

# Guide for New Taxi Drivers in Milton Keynes

Version 1 2020



[www.milton-keynes.gov.uk/taxi](http://www.milton-keynes.gov.uk/taxi)

This guide should provide you with all the help and information you need to apply to work as a licensed taxi driver in Milton Keynes.

If you still have any questions or queries email us at: [taxi@milton-keynes.gov.uk](mailto:taxi@milton-keynes.gov.uk)

Alternatively you can book an appointment to speak to one of the Council's taxi licensing assistants for application advice. There is a charge of £20 for this service.

MK Council's Taxi Licensing Service (TLS) is the independent regulator and not the employer of licensed drivers. This booklet is designed to provide all the information you need to become a licensed Private Hire or Hackney Carriage driver in Milton Keynes.

# Contents

<b>Topic</b>	<b>Page</b>
Introduction	3
Before you apply – what is required?	4
Your Application	5
Applying & Passport Photo	6
Enhanced DBS	7
DBS Update Service	9
Relevant Taxi Driving Test	10
Medical	12
Medical Conditions	13
Right to work & DVLA Licence	14
Proof of Address	15
Certificate of Conduct (if applicable)	16
Driver Assessment Suitability (DAS)	19
Disability Awareness	25
Safeguarding	29
Protecting Yourself	31
Licensing Your Vehicle	32
Frequently Asked Questions	35

MK Council is responsible for granting taxi licences for Hackney Carriages and Private Hire vehicles (taxis) within the borough of Milton Keynes.

Licensed taxi drivers may be required to drive vulnerable people around MK including children and disabled passengers. We need to make sure that any driver with an MK badge and plate on their vehicle has met the standards we set, as this assures the public that they are safe to be with you and your vehicle is safe to travel in.

The application process is designed for you to show that you meet these high standards. If you do not wish to undertake any part of the application process you should not apply for a licence.

Our legal duty is to only grant a licence if we are satisfied that an applicant is suitable to be a taxi driver. The application process is designed to help the Council make this decision based on evidence and information received. It is important that we make these checks to ensure that people feel safe when using a taxi to travel.

Make sure you read this guide thoroughly and follow all the instructions so you are aware of what you need to do to make your application.

Our role is to regulate taxi drivers in order to protect the public; we do not provide taxi services or work for drivers. Before you apply for a licence please note that:

- You will be self-employed.
- MK Council cannot guarantee that you will have sufficient work.
- You will be required to obtain your own vehicle insurance.
- MK Council does not grant new Hackney Carriage vehicle licences.
- You should make enquiries with local operators to ascertain if they need new drivers and find out about potential earnings.

# Before you apply – What is required?

Before applying for a licence you should consider the following carefully:

1.	Do you have any criminal convictions or driving endorsements?	Check our Policy for guidance on this as this may affect your application.
2.	Have you held a DVLA driving licence for 12 months or more?	If not, you cannot be granted a licence.
3.	Have you lived in the UK for less than 10 years or lived abroad for a period of 6 months or more in the last 10 years?	If yes, you will need to provide a certificate of conduct from the country you lived in.
4.	Do you have the right to work in the UK in a self-employed capacity?	If not, you cannot be a taxi driver. You are advised to contact the Home Office for advice.
5.	Do you have any medical conditions which may affect your ability to drive a vehicle?	If yes, speak to your doctor for further advice before you apply.
6.	Do you have any language barriers preventing you from communicating in English?	You should consider taking an English Language course before you apply.
7.	Do you intend to use the car you currently own?	Check that it meets our requirements – if it does not, you may have to purchase a new car.

If you are unsure whether you meet the requirements to get a licence you can check the guidance within this guide for new taxi drivers, refer to our website and check the Taxi Licensing Policy for further information.

Alternatively for a fee of £20 you can book an appointment to see one of our Taxi Licensing team.

# Before you apply – What is required?

You must have the following items before you submit your application:

1.	Passport Photograph	See page 6
2.	Enhance DBS Certificate (no older than 1 month)	See page 7
3.	Relevant Taxi Driving Test	See page 10
4.	Group 2 Medical (no older than 4 months)	See page 12
5.	Passport / Proof of Right to work	See page 14
6.	DVLA Driving Licence	See page 14
7.	Proof of Address	See page 15
8.	Safeguarding Certificate	See page 15
9.	Certificate of Conduct (if applicable)	See page 16

After you submit your application you will need to:

1.	Attend the Driver Assessment Suitability (DAS)	See page 19
----	--	-------------

**Once we have all the above documents we will carry out our checks and decide whether you are suitable to hold an MK taxi licence. You can read the Council's Policy to understand more about how we consider applications when completed.**

# Your Application

## Applying and Passport Photo

You can submit your application by attending the Taxi Licensing Office in Milton Keynes in person. The Taxi Licensing Office is located at:

MK Council Synergy Park Depot  
Chesney Wold  
Bleak Hall  
Milton Keynes  
MK6 1LY

Driver applications and renewals can be submitted Monday to Thursday between 09:30-11:30am and 14:00 – 16:00pm.

We are not able to accept applications outside of these hours.

You must complete the MK Council application form and submit all the required documents and the relevant fee (published separately).

**Incomplete applications will be rejected.**

Fees are not refundable should you chose to withdraw your application at any stage in the process.

### **Passport Photograph**

You must supply a photograph of you which will be displayed on your badge once granted. The photograph must conform to the general requirements of a passport photo. It should be taken against a white or pale background, you should not wear any hats, scarves etc. covering your head or face or glasses (unless worn by you for driving and for which you have a prescription).

# Your Application

## DBS Check & DVLA Check

The Rehabilitation of Offenders Act 1974 does not apply to taxi drivers. All convictions are considered.

You are urged to apply for an Enhanced DBS first as this can take 8-12 weeks to complete. Whilst you are waiting for the Enhanced DBS Certificate to be completed it is recommended to complete other aspects of the pre-application requirements such as your medical and relevant driving test.

