the time they are licensed. Should a driver transfer to another operator carrying out similar business, a revised licence would be issued showing details of the new Operator. Should a driver with a restricted licence elect in the future to work for a private hire operator carrying out standard private hire work in the controlled district of Swindon Borough Council there will be a requirement to complete the private hire application process in full.

Please note the above arrangements will also apply to drivers who are working **solely** for chauffeur companies or **solely** engaged on Swindon Borough Council Education Transport contracts. Should a driver with a restricted licence elect in the future to carry out standard private hire work in the controlled district of Swindon Borough Council there will be a requirement to complete the private hire application process in full.

Hackney Carriage Information

Renewal process and fee

To renew your Hackney Carriage Driver Badge you will need to follow the below link and apply using your unique reference number found on your reminder renewal letter;

[Apply for a Hackney Carriage Driver Badge Renewal](#)

Application	1 Year*	3 Years
Hackney Carriage Driver	£77	£231
Under special circumstances, you can request the application of a 1 year license, to do so you must contact the Licensing Manager detailing the circumstances relating to your request.		

Conditions Applying to Hackney Carriage (Driver) Licence

1. The holder of every Hackney Carriage Driver's licence shall comply with all provisions relating to Hackney Carriages, as contained in the above mentioned Acts, and in particular:-

The holder of a Hackney Carriage Driver's licence:-

- (a) Must wear the badge provided by the Council at all times.
 - (b) Must conduct himself/herself in an orderly manner, be civil and comply with every reasonable request.
 - (c) Shall not refuse a fare.
 - (d) When standing or plying for hire shall not by calling out or otherwise importune any person to hire such carriage to the annoyance of such person or any other person.
 - (e) Shall assist with the loading and unloading of luggage.
 - (f) Shall observe the byelaws relating to "Hackney Carriage stands".
 - (g) Shall not carry in the vehicle more than the prescribed number of persons.
 - (h) Shall not make any charge other than the prescribed rate of fare.
 - (i) Shall not obstruct another driver.
2. The holder of a Hackney Carriage Driver's Licence shall, on ceasing to be employed as a driver of a Hackney Carriage, surrender to the Council his licence and badge.
 3. The area within which a vehicle licensed by the Council as a Hackney Carriage shall be entitled to ply for hire shall be within the Borough boundaries, beyond which it is not obligatory on the driver to contract to carry persons for hire under the terms of the Hackney Carriage Licence granted by the Council.
 4. If the holder of a Hackney Carriage Driver's licence is employed by the proprietor of a Hackney Carriage, the said proprietor must retain the driver's licence in his possession during the period of employment unless he leaves by reason or misconduct, in which case the proprietor shall retain the licence and report the facts to the Council.

5. The driver shall immediately after the termination of any hiring or as soon as practicable thereafter carefully search the vehicle for any property which may have been accidentally left there.

Any property found shall be retained by the finder unless it comes within the following classifications:

- (a) The property is recorded in the lost property register by the loser.
- (b) Identifiable.
- (c) A classified or official document.
- (d) Estimated to be of a value exceeding £100.
- (e) A drug or poison.
- (f) A key.
- (g) A firearm, ammunition or explosive.
- (h) A postal order or "Giro" credit.
- (i) A cheque, cheque book, credit card or bank card.
- (j) A Building Society or other account "pass book".
- (k) A "National Insurance" card or stamp.
- (l) A "Premium Savings Bond" or Savings Certificate.
- (m) A service uniform or item of equipment.
- (n) A pedal cycle.

Hackney Carriage Drivers will notify the Police Station of all property that they find in their vehicle, but where the property comes within the specified list above, they should take this property to the Police Station between 9.00 am and 5.00 pm Monday to Friday, when the Lost and Found Property Clerk will be available to deal with it.

6. The driver shall notify the Council in writing of any change to his/her address or if he/she becomes the employee of another proprietor during the period of the licence within three days of the change taking place. The driver shall also notify the Council forthwith if he/she should be advised on medical grounds not to drive any vehicle.
7. The driver shall within three days of being convicted of any offence during the period of the licence disclose to the Council in writing details of such conviction including the offence for which he/she has been convicted, and the sentence of the Court.
8. Licences remain in force for one year or for such period as the Council shall decide.
9. Hackney Carriage Drivers are required to undertake a medical examination; also a further examination at age 47, then every 3 years until the age of 65; then every year thereafter.
10. Drivers are required to pass a test on their knowledge of routes and roads in Swindon before being licensed and at any time when required by the Licensing Officer.
11. Drivers will ensure that they comply with the current fares regulations especially when acting in a Private Hire capacity under Sections 66 and 67 of the Local Government (Miscellaneous Provisions) Act 1976

