

Appendix A – Code of Conduct

Conduct of Driver

The driver must: -

- i. take all reasonable steps to ensure the safety of passengers conveyed in, entering, or alighting from the vehicle
- ii. at no time cause or permit noise emitted by any equipment in the vehicle that may be considered a source of nuisance or annoyance to any person, whether inside or outside of the vehicle
- iii. drive with care and due consideration for all other road users and pedestrians
- iv. obey all Traffic Regulation Orders and directions at all time
- v. not consume alcohol or misuse drugs (legal or illegal) immediately before or at any time whilst driving or being in charge of a Hackney Carriage or Private Hire vehicle
- vi. not drive for hire or reward any unlicensed vehicle
- vii. be aware that we will not allow any member of staff to be subjected to rude, threatening, abusive, intimidating, or violent behaviour either directly, by telephone or other methods of communication
- viii. at all times be clean and respectable in dress and person and behave in a polite and orderly manner
- ix. afford all reasonable assistance with passengers' luggage
- x. not without the express consent of the passengers play any radio or sound reproducing instruments or equipment in the vehicle other than for the purpose of sending or receiving messages in connection with the operation of the vehicle
- xi. not drink or eat in the vehicle during a hiring without the express consent of the passengers

1. Drivers' Dress Code

- i. In order to raise the profile of the licensed trade, drivers should always operate in a professional manner and conform to good standard of dress and personal hygiene.

2. Passengers

- i. The driver must not convey or permit to be conveyed in the vehicle a greater number of persons than that prescribed in the license for the vehicle.
- ii. The driver must not allow any lone person, to be conveyed in the front of any licensed vehicle unless agreed with the operator at the time of booking.
- iii. No child under 12 may be carried in the front seat beside the driver.

- iv. At all times the driver must ensure compliance with regulations regarding seat belt and restraints.
- v. The driver must not, without the consent of the booked passengers, convey or permit to be conveyed any other person in that vehicle.
- vi. Third party insurance cover must be in place during the licence period in the event of all passengers' personal injury.
- vii. The driver must ensure when dropping off vulnerable passengers at night that the driver waits until they can confirm that the person is safe before driving off.
- viii. Drivers will ensure the passenger has pre booked before setting out.

3. Driving and Vehicle Standards

- i. Drivers must understand and follow the Official Highway Code.
- ii. Drivers must not perform manoeuvres that endanger the safety of other road users or passengers.
- iii. Drivers must have respect for, and demonstrate courtesy to, all other road users.
- iv. Drivers must not obstruct the highway or park in a dangerous position, including over ranking or parking contrary to all traffic regulations such as double yellow lines or no stopping signs. Drivers must, give as much room to cyclists and other vulnerable roads users as a car would be given.
- v. Drivers must immediately notify this Licensing Authority of any damage to their vehicle that could give rise to any concerns about the safety or road worthiness of that vehicle, for example as a result of a collision.
- vi. Drivers must make their vehicles available for inspection at any time, if asked by an identified officer of this Licensing Authority at the rank, at the Council or in the reasonable course of their duties.
- vii. Drivers must make themselves available for interview by a recognised officer of this Licensing Authority if invited to do so at an appointed time by letter, email or telephone and attend that appointment unless they have reasonable grounds for not doing so.
- viii. Drivers have a duty to report any other issues that may be of concern to this Local Authority

4. Driving Responsibilities – Highway Code

- i. Driving when you are tired greatly increases your risk of collision. To minimise this risk, you must take the necessary precautions.