### **How to apply for your DBS Enhanced Certificate and your DVLA Check**

You can apply for a Enhanced Disclosure and Barring Service (DBS) criminal record check online via the link below for Personnel Checks our authorised user. (please do not use any other website as it will not be accepted).

The fee for this is £60.00 which you must pay. You will also be required to take ID documentation to the Post Office for verification. The Post Office charge £12.75 for this service.

Before granting a licence we need to know that you are a competent and safe driver. We will check your driving history and look for any endorsements that are on your licence.

Both the DBS check and the DVLA check are completed online.

To obtain your DBS Enhanced Certificate and DVLA check go to:

<https://www.milton-keynes.gov.uk/environmental-health-and-trading-standards/licensing/hackney-carriage-private-hire/driver>

### **If you have registered with the DBS update service**

You can consent to us to checking your driving history by providing us with a DVLA Licence, your national insurance number and postcode on your application form. Alternatively you can provide your DVLA share code on your application form. Please follow the instructions on the Government website. <https://www.gov.uk/view-driving-licence>.

# Your Application

## DBS Check & DVLA Check

Personnel Checks will then send you three separate emails, as below:

- Email 1 Instructions and a step by step guide to the application process. You will need to take 3 ID documents to the Post Office, have them verified and then send them to Personnel Checks by email, fax or post.
- Email 2 A username and password prompting you to log into the secure website to complete the DBS application form.
- Email 3 A link to enter your details into the DVLA system. You will then receive a code by text which you will need to input to confirm consent to run the DVLA check. Please note that the code is case sensitive.

If you need help with this process, please call 01254 355692.

### **What happens after you apply for your DBS Enhanced Certificate**

The DBS receive the request to undertake a criminal record check of you and process it. They verify your identity and address history and instruct the relevant local police force for each address you have lived at to check the Police National Computer about you.

The DBS disclosure will reveal any convictions recorded against you. Additionally the police will also reveal any allegations made or information held about you that they believe is relevant to the job of a taxi driver and that we should be aware of.

When the criminal record check is complete, the DBS Enhanced Certificate will be sent to you at your home address.

You should consider carefully whether to apply for a DBS if you are in the process of moving home.

**We will not get a copy of your DBS; you will need to bring the DBS Enhanced Certificate in to us within one calendar month of the issue date on the certificate.**

**If you do not bring the certificate to us we will not be able to grant your licence. If you do not give it to us within one calendar month of its issue date you will need to apply for a new check.**

# Your Application DBS Update Service

**As a licensed driver you will be alone in a licensed vehicle with the most vulnerable people in Milton Keynes. By granting you a driver licence (badge) and a Vehicle Licence (plate), MK Council is stating that the public are safe to be with you in your vehicle. We make these checks, to ensure that you are fit and proper person to drive a taxi.**

The online DBS update service allows applicants to keep their DBS certificates up to date. It also allows employers to check a DBS certificate.

## **The DBS update service can save you money**

By subscribing to the DBS update service at the cost of £13 per year (a total of £39 every 3 years), drivers save on the cost of applying for a new DBS Enhanced Certificate at each renewal (i.e. £60 + £12.75 = £72.75). Costs correct at time of printing.

## **How to register for the DBS Update Service**

You need to register to use the update service. You can register online using your DBS certificate number. You must do this within **19 days** of the certificate issue date.

## **Renewing your certificate**

Your subscription to the update service lasts for one year. You can renew your subscription through the update service either:

- When you first register, by choosing automatic renewal.
- Up to 30 days before your current subscription ends, but you can't renew on the last day of the subscription. You need to sign into your account to renew your subscription.

If you do not renew your subscription before it ends, you will need to apply for a new DBS check and then register for the update service again.

## **How to register for the DBS Update Service**

Go to <https://www.gov.uk/dbs-update-service> and click **register for the Update Service**

# Your Application Relevant Taxi Driving Test

## Approved Testers

Whilst you are waiting for your Enhanced DBS to be completed it is recommended to complete your relevant driving test and medical.

**AA DriveTech** Tel: 0345 373 1360  
Website: Email: [tellmemore@drivetech.co.uk](mailto:tellmemore@drivetech.co.uk)  
<https://www.drivetech.co.uk/fleet-risk-solutions/driver-training-coaching/taxi-drivers>

**The Blue Lamp Trust** Tel: 0333 700 0157  
Website: Email: [info@bluelamptrust.org.uk](mailto:info@bluelamptrust.org.uk)  
[https://www.bluelamptrust.org.uk/taxi\\_homepage/](https://www.bluelamptrust.org.uk/taxi_homepage/)

**Diamond Advanced Motorists Ltd** Tel: 020 8253 0120  
Website: Email: [help@advancedmotoring.co.uk](mailto:help@advancedmotoring.co.uk)  
<https://advancedmotoring.co.uk/taxi-tests/>

**Green Penny** Tel: 08448 702647  
Website: Email: [taxi@greenpenny.co.uk](mailto:taxi@greenpenny.co.uk)  
<http://www.greenpenny.co.uk/taxi-assessment-booking-form>

**Manfleet Solutions** Tel: 07921 777667  
Website: Email: [mannfleetsolutions@mail.com](mailto:mannfleetsolutions@mail.com)  
<http://mannfleetsolutions.co.uk/taxi-assessments>

- DVSA test certificate
- A certificate by any national company that meets the same criteria or is equivalent to the DVSA test. We may need to check this so you should contact us first if you believe you have another type of certificate.

If you have committed driving offences or received driving endorsements since any earlier test, we may require you to carry out a further test.

We do not accept the PASS PLUS certificate. We do not accept a qualification that does not include a practical driving exam.

# Your Application

## Relevant Taxi Driving Test

### **Eyesight test**

You will be asked to read a number plate from a distance of 20 metres away. You are able to do this part of the test with the use of glasses or contact lenses if you wear them.

If you need to use glasses or contact lenses you will be expected to use them during the test and you should wear them whenever driving once licensed. If you fail the eyesight test, the rest of the assessment cannot go ahead. You should then visit an optician to have an eyesight examination.

### **Highway Code**

You will be asked questions on the Highway Code and relating to taxis.