Fare Chart

Maximum hackney carriage fares from 17/10/2022

Day Rate	Night Rate	Christmas/New Year
<u>Monday - Saturday</u> <u>06:00 – 18:00</u> Minimum Fare £4.50 for the first 368.8 metres or 79.3 seconds then 20p for each additional 184.4 metres or 39.6 seconds until the fare exceeds £16.10 thereafter 20p for each 129.2 metres or 27.7 seconds	<u>Monday - Saturday</u> <u>18:00 – 06:00</u> <u>Sunday and Public Holiday rate</u> <u>from 18:00 on the day before</u> <u>until 06:00 on the day after</u> Minimum Fare £5.90 for the first 368.8 metres or 79.3 seconds then 20p for each additional 184.4 metres or 39.6 seconds until the fare exceeds £11.10 thereafter 20p for each 129.2 metres or 27.7 seconds	<u>Christmas / New Year</u> <u>20:00 Dec 24 to 06:00</u> <u>Dec 27 and</u> <u>20:00 Dec 31 to 06:00 Jan 2</u> Minimum Fare £6.50 for the first 368.8 metres or 79.3 seconds then 30p for each additional 184.4 metres or 39.6 seconds until the fare exceeds £16.10 thereafter 30p for each 129.2 metres or 27.7 seconds

Extra charges to apply at all times

- Additional passengers, each additional person 50p for 2nd, 3rd, and 4th passengers and for 5th, 6th, 7th, and 8th passenger £1 each (excluding infants in arms) (2 children under 10 count as one person).
- Pre-bookings for any hiring, which is, arranged in advance £2.00.
- Luggage (excluding wheelchairs) each item in the driver's compartment and each other item over 61cm long 20p.
- Soilage charge where the customer has soiled the vehicle requiring off the road valeting £100.00.
- Foreign Currency Cash Payments only accepted at the driver's discretion at the time of hiring, at an exchange rate agreed by the driver.
- All emission zone charges, congestion charges, airport drop off charges, road and/or bridge tolls shall be added to the fare.
- There is no extra charge for carrying wheelchairs or assistance dogs.

**Any complaint about this vehicle or driver should be directed to Licensing, Swindon Borough Council, Wat Tyler House, Beckhampton Street, Swindon, SN1 2JH or
 Email: licensing@swindon.gov.uk**

Advice for Taxi and Private Hire Drivers Disability Awareness Information

Generally:

Drivers should ask if any assistance is needed, and not assume the passenger isn't disabled because their disability is not apparent. They should pull up as close to the kerb as possible; this will help all passengers, not just those who are disabled.

Sudden braking and acceleration should be avoided - not only might this cause alarm, but this might also be painful for people with certain types of condition (e.g. arthritis, back problems etc.). Drivers should be polite, courteous and patient at all times, and avoid being patronising. Most of these general attitudinal issues can be covered in 'Disability Awareness Training'. Basic principles, the guidelines are:

1. The disabled person is the expert on his or her own disability, so the driver should ask what sort of assistance, if any, is required;
2. Disabled people are not all the same, so assumptions and generalisations should not be made;

Wheelchair Users:

For wheelchair users who wish to transfer from a wheelchair in order to travel in a PHV or Taxi, the driver should ask what assistance the passenger requires, before touching either the passenger or the wheelchair. The driver should also be familiar with the operation of ramps and swivel seats etc. that might be used to help the passenger to get into the vehicle.

The driver shall be trained and familiar with the safe loading of any wheelchair user.

Ambulant Disabled People:

For passengers who have difficulty walking or with getting in and out of vehicles, the driver should be prepared to get out of the vehicle and hold the door open, help with luggage, provide an arm to hold on to, adjust the seat, if necessary, etc.. Many Multipurpose Passenger Vehicles (MPV) or people carriers are equipped with a step that can be used to reduce the height of the step up from the kerbside. As with other devices designed to help passengers to get into and out of the vehicle, where such a step is available, the driver should be aware that it is there, and should be familiar with its functionality.

People with Learning Disabilities:

Many people with learning disabilities are helped in having the confidence to travel independently by undergoing 'travel training'. When considering how best to help people with learning disabilities, it is difficult to generalise, since behavioural and learning disabilities can be manifested in many different ways; however, there are some ways in which the driver can ease communication; for example:

1. Allow plenty of time for understanding to take place;
2. Make a special effort to be calm and patient;
3. Do not suggest an answer at the end of a question;
4. Use clear and unambiguous language (i.e. avoid jargon, and do not overcomplicate issues);
5. Do not patronise adults with learning disabilities by treating them as children;
6. Be aware that many people with learning disabilities have problems with cash transactions, so make an effort to count cash slowly, into their hand. It is important that the passenger is confident of having received the correct sum of change.

People with Mental Health Problems:

Some people are restricted in their freedom to travel as a result of having mental health problems. This might entail the taking of medication that might affect the person's behaviour or demeanour, and drivers should be aware that they might, for example, appear to instead be under the influence of alcohol. Because of other people's reactions to them, therefore, people with mental health problems are often discouraged from travelling by mainstream public transport, so the private hire sector provides a convenient alternative. How to relate to such passengers should clearly be included in disability awareness training.

One in four of us at some time in our life will experience mental ill health. To ignore this statistic is to blatantly discriminate against this body of people; yet the needs of people with mental health difficulties are often ignored within disability awareness training programmes.

