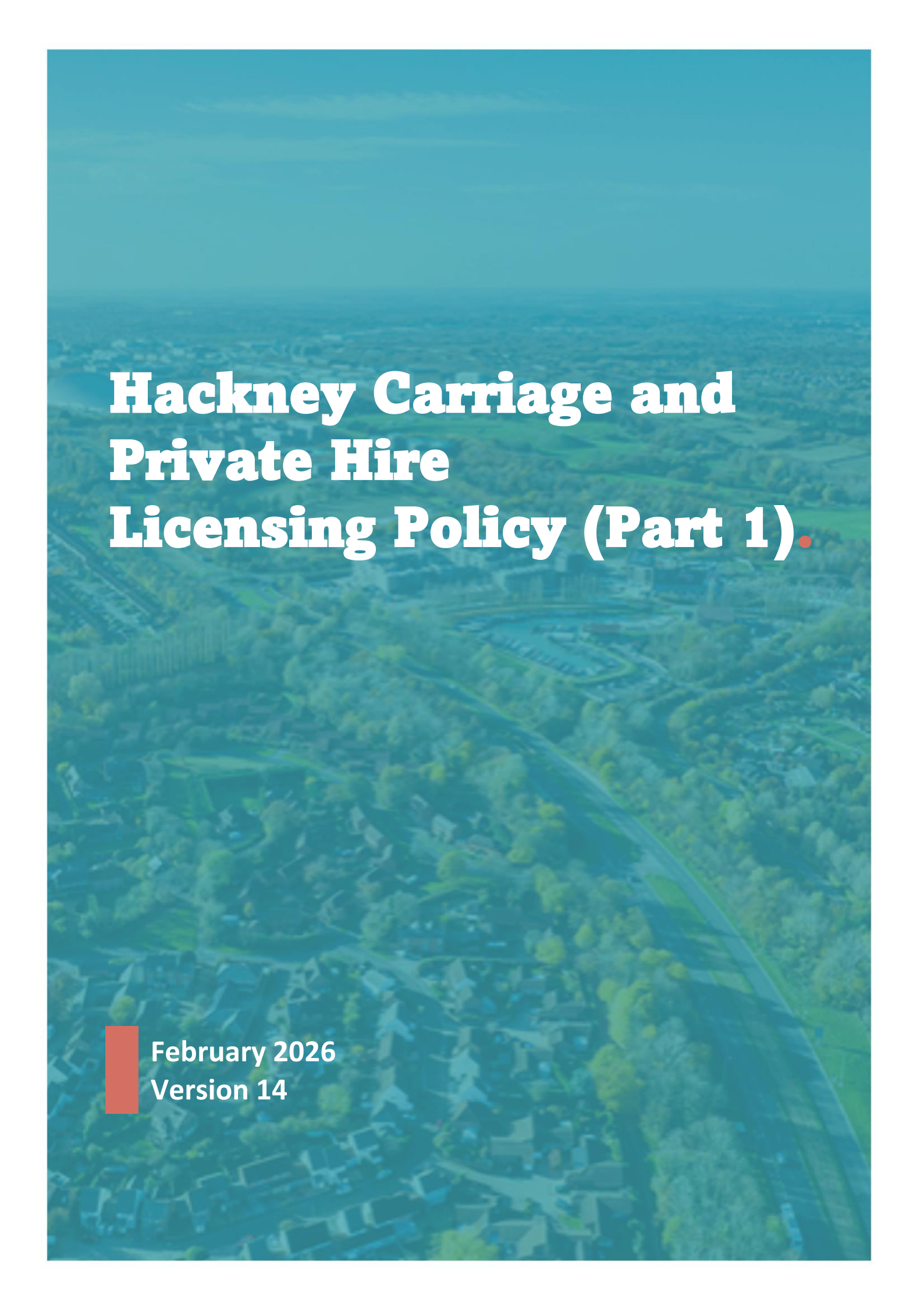


An aerial photograph of a city, likely Hackney, showing a mix of residential buildings, green spaces, and a large stadium-like structure in the center. The image is covered with a semi-transparent blue overlay.

# **Hackney Carriage and Private Hire Licensing Policy (Part 1).**

A solid red square icon.