### **The Practical test**

The practical test lasts between 45 minutes and 1 hour. Treat the test seriously and display the best driving standard that you can. You should not assume that because you have a driving licence your driving ability is at a safe and acceptable standard. If you are an experienced driver you may have developed bad habits or not kept up to date with any changes to the Highway Code or current driving practices.

### **Items on the test**

You will be required to drive for approximately 10 minutes without being given directions. You are expected to drive safely and appropriately by following road signs.

1. You will be asked to stop at the side of the road as though dropping off or picking up a passenger. This may happen several times during the test.
2. Carry out a manoeuvre where you will turn around safely in the road to face the opposite direction.
3. You may be asked to carry out an emergency stop.

### **Wheelchair Accessible Vehicles**

If you intend to drive a Wheelchair Accessible Vehicle you will be required to undertake the advanced Taxi Driving Test which includes loading, securing and unloading of wheelchairs.

## Medical Requirements

You must not have any medical conditions which may hinder your ability to drive safely. The following elements all play a part in driving safely, and any medical condition that affects these may prevent you from passing the medical.

Vision	Visuospatial perception
Hearing	Attention and concentration
Memory	Insight and understanding
Judgement	Adaptive strategies
Good reaction time	Planning and organisation
Ability to self-monitor	Sensation
Muscle power	Control coordination

## DVSA Group 2 Medical

Applicants are required to be assessed to meet this standard by a medical practitioner or the applicant's own GP. The medical practitioner or GP must complete the DVLA's D4 medical form. Once the form is completed, it is valid for 4 months. It is suggested to complete your medical whilst you are waiting for your Enhanced DBS Certificate.

Your medical can be completed by your own GP or a medical practitioner of your choice. The cost of the medical is to be met by the applicant.

There are four local medical centres that provide these assessments in MK. The medical form that needs to be completed is available on the [MK Council website](#).

M.K. Occupational Health Ltd  
12 Vincent Avenue  
Crownhill Business Centre  
Milton Keynes  
MK8 0AB  
Tel: 01908 262464

The Clinic MK  
4 Station House  
500 Elder Gate  
Central Milton Keynes  
MK9 1BB  
Tel: 01908 309290

Bloom Healthcare  
2 Turpyn Court, off Newport Road  
Woughton on the Green  
Milton Keynes  
MK6 3BW  
Tel: 01908 693400

Peachy Health Clinic  
11 Canon Harnett Court  
Warren Park, Wolverton Mill  
Milton Keynes  
MK12 5NF  
Tel: 01908 382065

# Your Application

## Medical Conditions

### Medical conditions that may prevent you being licensed

Common medical conditions that may prevent an applicant from passing the medical and a licence being granted are below. If you suffer from any of these, similar conditions or are unsure, you should consult your GP or other medical practitioner for advice before applying for a licence. You may prefer to undertake a medical first before you carry out any other part of the application process. If your application is refused due to you not meeting the medical grounds you will not be provided with a refund.

<p><b>Neurological</b> This includes:</p> <ul style="list-style-type: none"> <li>• Epilepsy, seizures or brain injuries</li> <li>• Transient loss of consciousness (blackouts)</li> <li>• Chronic neurological disorders</li> <li>• Parkinson's disease</li> <li>• Dizziness</li> <li>• Stroke and Transient Ischaemic Attack (TIA)</li> <li>• Tumours</li> </ul>	<p><b>Cardiovascular</b> This includes:</p> <ul style="list-style-type: none"> <li>• Angina</li> <li>• Pacemaker implant</li> <li>• Coronary artery disease</li> <li>• Hypertension</li> <li>• Cardiomyopathies</li> <li>• Heart failure</li> <li>• Cardiac resynchronisation therapy (CRT)</li> <li>• Heart transplant</li> <li>• Heart valve disease</li> </ul>	<p><b>Miscellaneous</b></p> <p>Other conditions that could result in an applicant not passing the Group 2 medical include:</p> <ul style="list-style-type: none"> <li>• Excessive sleepiness,</li> <li>• Profound deafness,</li> <li>• Cancers,</li> <li>• Acquired Immune Deficiency Syndrome (AIDS) and HIV infection,</li> <li>• Age-related fitness to drive,</li> <li>• Transplant,</li> <li>• Devices or implants,</li> <li>• Cognitive decline or impairment</li> <li>• Cognitive disability</li> <li>• Recent surgery</li> <li>• Medication effects</li> </ul>
<p>Diabetes</p>	<p>Renal and Respiratory failures</p>	
<p>Drug misuse or dependency</p>	<p><b>Psychiatric Disorders</b> This includes:</p> <ul style="list-style-type: none"> <li>• Behavioural problems</li> <li>• Anxiety</li> <li>• Depression</li> <li>• Personality disorders</li> </ul>	
<p>Alcohol misuse or dependency</p>		
<p>Visual disorders</p>		

# Your Application

## Right to work & DVLA Licence

### Right to work

We are required under the Immigration Act 2016 to ensure that applicants for a licence have the right to work in the UK. We will therefore be required to request documentation to evidence your right to work. Please see the below table on what documentation will be required according to your citizenship status.

1.	If you are a British Citizen	<ul style="list-style-type: none"><li>▪ Passport</li><li>▪ Birth Certificate</li><li>▪ Adoption Certificate</li><li>▪ Other proof of Citizenship</li></ul> <p>Please note you will require to provide 2 proof of address documents if you provide a Birth Certificate, Adoption Certificate or other proof.</p>
2.	If you are a national of a EEA Area Country or Switzerland	<ul style="list-style-type: none"><li>▪ Passport</li><li>▪ National Identity Card</li><li>▪ Permit, visa or residency card issued by the Home Office</li></ul>
3.	If you are not a British, EA or Swiss Citizen but have the right to work in the UK	<ul style="list-style-type: none"><li>▪ Passport endorsed by Home Office</li><li>▪ Biometric Immigration Document</li><li>▪ Biometric Residence Permit</li><li>▪ Immigration Status Document</li><li>▪ Travel Document</li></ul>

### DVLA Driving Licence

You will need to provide a current and valid DVLA driving Licence. You must have held your DVLA driving licence for 12 months or more in order to be granted a licence.