- ii. You must not leave a parked vehicle unattended with the engine running or leave a vehicle engine running unnecessarily while that vehicle is stationary on a public road. Generally, if the vehicle is stationary and is likely to remain so for more than a couple of minutes, you should apply the parking brake and switch off the engine to reduce emissions and noise pollution.
- iii. You must not drive dangerously, without due care and attention or without reasonable consideration for other road users.
- iv. You must not drive on or over a pavement, footpath, or bridleway except to gain lawful access to property or in the case of an emergency.
- v. You must be considerate to all types of road users.
- vi. Avoid distractions when driving.
- vii. You must always exercise proper control of your vehicle, it is illegal to use a hand-held mobile phone, or similar device, when driving.
- viii. You must drive slowly and carefully on streets where there are likely to be pedestrians, cyclists, and parked cars.
- ix. When passing a cyclist or pedestrian (or another vulnerable road user) drivers must give at least as much space as would be required for a car.
- x. Give way to people walking who have already started to cross the road.
- xi. Assess your vehicle's length and do not obstruct traffic.
- xii. Do not cut in on people cycling or encroach on the cycle waiting area.
- xiii. On a roundabout, watch out for and give plenty of room to, people walking or cycling.
- xiv. Keep pedestrian and cycle crossings clear.
- xv. Give way to anyone still crossing after the signal for vehicles has changed to green.
- xvi. The most vulnerable road users are pedestrians, cyclists, motorcyclists and horse riders. It is particularly important to be aware of children, older and disabled people, and learner and inexperienced drivers and riders.
- xvii. Check before opening your door.
- xviii. You must not park on the pavement.

5. Responsibility to Residents

- i. To avoid nuisance to residents when picking up or waiting for a fare, a driver must:

- Not sound the vehicle's horn between 2330 hours and 0700 hours
- Keep the volume of any sound reproducing equipment (e.g., radio) to a minimum
- Switch off the engine if required to wait

6. Insurance

- i. It is the responsibility of drivers to ensure that they are always properly insured
- ii. If drivers work for multiple operators, all parties must ensure that appropriate and valid insurance is in place to avoid an inadvertent criminal offence.

7. Taxi Ranks

- i. Private Hire drivers must not stop/wait on ranks for any reason. If a private hire driver accepts a fare which has not been pre-booked through a licensed operator, they are committing an offence and enforcement action will be taken.

8. Touting or Soliciting

- i. The driver must not while driving or in charge of a Private Hire Vehicle: -
 - tout or solicit on a road or other public place any person to hire or be carried for hire in any private hire vehicle.
 - cause or procure any other person to tout or solicit on a road or other public place any person to hire or be carried for hire in any private hire vehicle; or accept an offer for the immediate hire of that vehicle while the driver of that vehicle is on a road or other public place.

9. Lost Property

- i. The driver must immediately after the end of any journey, or as soon as practicable thereafter, carefully search the vehicle for any property which may have been accidentally left there.
- ii. If the driver finds any items left within vehicle, or if an item is handed in to them, the driver must do their best to identify customer and return item to original owner.
- iii. The driver must contact the operator with information of found item within 24 hours. The operator must then follow their lost and found procedure.

10. Receipts

- i. The driver must if requested by the hirer or passenger of a licensed vehicle,

provide a receipt for the fare paid.

11. Fare to be Demanded

- i. The driver of a Private Hire vehicle must not demand from any hirer of a licensed vehicle a fare in excess of any previously agreed for that hiring between the hirer and the operator or, if the vehicle is fitted with a meter and there has been no previous agreement as to the fare, any fare greater than that shown on the face of the taximeter for journeys that begin and end within the district.

12. Mobile Phones

- i. Drivers must not use/ hold a phone or sat nav. whilst the vehicle engine is running.

13. Non-payment

- i. The driver must not attempt to detain passengers in the vehicle following a non-payment, to prevent possible allegations of kidnap, assault etc. The driver must contact their operator and the Police.

14. Smoking

- i. Drivers must not smoke or allow someone to smoke in a licensed vehicle at any time.
- ii. For the avoidance of doubt, this Licensing Authority also forbids the smoking of electronic cigarettes and vaping, whether by the driver or passengers.