People who might be disfigured:

Similarly, people who have a disfigurement of some kind might feel limited in their desire to use mainstream public transport, and so might prefer the door-to-door service offered by PHVs and Hackney Carriages. Again, drivers should be courteous, patient and understanding, and, of course, should avoid staring.

The safe carriage of wheelchair users in vehicles

These issues are relevant in the context of larger, MPV-type PHV vehicles and Hackney carriages. It is most important that drivers do not cause wheelchair users to travel sideways in their wheelchair, and that they are trained in the use of all relevant belts and other restraint and locking mechanisms. The operator should make sure that such training is up-to-date, so that drivers are aware of new research concerning the safe carriage of passengers in wheelchairs. Drivers need to be aware of the correct use of swivel seats, if fitted; when used, drivers should ensure that the seat is correctly locked in position when it is back inside the vehicle.

Carriage of Guide, Hearing and Assistance dogs

Disabled people including guide dog owners and other blind or partially sighted people have important rights under the Equality Act 2010, or Disability Discrimination

Act (DDA) 1995 in Northern Ireland (as extended by the Disability Discrimination (NI) Order 2006 (DDO)). The Equality Act 2010 consolidates and replaces previous discrimination legislation including the Disability Discrimination Act in England, Wales and Scotland.

Duty to carry Guide, Hearing and Assistance Dogs

The Equality Act 2010, and the DDA 1995 in Northern Ireland, place a duty on taxi and minicab (private hire) drivers to carry guide and other assistance dogs at no extra cost. Drivers that cannot carry assistance dogs will carry a certificate of exemption confirming they have permission to refuse on medical grounds.

Sections 168 to 171 of the Equality Act 2010 deal with the carriage of guide dogs and other assistance dogs and England and Wales. (In N Ireland the provisions are in Section 37 of the DDA 1995. The requirements are effectively the same.)

Hackney or Private Hire Drivers (unless they have a medical exemption):

- Must carry the assistance dog and allow it to remain with their owner.
- Cannot refuse a booking, or to carry out a booking, due to someone having an assistance dog with them.
- Cannot charge extra for carrying an assistance dog.
- Cannot refuse a booking, or to carry out a booking, due to someone begin within a wheelchair if a wheelchair accessible vehicle is provided.
- Cannot charge extra for carrying an wheelchair.

Important: information about how to look out for and report signs of possible child sexual exploitation

As a Hackney Carriage or Private Hire Driver you are uniquely placed in our community as you transport customers across the Borough of Swindon and beyond on a one-to-one basis – because of this, we are asking you to help keep our young people safe.

You may have heard in the national media recently about successful prosecutions of people in various parts of the country who have sexually exploited children (girls and boys) and young people.

Sexual exploitation of children and young people involves exploitative situations and relationships where victims receive something – such as drugs, alcohol or attention – as a result of them being involved in sexual activity with one or several other people.

Violence, force and intimidation are often used by those sexually exploiting young people.

Swindon Borough Council and Wiltshire Police are working with local partners to ensure our young people are safe from child sexual exploitation. However, we need as much information as possible from the local community so we can act where necessary.

This is where you – and everybody else in our community – come in: safeguarding children and young people is everybody's business. We urge you to report anything you may see that you think is suspicious.

Suspicious activity you may come across could include:

- Taking and collecting young people (girls and boys) from hotels, bed and breakfasts or house parties
- Picking up young people from other cars
- Young people who look distressed or intimidated
- Observing suspicious activity in hot-spot areas
- Young people who may be under the influence of drugs and or alcohol
- Bribes offered to you – such as sex – by young people, to avoid paying fares
- Transporting lone young people to hospital accident and emergency departments
- Young people with injuries such as bruising or blood stains

What you should do:

- Make notes about the information you know
- If you are concerned that a child is at immediate risk please ring Wiltshire Police on **999**

- If the child is not at immediate risk but you have concerns and have some details about the child, such as their name or address, please contact Swindon Borough Council's Family Contact Point during office hours (Monday to Friday, 9am-5pm) on **01793 466903** or send an email to FCP@swindon.gov.uk.
- Otherwise please call Wiltshire Police's non-emergency line on **101** to report your concerns about possible sexual exploitation

Information to record:

- Any names heard
- Locations and addresses of concerns
- Descriptions of people
- Car registration plates, makes and models of vehicles
- Description of what you saw

Further information about the signs of child sexual exploitation can be found at www.saysomethingswindon.co.uk. Please take some time to view this webpage.

The Licensing Authority has implemented the E-Learning module in respect of child sexual exploitation (CSE), County Lines (CL) and is also currently implementing face to face training in respect of both CSE and CL, all drivers will be expected to attend such sessions

Licensing Authority

The Licensing Authority is located at, Wat Tyler House, Beckhampton Street, Swindon SN1 2JH. Should you have any issues, please contact us on Licensing@swindon.gov.uk

Guidance on determining the suitability of applicants

To see information on our guidelines for the above please press the link below.

- [Guidance on Determining the Suitability of Applicants](#)