If you have any DVLA penalty points please refer to our policy.

# Your Application Proof of Address & Safeguarding training

## **Proof of address**

You will be required to submit a valid proof of address along with your application.

### **No older than 3 months**

Credit Card Statement

Bank Statement

Utility Bill

Benefit Statement e.g. pension or child benefit

Central or local government giving entitlement e.g. DWP or HMRC

Or

### **No Older than 12 Months**

P60 or P45

Financial Statement e.g. mortgage or pension

Council Tax Statement

## **Online Safeguarding Training for New Drivers**

In 2018 the Council made it a compulsory requirement that all licensed drivers complete Safeguarding and Child Sexual Exploitation Training. The Council believes that this training is necessary in order to protect vulnerable people from abuse. You will be given advice on how to spot the signs of abuse/exploitation and how to report your concerns.

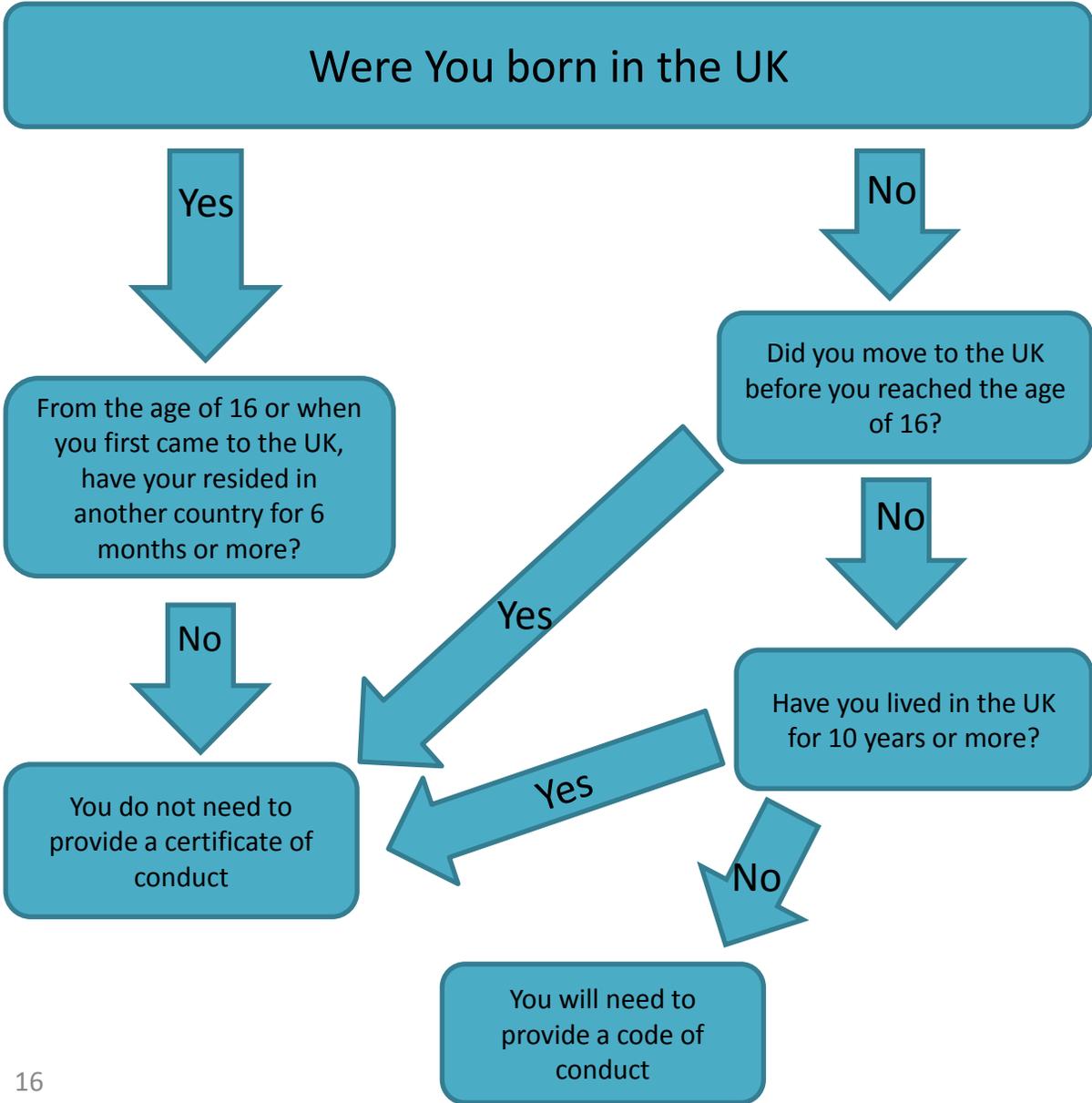
You must complete the safeguarding training online at a cost £18 with our partner Barnardo's.

To complete Safeguarding Training please visit <https://miltonkeynes.learnupon.com/>

You will need to print out the certificate once you have completed the training and submit this with your completed driver application form.

# Your Application Certificate of Conduct

If you have not been living in the UK since the age of 16 or have stayed in another country for 6 months or longer in the last 10 years you must provide a certificate of good conduct from that country or countries.



# Your Application Certificate of Conduct

Certificates of Conduct (COCs) are criminal record checks provided by countries outside the UK. They may also be called Certificates of Good Character or Police Clearance Certificates.

It is our Policy that a Certificate of Conduct is necessary if an applicant has not lived in the UK for 10 or more years **or** has resided in another country for 6 months or more.

A DBS check will only identify offences recorded on the UK police national computer and not offences committed overseas.

As a licensing authority we must be satisfied that a licensed driver will be fit and proper to transport the public. How we do this is by checking the criminal history of a driver who has not resided in the UK for more than 10 years.

## **How to get a Certificate of Conduct**

Check first if you need to get a certificate using our flowchart on the previous page.

If you need to provide us with a certificate you can get one through the Home Office website.