15. Animals

- i. All drivers are obliged to carry passengers with guide, hearing, and other assistance dogs unless they have been granted a medical exemption from this Licensing Authority.
- ii. Drivers without an exemption who refuse or fail to take assistance dogs may be prosecuted by the passenger and may also be subject to enforcement action by this Licensing Authority including suspension or revocation of the licence.
- iii. No additional charge can be made for the carriage of assistance animals.
- iv. When carrying such passengers, drivers must allow the assistance dog to remain under the physical control of the owner.

- v. A driver must not carry an animal owned by them or in their custody, or that of the proprietor of the vehicle or its operator.

16. Prompt attendance

- i. The driver of a Private Hire Vehicle must, if he or she is aware that the vehicle has been hired to be in attendance at an appointed time and place or he or she has otherwise been instructed by the operator or proprietor of the vehicle to be in attendance at an appointed time and place, punctually attend at that appointed time and place, unless unavoidably delayed or prevented.

17. Deposit of Licence

- i. If the driver is permitted or employed to drive a Private Hire Vehicle of which the proprietor is someone other than the driver, he or she must before commencing to drive that vehicle deposit his or her license (or clear copy) with that proprietor for retention until such time as the driver ceases to be permitted or employed to drive the vehicle or any other vehicle of his or hers.

18. Change of Address

- i. The holder of a Private Hire driver's licence must, within seven days, notify this Licensing Authority in writing of any change of address.

19. Convictions

- i. Drivers must notify the Licensing Authority in writing within 72 hours of any cautions, convictions or warnings including but not limited to driving endorsements, driving convictions, police warnings and reprimands, cautions, community service orders, restraining orders, fixed penalties immigration offences, or other relevant matters, including road traffic offences such as speeding imposed on him or her during the period of the licence.

20. Renewal Applications

- i. If a licensed driver fails to renew before the expiry of the licence, they will be required to apply as a new driver and meet all the requirements as set out in this Hackney Carriage and Private Hire Policy.
- ii. It is the responsibility of the driver to ensure they apply for their renewal with all relevant supporting original documentation in good time, with a recommendation that the submission is not less than eight weeks before expiry to ensure continuity of the licence.

21. Multiple Licenses

- i. In the circumstance that a driver licence holder has multiple licences with other authorities it is their duty to inform South Cambridgeshire District Council and to additionally advise each authority of any changes in this respect.

22. Driver badge

- i. The driver must display any badge provided by this Licensing Authority in such a manner as to be plainly visible to customers using the vehicle.
- ii. The driver must upon the expiry (without immediate renewal), revocation or suspension of his or her licence forthwith return to the Licensing Authority the driver's badge issued to him or her by the Licensing Authority when granting the licence.
- iii. The badge will remain the property of the Licensing Authority.

23. Vehicle Licence Plate Exemption

- i. The vehicle exemption certificate must always be kept with the vehicle.
- ii. The exemption certificate must be produced on request by any person travelling in the vehicle.
- iii. The driver, unless he or she is a holder of a Private Hire Vehicle Operator's Licence, must upon the expiry (without immediate renewal), revocation or suspension of his or her licence forthwith return to the Licensing Authority all vehicle licence exemption certificates issued to him or her by the Licensing Authority.
- iv. The licence exemption certificate will remain the property of the Licensing Authority.

24. Conveyance of a Dead Body

- i. If the driver knowingly conveys in the vehicle any dead body he or she must, immediately thereafter, notify the fact to the Environmental Health Officer of the Licensing Authority.

25. Health and Medical Conditions

- i. The driver hereby licensed must within 7 days or as soon as practicable thereafter disclose to the Licensing Authority in writing any medical condition which would likely to adversely affect his/her ability to drive as a Private Hire and Hackney Carriage Driver during the period of the licence.

- ii. A group 2 medical report must be submitted with all new applications and every three years upon renewal, then annually when the applicant reaches 65 years.

Important: Failure to comply with the code of conduct may prompt enforcement actions and may incur penalties.