**February 2026  
Version 14**

| Date       | Version | Author        | Body                        | Comments                                                                         |
|------------|---------|---------------|-----------------------------|----------------------------------------------------------------------------------|
| 26.06.2013 | 1.0     | E Fisher      | Regulatory Committee        | Draft approved for consultation                                                  |
| 08.09.2014 | 2.0     | E Fisher      | Executive                   | Adopted                                                                          |
| 09.12.2014 | 3.2     | E Fisher      | Executive                   | Adopted                                                                          |
| 08.07.2015 | 3.3     | A Ward        | Regulatory Committee        | Approved – Recommendation to Cabinet to adopt                                    |
| 01.09.2015 | 3.4     | A Ward        | Executive                   | Adopted                                                                          |
| 30.11.2015 | 3.5     | A Ward        | Executive                   | Adopted at Cabinet 30 November 2015.                                             |
| 7. 12.2016 | 3.6     | A ward        | Regulatory Committee        | Draft 7 December 2016                                                            |
| 17.3.2017  | 3.7     | A Ward        | Regulatory Committee        | Approved March 2017 - Recommendation to Cabinet to adopt                         |
| 4.4.2017   | 3.8     | A Ward        | Executive                   | Adopted - April 4 2017                                                           |
| 6.9.2017   | 3.9     | A Ward        | Regulatory Committee        | Operator Conditions – approved Regulatory Committee.                             |
| 10.7.2018  | 4.0     | A Ward        | Executive                   | Adopted 10 July 2018                                                             |
| 17.12.18   | 5       | A Ward/J Agar | Regulatory Committee        | Taxi Licensing Conditions and Procedures adopted by RC                           |
| 5.3.19     | 5       | J. Agar       | Executive                   | Taxi Policy adopted by Cabinet                                                   |
| 13.3.19    | 6       | J Agar        | Regulatory Committee        | Revised Conditions/procedures Approved                                           |
| 4.6.19     | 6       | J Agar        | Executive                   | Hackney Carriage vehicle advertising; safeguarding changes; minor policy changes |
| 11.3.20    | 7       | J Agar        | Regulatory Committee        | Hackney Carriages - Cashless Payments                                            |
| 29.5.20    | 7       | J Agar        | Officer (Delegated) - Minor | Vehicle Age Policy                                                               |
| 28.10.20   | 8       | J Agar        | Regulatory Committee        | DfT Recommendations & Vehicle Testing                                            |
| 22.12.20   | 8       | J Agar        | Executive (DD)              | DfT Recommendations & Vehicle Testing                                            |
| 01.09.21   | 9       | J Agar        | Officer (Delegated) - Minor | MOT Expiry Date                                                                  |
| 3.11.21    | 10      | J Agar        | Regulatory Committee        | Safeguarding & Diversity Training                                                |
| 1.12.21    | 10      | J Agar        | Officer (Delegated) – Minor | Formal Caution Amendment                                                         |
| 1.12.21    | 10      | J Agar        | Officer (Delegated) – Minor | Vehicle/Operator DBS Condition                                                   |
| 9.2.22     | 11      | J Agar        | Regulatory Committee        | PH Door Signage                                                                  |
| 1.4.22     | 11      | J Agar        | Officer (Delegated) – Minor | Age Policy - Wheelchair Accessible Vehicles                                      |
| 1.4.22     | 11      | J Agar        | Officer (Delegated) - Minor | Conditioning Driver Licences                                                     |
| 7.6.22     | 11      | J Agar        | Executive                   | PH Door Signage                                                                  |
| 25.7.22    | 11      | J Agar        | Regulatory Committee        | Hackney Carries fares; Third-party (commercial) advertising on PHVs              |
| 9.8.22     | 11      | J Agar        | Executive (DD)              | Hackney Carries fares                                                            |
| 11.10.22   | 11      | J Agar        | Executive (DD)              | Third-party (commercial) advertising on PHVs                                     |
| 2.11.22    | 11      | J Agar        | Regulatory Committee        | Fees                                                                             |
| 29.11.22   | 11      | J Agar        | Executive (DD)              | Fees                                                                             |
| 26.09.23   | 12      | J Agar        | Regulatory Committee        | Medical Policy recommendation                                                    |
| 1.11.23    | 12      | J Agar        | Regulatory Committee        | Fees                                                                             |
| 1.11.23    | 12      | J Agar        | Regulatory Committee        | Hackney Carriage Limit recommendation                                            |
| 28.11.23   | 12      | J Agar        | Executive (DD)              | Medical Policy Approval                                                          |
| 19.12.23   | 12      | J Agar        | Executive (DD)              | Fees                                                                             |
| 19.12.23   | 12      | J Agar        | Executive (DD)              | Hackney Carriage Limit                                                           |
| 31.1.24    | 12      | J Agar        | Officer (Delegated) - Minor | Section 74 clarification                                                         |
| 31.1.24    | 12      | J Agar        | Officer (Delegated) - Minor | Vehicle Volume Approval                                                          |
| 31.1.24    | 12      | J Agar        | Officer (Delegated) - Minor | HMRC Tax Checks                                                                  |
| 16.08.24   | 13      | J Agar        | Officer (Delegated) - Minor | White Ribbon                                                                     |
| 25.09.24   | 13      | J Agar        | Regulatory Committee        | Vehicle Age Limits                                                               |
| 28.10.24   | 13      | J Agar        | Officer (Delegated) - Minor | Vehicle Specifications                                                           |
| 28.10.24   | 13      | J Agar        | Officer (Delegated) - Minor | Penalty Points                                                                   |
| 28.10.24   | 13      | J Agar        | Officer (Delegated) - Minor | Fire Extinguishers                                                               |
| 26.11.24   | 13      | J Agar        | Executive (DD)              | Vehicle Age Limits                                                               |
| 11.12.24   | 13      | J Agar        | Regulatory Committee        | Fees & Charges                                                                   |
| 28.1.25    | 13      | J Agar        | Executive (DD)              | Fees & Charges                                                                   |
| 04.03.25   | 13      | J Agar        | Regulatory Committee        | Hackney Carriage Table of Fares                                                  |
| 01.04.25   | 13      | J Agar        | Executive (DD)              | Hackney Carriage Table of Fares                                                  |
| 10.12.25   | 14      | J Agar        | Regulatory Committee        | Fees & Charges                                                                   |
| 10.12.25   | 14      | J Agar        | Regulatory Committee        | DVLA Points                                                                      |
| 20.01.26   | 14      | J Agar        | Executive (DD)              | Fees & Charges                                                                   |
| 20.01.26   | 14      | J Agar        | Executive (DD)              | DVLA Points                                                                      |