Go to [www.gov.uk](http://www.gov.uk)

In the search box type in: [criminal records checks for overseas applicants](#)

This will take you directly to the section you need.

If you already have a Certificate of Conduct, either following an application for another licence or for immigration purposes or similar, you may not need a new one.

If your certificate covers the dates you were in the relevant country and you have not spent more than 6 months outside of the UK since it was done, we may be able to accept it.

How quickly you will receive your certificate will depend on the country you need to contact and their procedures. Some have online processes which can be done quickly where others may take a few months.

# Your Application

## Certificate of Conduct

The timescales will be published in the original Home Office documents for the relevant countries.

You will need your certificate before you send us your application. However in some circumstances we may be able to accept your application if you can prove that you've applied for your certificate.

This will only be possible for those countries which have lengthy procedures. You can then start on the other parts of the application process that are necessary such as your medical, driving test and the DBS check.

### **If you can't get a Certificate of Conduct**

We will allow an applicant to apply without a Certificate of Conduct only in strict circumstances which are:

- If the country from which you are requesting a Certificate of Conduct does not have a procedure for supplying one and this is confirmed by the Home Office.
- An applicant can provide proof they have tried to obtain one by following the Home Office procedure and there has been no response from that country.
- For reasons of asylum the applicant cannot contact the country.

### **We will need to see proof of any of the above reasons**

We advise that you use email or letter to request the Certificate of Conduct so you can give this evidence to us. Keep copies of all correspondence too.

If you are exempted from obtaining a Certificate of Conduct you will be required to submit a Statutory Declaration instead.

Any costs of obtaining a Certificate of Conduct or Statutory Declaration are to be met by the applicant e.g. international postage, solicitor's fees.

# Your Application Driver Assessment Suitability (DAS)

## What the DAS involves

The Council's Driver Assessment Suitability process is designed to ensure that applicants have a good understanding of Taxi/Private Hire law, Safeguarding, Council Policy and the English language prior to receiving a licence. As all potential applicants will receive a Combined Licence (Hackney Carriage & Private Hire) the questions will cover all taxi and private hire law/policy and is divided into 5 sections. The assessment will involve meeting with an officer who will verbally ask 59 questions over a 60 minute period, with 1 question requiring a written answer. Whilst the pass mark is 80% the tester does have discretion to fail an applicant regardless of this score based on public safety grounds. The questions will be in the following five categories:

Start with the Council's Taxi Licensing Policy which can be viewed on our website:

<https://www.milton-keynes.gov.uk/taxi>

You can also pick up a copy from the Council's Taxi Licensing Offices,  
Milton Keynes Council Synergy Park Depot,  
Chesney Wold,  
Bleak Hall,  
Milton Keynes,  
MK6 1LY.

There may be a charge of £5 for a copy.

We must be satisfied that an individual has sufficient knowledge of the following:

- Hackney Carriage and Private Hire law
- Council conditions
- Hackney Carriage Private hire (Taxi) Licensing Policy
- UK vehicle safety, road traffic laws, road safety and the Highway Code
- English and maths ability
- Knowledge of the local area

## What happens if you do not pass the DAS?

Do not worry. There are opportunities available for you to return and have another attempt. If the Officer conducting your DAS interview thinks that there are some areas that you need to improve, they will advise you.

# Your Application

## Driver Assessment Suitability (DAS)

### **Council Policy**

An applicant must understand the basic matters explained in the Milton Keynes Taxi Licensing Policy. The objective of the Policy, which all drivers should uphold, is Public Safety and Public Safeguarding.

### **Public Safety**

A licensed driver is responsible for protecting the public and ensuring that passengers are safe in their vehicle when travelling, along with other road users and the general public are safe whilst working as taxi driver.

### **Legislation**

The applicant should understand some important legal principles:

- The difference between a Private Hire vehicle and a Hackney Carriage. Refer to our policy for more information.
- The applicant must be aware that once a vehicle is licensed by Milton Keynes Council, laws and conditions apply to it so that only a driver licensed by MK Council can drive that vehicle.

### **Driver Licence Conditions**

The applicant should read the conditions in Appendix G of the Council's Policy that will be enforced on a driver's licence.

These include:

- A driver must display their badge at all times.
- A driver must check his vehicle for lost property.
- A driver must report a criminal conviction, driving endorsement or change in address within certain time periods.

# Your Application

## Driver Assessment Suitability (DAS)

### **Vehicle Licence Conditions**

The applicant should read the conditions in Council's Policy.

These include:

- The licensed plate must be displayed on the external back part of the vehicle.
- Private Hire vehicles must display door signs.
- A fire extinguisher and first aid kit must be kept in the vehicle.

### **Vehicle Maintenance**

The applicant should be aware that the Council expects licensed drivers to check their vehicle every day to ensure that:

- Vehicle is in a roadworthy and road legal condition
- Tyres and brakes are in working order.
- There is no damage to the vehicle.

### **Road Safety and the Highway Code**

It is expected that all drivers should know and understand road safety requirements. Therefore we recommend that all applicants and licensed drivers keep up to date with the Highway Code. These matters will not be checked specifically, but may form part of more practical questions. An applicant should therefore ensure they are up to date with the Code.

A free online version can be found at [www.highwaycodeuk.co.uk](http://www.highwaycodeuk.co.uk)

# Your Application

## Driver Assessment Suitability (DAS)

### 1. General Questions

24 questions will cover issues such as public safety, vehicle checks, driver receipts, CCTV, customer service, safeguarding and disability awareness. Examples of questions that may be asked are:

*What item must be displayed on the external rear of a licensed vehicle at all times?*

*Where must you wear your driver's identification badge?*

*What information must be recorded on a receipt?*

*The 3 types of abuse recognisable in a child or vulnerable adult*

*The four things beginning with "R" that a driver should do if they have any concerns about a Safeguarding incident?*

### 2. Hackney Carriage (Taxi) Questions

11 questions will cover issues such as standing on ranks, refusing journeys, taxi-meters & routes. Examples of questions that may be asked are:

*Can a hackney carriage driver refuse a journey?*

*Can a Hackney Carriage vehicle use a bus lane?*

*What must a Hackney Carriage charge for a journey?*

*Should route should a hackney carriage driver take?*

### 3. Private Hire Questions

10 questions will cover issues such as pre-booked fares, insurance, customer care, charging and seatbelts. Examples of questions that may be asked are:

*When is a Private Hire driver permitted to pick up a fare?*

*When is a fare not insured?*

*What must a private hire charge for a journey?*

*When should a private hire vehicle 'move on'?*

# Your Application

## Driver Assessment Suitability (DAS)

### 4. Route Knowledge Questions

The Council considers it imperative for a licence holder to know the area in which they work. Milton Keynes is growing constantly and many residents rely on a safe and quick journey for their everyday life. Taxi s are a life line for many of the elderly, disabled and vulnerable customers. Therefore knowledge of Milton Keynes is of the utmost importance. In recognition of this the Council will expect a good level of knowledge and relate the question to reflect this.

Applicants will be asked to provide details of the shortest route from pick-up to destination for 5 journeys selected at random from the list on the next page.

### 5. Numeracy Questions

There will be 3 questions asked in regard to basic numeracy, such as:

- A fare of £30 is shared equally between 4 passengers. How much should each passenger contribute?

The DAS will also cover Disability Awareness as licensed drivers undertake an important role in society and must provide their service to ALL members of the public.

The Equality Act 2010 created the following offences to protect disabled people.

#### **A licensed driver cannot:**

- **Refuse to take a passenger with an Assistance Dog**
- **Charge extra for taking a passenger with an Assistance Dog**
- **Refuse to take a passenger who is in a wheelchair**
- **Charge extra for taking a passenger who is in a wheelchair**

MK Council has a zero tolerance approach to these offences.

Where a driver has committed any of these offences in Milton Keynes the Council will prosecute them.

If convicted, the driver will face a penalty fine of £1,000 and we will also revoke their licence.

# Your Application

## Driver Assessment Suitability (DAS)

- MK Train Station to Xscape
- Central Shopping Centre (McDonald's) to MK Stadium
- MK Train Station to MK Stadium (Bletchley)
- Xscape to Pink Punters (Fenny Stratford)
- MK Train Station to Central Shopping Centre (M&S)
- Central Shopping Centre (McDonald's) to central Stony Stratford
- MK Train Station to The Bowl (Furzton)
- Central Shopping Centre (McDonald's) to central Newport Pagnell
- MK Train Station to Bletchley Park
- Ikea (Bletchley) to Woburn Sands
- MK Train Station to MK Museum
- Jurys Inn (MK) to The Bowl (Furzton)
- MK Train Station to central Wolverton
- Jurys Inn (MK) to Pink Punters (Fenny Stratford)
- The Hub (Central Milton Keynes) to Taxi Licensing, Bleak Hall
- Pink Punters (Fenny Stratford) to central Wolverton
- Pink Punters (Fenny Stratford) to central Stony Stratford
- Pink Punters (Fenny Stratford) to central Newport Pagnell
- Coachway (near Jct 14 M1) to Central Milton Keynes (McDonald's rank)
- Coachway (near Jct 14 M1) to MK Train Station

The Equalities Act 2010 has enabled disabled persons to access public transport more effectively this includes taxis. There are many customers who live with assisted dogs, these dogs are a lifeline to their owners in enabling them to leave the confines of their homes.

Assistance Dogs are specially trained to help those with disabilities.

The majority of Assistance Dog users will carry an ID book giving information about the dog and its training organisation together with other useful information. You are welcome to ask them for this.

## **Where should the dog be in your vehicle?**

The Assistance Dog should be seated with the passenger. The dogs are trained to sit at the feet of their owner in the footwell of a car. If the front footwell of the car is too small you should advise the passenger to sit in the rear with the dog behind the passenger seat. The passenger seat can be moved forward to make space.

## **Identifying Assistance Dogs**

Assistance Dogs wear different coloured jackets depending on the type of assistance they give to a disabled person. A list of the types of dog are displayed on the next page and all drivers should memorise them.

Remember, if your passenger has an assistance dog you **MUST** take them and the dog. You are required to be fully aware of which disability your passenger has and make any adjustments.

Understanding the different types of assistance dog can help you to consider what reasonable adjustments you may need to make.

# Disability Awareness



1	Burgundy Coat Passenger is hard of hearing or deaf.
2	Yellow Jacket with white harness Passenger is sight impaired or blind.
3	Red Coat - Assistance in Disability (AID) dog This dog helps people with a physical disability.
4	Red Coat - Medical Detection dog This dog helps passengers by warning them that a seizure or illness may occur.
5	Blue Coat This dog helps passengers with a physical disability or who may have seizures.
6	Green coat - worn by a "Dog for Good" This dog helps passengers with physical disabilities or autism.
7	Purple Coat This dog assists passengers who have a physical disability.

The driver of an MK Council licensed Wheelchair Accessible Vehicle (WAV) must have undergone the wheelchair assessment (see the Relevant Taxi Driving Test).

## **Wheelchair Accessible Vehicle driver duties**

It is a requirement that all licenced drivers of a Wheelchair Accessible Vehicles (WAV) have passed an Enhanced Taxi driving Test. This it ensure and enable drivers to safety load, secure and unload wheelchairs into their vehicle.

- Allow the passenger to sit in a passenger seat and secure wheelchair in boot of vehicle
- To load and unload passenger in the wheelchair into the vehicle safely,
- Give the passenger such mobility assistance as is reasonably required – see below.

## **Mobility assistance is:**

- Helping the passenger to get into or out of the vehicle.
- Loading the passenger’s walking aids

## **Duties of all drivers**

Some passengers can “transfer” out of their wheelchair and into the seat of any vehicle. This means that the above duties can apply to any driver depending on the customer.

Any driver of a non-WAV should not assume that because their passenger is in a wheelchair they cannot be taken. If the passenger is able to transfer and the driver refuses, he or she commits a criminal offence.