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# Introduction to the Hackney Carriage and Private Hire (Taxi) Licensing Policy



I have been the Cabinet Member for Regulatory Services since May 2024. I was previously the Cabinet Member for Regulatory Services from 2014-2019 and Chair of the Regulatory Committee from 2019-2021. I am pleased to report that in 2026 I approved changes to the Taxi Policy in regard to DVLA points; and recommended an increase in new Fees & Charges.

The Council's Taxi Licensing Policy is approved by the Council's Executive branch (Cabinet). The purpose of the Council's Taxi Policy is to set out the Council's aims and objectives in order to regulate the taxi and private hire trade. The first half of this document (Part 1) sets out the policy and provides guidance to the Regulatory Committee and officers. In respect to the Regulatory Committee, which is chaired by my colleague Cllr Akash Nayee, it takes the broad aims and objectives of this policy and develops them into appropriate and practicable licensing procedures and conditions (which have similar legal effect to a regulation) and is set out in the second half of this document (Part 2).

In January 2026 I approved (on the recommendation of the regulatory committee) a reduction in the DVLA point entry restriction for new applicants from 7 DVLA points to 11 DVLA points. I also simplified the process for current licence holders in order to promote greater fairness.

In January 2026 I recommended to Full Council (on the recommendation of the regulatory committee) a 3.8% increase for vehicle and operator licence fees. These increases were in accordance with general income inflation pressures.

I would like to thank the Regulatory Committee and officers for their hard work and support during 2025. I am pleased to report that the Council's taxi licensing service, along with the hackney carriage and private hire trade, continue to evolve in the interests of public safety and sustainability.

**Councillor Mick Legg**  
**Cabinet Member for Regulatory Services**  
**February 2026**

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# 1. Summary

- 1.1. The first part of this document (Part 1) sets out the Council's Taxi Policy ('policy') on the licencing of hackney carriage and private hire vehicles, drivers, and private hire operators. This policy is not a comprehensive statement of law and applicants should consider obtaining their own legal advice. This overarching policy is set by the Council's Executive (Cabinet) and shall be kept under review and revised at least every 5 years or earlier should a significant issue arise.
- 1.2 Procedures, application pre-requisites, licence conditions, guidance and schemes falling within the requirements of this policy are set by the Regulatory Committee in the second part (Part 2) of this document and is entitled 'Hackney Carriage and Private Hire Licensing Procedures & Conditions'.