Always ask your passenger if they can “transfer” into your vehicle. If they can, you must give them reasonable assistance as above and carry the wheelchair.

# Disability Awareness

## Other types of disability

Whilst the law makes specific requirements in relation to passengers with wheelchairs and assistance dogs, there are many other disabilities that a licensed driver's customers may have.

### **Physical and mobility disabilities**

Some passengers may have a physical disability that does not require the use of a wheelchair. For instance they may be unable to turn their neck in a certain direction or use one of their limbs. Or they may be unable to walk quickly due to a condition such as arthritis.

### **Sight, hearing and communicative disabilities**

Not all people with such disabilities will use an assistance dog. Some passengers may be partially sighted, have hearing or a speech impediment.

### **Non Visible disabilities**

There are a wide range of disabilities that a passenger may have which are not obvious. Customers with learning difficulties, ADHD and autism. Other passengers may have conditions such as Alzheimer's.

### **Examples of reasonable adjustments**

- A deaf person might need to be able to read your lips to communicate with you. You may wish to ensure that you do not seat them directly behind you.
- A blind person might be reassured by you advising them of who you are or which road you are driving down. You may need to read out the price on a meter.
- Knocking on a customer's door, introducing yourself, showing them your ID badge, confirming a booking, and escorting them to your car.
- Helping your passenger into your vehicle – ask them if they need help or let them hold onto your arm.
- Ensuring a passenger can exit your vehicle safely. Park appropriately and assist them. Remember: a blind person cannot see traffic coming, a deaf person cannot hear traffic from behind, a person with restricted mobility may take longer to exit a vehicle.

Safeguarding is the duty to protect the health and well-being of individuals, especially children, young people and vulnerable adults, to ensure that they live free from abuse, harm and neglect. Drivers licensed by MK Council are expected to uphold this safeguarding duty and report any matters of concerns to the relevant authority.

## **Safeguarding risks**

There are various types of safeguarding risks which could be spotted to help prevent harm and potentially save someone's life.

The risk may be:

Child Abuse	Child Sexual Exploitation
Modern Slavery	Human Trafficking
Physical Abuse	Domestic Violence
Sexual Abuse	Emotional Abuse
Financial Abuse	Discriminatory Abuse

## **Safeguarding Policy**

Licensed drivers are expected to uphold the Council's Safeguarding Policy which can be found at this link: [www.milton-keynes.gov.uk/social-care-and-health/children/safeguarding-children](http://www.milton-keynes.gov.uk/social-care-and-health/children/safeguarding-children)

## Risks to Children

Any child can be hurt, put at risk of harm or abused, regardless of age, ethnicity, gender or religion.

Everyone who has contact with children has a responsibility to protect and safeguard them. This includes taxi drivers.

## Risks to Adults

Adults in need of safeguarding help may be elderly, frail, live alone or be in a care home. It may also be someone who has mental health issues, a physical disability or learning difficulties.

You should also be aware of other signs that a passenger may be vulnerable and need help or assistance, such as being unwell.

All licensed drivers have a Safeguarding Duty and by undertaking training you will be able to be confident that you are contributing to the protection of everyone in Milton Keynes.

## Contacts and further information

### **Children's Services Multi-Agency Safeguarding Hub (MASH):**

Monday to Friday from 8:30am-5:00pm Tel: 01908 253169 or 01908 253170

*Emergency Social Work Team (out of office hours)* Tel: 01908 265545

Email: [children@milton-keynes.gov.uk](mailto:children@milton-keynes.gov.uk)

### **For allegations about people who work with children:**

Local Authority Designated Office (LADO)

Tel: 01908 24300

Email: [lado@milton-keynes.gov.uk](mailto:lado@milton-keynes.gov.uk)

### **Adult Social Care Access Team:**

Monday to Friday from 8:30am-5:00pm Tel: 01908 253772

Out of hours 5:00pm-9:00am Monday-Friday Weekends & Bank holidays 24 hrs Tel: 01908 725005

Email: [Access.Team@milton-keynes.gov.uk](mailto:Access.Team@milton-keynes.gov.uk)

# Protecting Yourself

## The main risks to taxi drivers

There are risks to people in all lines of business. The main risks are:

**Passengers that refuse to pay / run away**

**Verbal and Racial abuse**

**Robbery / theft**

**Assaults**

The main concern reported by taxi drivers is that customers sometimes don't pay. Whilst unfortunate, it is a civil matter between you and the customer and neither MK Council nor the police can help. You should contact a solicitor or the County Court for advice on what to do next.

We advise all drivers that you should accept that this may happen occasionally and should put it down as a business expense. Do NOT lock a passenger in your car if they refuse to pay. This is the offence of false imprisonment and is classed as violence. If found guilty you will lose your licence.

### Steps that you can take to protect yourself

The following are possible steps that may help reduce any risks to you as a licensed driver:

Use CCTV	Be polite and offer good customer service
Act in a non-confrontational manner	Do not fight back
Do not to leave your vehicle	Refuse a job if passenger is aggressive or drunk
Do not give personal information to passengers	Be careful if dropping off in a dead end
Feel free to ask a passenger not to sit directly behind you	Do not chase after a passenger – call the Police
Use a decoy money bag and make regular stops to drop off your cash	Always say that you have not been busy and that you are finishing your shift to go home
Work with an Operator that tracks your vehicle via GPS	Keep in touch with your operator, friend or family so that they know where you are

# Licensing Your Vehicle

## Please note:

Currently there is a limit on the Hackney Carriage licences issued in MK. The unmet demand survey is carried out every 3 years.

Once you are a licensed driver you will need to licence a vehicle. There are two types of licensed vehicle:

- Hackney Carriage (Public Hire)
- Private Hire

Special requirements apply to Hackney Carriages which are that they must:

- Be painted Black.
- Be wheelchair accessible and load a wheelchair from the side or the rear. Unless they are a special saloon.
- Have a roof sign minimum 20" that can be illuminated as "for hire" or "taxi" positioned in the centre of the roof.
- Have an installed and sealed taxi meter calibrated to the MK Council tariff.

**Before buying a vehicle, check that we will licence it.  
See our approved vehicle list on our website**

All vehicles must:	All vehicles must meet these MK Council conditions:
Minimum of 4 doors	Seat customers in comfort
Be free from damage /scratches/dents	Only have manufacturer tinted windows only.
Seat no more than 8 passengers	Not have any advertising
Be right hand drive	Not be licensed by another Council
Have engine capacity of at least 1600 (1.6), its equivalent, or be an Electric or Hybrid vehicle	Not be fitted with a roof rack
Be no older than 6 years of age when first licensed	Not be fitted with a trailer or tow bar
	Tyres must have 2mm tread depth

## **How to find out if the Council will licence your vehicle**

The vehicle details listed on the previous page are a basic summary.

Vehicle requirements can be complex and applicants are referred to our Policy Hackney Carriage Private Hire (taxi) licensing which can be found on our website.

To help you we have an approved vehicle list which identifies the vehicles that we know we will licence. If your vehicle is not on that list you should email [taxi@milton-keynes.gov.uk](mailto:taxi@milton-keynes.gov.uk) or call us on 01908 252860 with the details of your vehicle so that we can advise you.

The approved vehicle list and requirements are published in advance and we assume that you know of them before you licence a vehicle.

**MK Council is not responsible for any financial loss you might incur if you attempt to licence a vehicle without it being on our approved list.**

To check the updated approved list visit: <https://www.milton-keynes.gov.uk/taxi>

## **Licensing a vehicle**

Once a vehicle is licensed by MK Council it can only be driven by a driver who is also licensed by us. We therefore recommend that you do not licence your vehicle until you have been granted your Milton Keynes Driver Licence “badge”.

The application process to licence a vehicle is much quicker than that to obtain a badge.

# Licensing Your Vehicle

## How to apply

You will need to submit the relevant application form, completed and signed by the owner of the vehicle and submit the following documents:

- Log book (V5) or (if new) proof of purchase/new keeper part of V5
- Certificate of Insurance
- MOT
- Calibration certificate if Hackney Carriage
- Wheel Chair Accessible (WAV) certificate if WAV vehicle

You will need to book a Council vehicle compliance test which will take place at the Council's Bleak Hall depot in Milton Keynes. Your vehicle will be tested twice a year by us.

## Log book (V5)

This must show you as the registered keeper. If you have just purchased a vehicle, you must have the New Keeper Supplement and the bill of sale.

## Insurance

For the purposes of working as a taxi driver there is specific wording that your insurance policy must state. Without these statements you will not be licenced.

**Private Hire** vehicles must be insured for private hire or hire and reward.

**Hackney Carriages** for public hire or under the terms of a hackney carriage licence.

## MOT and Road Tax

Your vehicle needs to have a valid MOT if applicable. A private hire vehicle less than 3 years in age and a Hackney Carriage less than a year old do not need an MOT. Your vehicle must either be taxed or registered as exempt if applicable.

## Vehicle test

The Council vehicle test includes elements of an MOT and enhanced checks for public safety and compliance with Council conditions. If your vehicle fails, it can be retested – however you must pay a vehicle retest fee. We therefore encourage you to ensure your vehicle is in condition to pass the test.

# Frequently Asked Questions

Question	Answer	Next step
I have a criminal conviction - will I be granted a licence?	This may depend on the conviction, when it was, what was the exact offence was. The Council's Policy (Appendix E) details how an applicant's criminal record will be assessed.	Read Appendix E of Policy. Email: <a href="mailto:taxi@milton-keynes.gov.uk">taxi@milton-keynes.gov.uk</a> Contact Taxi licensing to discuss
Can I just sit the DAS and see whether I pass before I do everything else?	No. The Council's application process is to enable a full determination of whether someone is fit and proper.	Decide if you wish to apply.
I passed the DVSA test 5 years ago – do I need to pass the relevant taxi driving test again?	No. If you undertook the DVSA taxi test previously you do not need to do it again unless	Check you have your certificate or contact DVSA for a replacement.
I cannot contact my country of birth for a Certificate of Conduct due to reasons of Asylum. What do I do?	You must disclose any documentary evidence you have from the Home Office to verify this. We will deal with this sensitively.	Provide the evidence you have of your Asylum claim being granted.
I have more than 6 DVLA points on my driving licence?	The Council will normally not grant a licence to someone unless they have 6 or less points.	Check when your points expire. Email: <a href="mailto:taxi@milton-keynes.gov.uk">taxi@milton-keynes.gov.uk</a> for advice.
I had my driving licence revoked previously – Can I apply?	The Council will not usually consider granting a licence until you have had your driving licence reinstated for at least 12 months.	Check how long you have had your licence back for.

# Frequently Asked Questions

<b>I had my licence revoked or refused by the Council – can I apply?</b>	Yes – we usually expect at least 12 months to have elapsed. However you will also need to consider the reasons for the revocation and the application of the Council’s Policy.	Consider the reason for the revocation. Email: <a href="mailto:taxi@milton-keynes.gov.uk">taxi@milton-keynes.gov.uk</a> for advice.
<b>Someone has made an allegation about me and the Police are investigating. I am innocent – can I apply?</b>	Yes – but you must disclose the allegation and we will not grant a licence until the outcome of the investigation. If you apply but do not tell us, we will be made aware by the Police and will refuse your application due to dishonesty.	Decide if you want to apply – if so, provide the Council the details of the allegation or email for advice: <a href="mailto:taxi@milton-keynes.gov.uk">taxi@milton-keynes.gov.uk</a>
<b>Can I work in another Council area with a Milton Keynes licence?</b>	We grant licences on the provision that you intend to work in Milton Keynes.	If you want to work full time in another Council area you should contact that Council for a licence.

## Do you have any questions not covered by this document?

You can get in touch with us if you have any queries by:

Tel: 01908 252860

Email: [taxi@milton-keynes.gov.uk](mailto:taxi@milton-keynes.gov.uk)

There is also information including our Policies at: <https://www.milton-keynes.gov.uk/taxi>