## 2. Definitions

- 2.1 A list of the definitions used in this policy and its associated procedures can be found at the end of this document.

## 3. Policy Objective

### 3.1 Public Safety and Safeguarding

- 3.2 The aim of the licensing regime is to protect the public. For this reason the aim and objective of this policy is Public Safety and Safeguarding. This includes minimising crime and disorder and the fear of crime; and protecting children and vulnerable adults.
- 3.3 It is important that the Council's licensing responsibility is used to ensure that licenced vehicles are safe, comfortable and properly insured; and that licenced drivers and operators are fit and proper people to undertake their role. All policies adopted by the Council will be with the overarching objective of Public Safety and Safeguarding in mind.

## 4. Powers

### 4.1 Power to grant licences

- 4.1.1 The responsibility for granting licences falls to the Council pursuant to the powers conferred by the Town Police Clauses Act 1847 and the Local Government (Miscellaneous Provisions) Act 1976. This responsibility is delegated to the Regulatory Committee and council officers.
- 4.1.2 The setting and adoption of this policy has been reserved by the Executive to set the overall framework to guide the Council in its decision making.

- 4.1.3 The Council expects that all applicants for a licence and those holding a licence have read and understood this policy (Parts 1 & 2). Failure to take reasonable steps to read this document indicates that an individual may not be responsible and suited to holding a licence. The Council is not liable for any loss as a result of the failure by an individual to consult this policy, its procedures or conditions, or to have asked for guidance in writing from a council officer.

## **4.2 Regulatory Framework**

- 4.2.1 Notwithstanding the existence of this policy, each application or enforcement measure will be considered on its own merits. Where it is appropriate for the Council to depart substantially from its policy and procedures, clear reasons will be given for doing so. Nothing in this policy will prevent an applicant or licence holder from requesting that the Council consider the individual merits of their case and give reasonable consideration to departing from policy and procedure. Such requests may either be in writing to, or made orally before, the Regulatory Committee, a Regulatory Sub-Committee, Taxi licensing Lead Officer/Equivalent Head of Service/Director as deemed appropriate in the circumstances of the case. When considering these types of matters the Council will ensure that there is a clear separation between the decision-maker and investigator/advisor.
- 4.2.2 This policy does not override the legal requirements embodied in any primary or secondary legislation in force at the time of adoption or as may be enacted after the adoption of this policy. Where there are any subsequent changes made to the applicable legislation, or its interpretation by the Courts, that conflict with this policy, the conflicting elements of this policy shall not apply and will be amended at the earliest opportunity.
- 4.2.3 Should a council officer have any concern that the Taxi Licensing policy is not being applied correctly by the Council then they can raise their concern with the Taxi Licensing Lead or equivalent Head of Service/Director/Councillor. Should a licensing officer believe that speaking up would be disloyal to their colleagues or to the Council they should consult the Council's Whistleblowing Policy and call 01908 252525 or 02031172520 or email: [whistle@protect-advice.org.uk](mailto:whistle@protect-advice.org.uk)
- 4.2.4 Councillors and officers who determine whether a licence should be granted, refused, suspended or revoked will be given sufficient training in the areas of licensing law, bye-laws, conditions, policy guidance, Committee procedure, public safety, data protection, natural justice, Safeguarding, child sexual exploitation, county lines, disability, equality, diversity and domestic violence. The training will be provided in-house (by Legal & Democratic Services/Taxi Licensing) and external (Institute of Licensing, Local Government Association etc).
- 4.2.5 Should the Council make any changes to its taxi policy, conditions and procedure documents it will review licences currently issued and take appropriate action where required. Where the Council creates a new condition(s) it will only be applied to a licence when it is granted (or renewed). In regard to changes made to

the driver convictions policy, the Council will consider each case on its own merits and where it decides to deviate from policy it will record exceptional, clear and compelling reasons for doing so.

- 4.2.6 The Council will consult on any proposed changes to its taxi policy and procedure documents that may have a significant/major impact on passengers and the taxi/private hire trade. In addition to trade representatives and the general public, other possible consultees will include disabled groups, Chamber of Commerce, women's groups, local traders, pub-watch, transport providers and the Local Safeguarding Board/MASH. Where appropriate the Council will engage with these groups to identify any concerns and issues that might arise from a proposed change.

### **4.3 Suitability of Licensed Individuals**

- 4.3.1 Where a licence is granted to an individual the Council will apply its policy in regard to the suitability of licenced individuals. This will apply to drivers, operators and vehicle proprietors to the extent permitted by legislation and relevant Council procedure. Where a licence has been applied for by a company, partnership or other organisation this policy will be applied to the individuals with control over that entity (i.e. Directors, Partners etc.)

### **4.4 The Licensing Regime**

- 4.4.1 The Legislation creates three types of licence:
1. Vehicles (Hackney Carriage and Private Hire)
  2. Drivers (Hackney Carriage and Private Hire)
  3. Operators (Private Hire only)
- 4.4.2 The overall aim in granting licences is to protect the public. In doing so separate legislative requirements, standards and conditions apply to each licence type to achieve that aim. A journey not carried out in accordance with the correct licence(s) is not only illegal but likely to invalidate the insurance held by the driver, vehicle proprietor and operator. This can have serious consequences should an accident occur.

### **4.5 Distinction between Hackney Carriages and Private Hire Vehicles**

- 4.5.1 Hackney Carriage vehicles are available for immediate public hire and can be hailed ('flagged down') in a public street or hired from a taxi rank. Private hire vehicles must be pre-booked in advance with, and despatched by, a licenced private hire operator. They are not permitted to wait on a rank or be booked directly with the driver.

- 4.5.2 The Council recognises this key difference between hackney carriages and private hire vehicles. Should the driver of a private hire vehicle accept a fare not pre-booked through an operator from the same licensing district then that driver commits a criminal offence and invalidates their insurance. This puts members of the public at risk. The Council expects that all drivers understand and take reasonable steps to ensure that they do not break this law. Failure to do so demonstrates that an applicant may not be ‘fit and proper’.

## **5. Delegations and Responsibilities**

### **5.1 Role of the Executive (Cabinet)**

- 5.1.1 The approval of this policy has been reserved by the Executive (Cabinet) of MKCC and can be revised/updated by the Cabinet or as a delegated decision by the relevant Cabinet Member. In regard to non-delegated decisions, officers (equivalent Head of Service and above) can make minor or legislative changes to the policy however this must be in consultation with the responsible Cabinet member and Chair and Vice-Chairs of the Regulatory Committee. The consulting, drafting, formatting, updating, clarifying, reporting and publication of the Taxi Policy will be undertaken by the Taxi Licensing Lead Officer in consultation with Democratic & Legal Services and the Communications team.
- 5.1.2 The Executive is also legally responsible for:
- vehicle and operator fees
  - hackney carriage table of fares
  - hackney carriage byelaws
  - prosecutions (delegated to the Head of Legal Services)
  - hackney carriage vehicle limit

The regulatory committee will advise the Executive on these matters.

### **5.2 The Role of the Regulatory Committee**

- 5.2.1 Standard Conditions, associated documents and application methods including any pre-requisites, application procedures, guidance and schemes falling within the authorisation of this policy will be approved by the Regulatory Committee via the Hackney Carriage and Private Hire Licensing Procedures & Conditions document (Part 2).
- 5.2.2 The regulatory committee may specify or set a framework of guidelines for new applications or licence reviews.

## **5.3 Determination of individual cases**

- 5.3.1 The determination of the grant, refusal, suspension or revocation of a licence will be made by officers in accordance with relevant legislation and by applying this policy and its conditions.
- 5.3.2 A regulatory sub-committee may determine the grant, refusal, suspension or revocation of a licence following a referral by officers.
- 5.3.3 The imposition of any additional condition(s), in addition to the standard conditions set by the regulatory committee, may be imposed by a regulatory sub-committee or officers if considered reasonably necessary.
- 5.3.4 Decisions on relevant enforcement action will be made by officers. The relevant Head of Service (or delegated equivalent), on the advice of the Taxi Licensing Lead, will approve prosecution files to proceed to legal services for final legal determination.

## **6. Fares and Fees**

### **6.1 Hackney Carriage Table of Fares**

- 6.1.1 The Hackney Carriage Table of Fares (the maximum amount that a hackney carriage proprietor can charge the public via a Taximeter) are set by the Executive. Hackney Carriage proprietors must display the table of fares provided by the Council. The current set of hackney carriage fares were approved by the Executive (on the recommendation of the Regulatory Committee) on 1 April 2025.
- 6.1.2 The Council does not control the fares set by private hire operators. Any disputes between drivers/operators and their customers will need to be resolved via the civil courts.

### **6.2 Fees & Charges**

- 6.2.1 The Council is required to charge for the administration, compliance and enforcement of the licensing service. Fees will be payable for the grant and renewal of licences and associated permissions. Fees will be set by the Executive (Section 70) and regulatory committee (Section 53) in accordance with its internal delegations and advertised as required by legislation. New fees for 2026/27 were advertised on 11 September 2025 and, following consideration of objections, were considered/approved by the Regulatory Committee on 10 December 2025 (for drivers – Section 53) and the Executive (via Delegated Decision) on 20 January 2026 (for vehicles and operators – Section 70). Full Council then ratified these recommendations for fees increases in February 2026.

- 6.2.2 When the Council proposes to increase its taxi and private hire fees the taxi licensing service will publish a schedule of its income and costs to aid transparency and allow proper scrutiny of the fees charged by the Council. This schedule was last published in January 2026.
- 6.2.3 Except where restricted by the applicable legislation, the Council will not refund an application or licence fee where an individual has chosen not to continue, or has failed to complete, an application or to renew a licence. However, the taxi licensing lead officer or equivalent head of service can consider a written request for a refund on a case by case basis taking into account individual circumstances, time remaining on the licence, and a £50 administration fee. Should a full and completed application or renewal be refused by the Council then a full refund will be given.

## **7. Taxi Ranks**

### **7.1 Appointed Ranks**

- 7.1.1 A number of ranks for hackney carriages have been designated within the Milton Keynes area and these ranks should be clearly, properly and appropriately signed.
- 7.1.2 The Council will review on an ongoing basis its hackney carriage ranks in line with its overall transport strategies.

## **8. Complaints**

- 8.1 The taxi licensing service can only deal with breaches of legislation it is empowered to enforce; licence conditions; and the conduct of drivers, vehicle proprietors and Operators that falls within the “fit and proper” test. Complaints about customer service should be made to the operator or in the case of a hackney carriage journey, the driver or vehicle proprietor. If customers are still unhappy with service then taxi enforcement officers can investigate but with limited powers.
- 8.2 Members of the public who wish to make complaints or comments about a licenced driver, vehicle or operator should do so in writing to the Council’s taxi licensing service - [taxienforcement@milton-keynes.gov.uk](mailto:taxienforcement@milton-keynes.gov.uk)
- 8.3 Licence holders, applicants or members of the public that wish to complain about the Council’s taxi licensing service or the conduct of officers can complain to the taxi licensing lead officer - [taxi@milton-keynes.gov.uk](mailto:taxi@milton-keynes.gov.uk) or through the Council’s corporate complaints procedure on the Council’s website [www.milton-keynes.gov.uk](http://www.milton-keynes.gov.uk)

- 8.4 Complaints made against specific individual licence holders will be recorded and should any specific trends be identified by officers (such as plying for hire, over-charging, refusal of a guide dog, careless driving, rude behaviour) then proportionate targeted enforcement action will be taken.

## **8.5 Appealing Council Policy and Decisions**

- 8.5.1 Interest parties have three months to challenge Council policy and procedure and this can be done via a Judicial Review application to the High Court. If an interested party wants to challenge the Council's policy and procedure after three months they would need to ask the Council to amend the policy (and set out reasons why they think it should be amended) and if the Council refuses then they (interested party) would have three months to make a Judicial Review application challenging the Council's decision.

When a Council decision is made an applicant or licence holder will be given a written notice setting out the reasons for the decision and any right of appeal that may exist. The routes of appeal are permitted against specific decisions (refuse, revoke, suspend, challenge a condition) and the applicant/licence holder has 21 days to appeal from the date in which they are notified of the decision.

# **9. Disciplinary, Compliance and Enforcement Measures**

## **9.1 Enforcement Policy (General)**

- 9.1.1 The Council will endeavour to investigate all complaints fairly and impartially and take the relevant and necessary action in accordance with fairness and the objectives of this policy.
- 9.1.2 The Council will undertake enforcement operations for compliance purposes which can be based on any intelligence received. Council imposed conditions will not be effective unless they are correctly enforced.
- 9.1.3 The Council will share information and enter into joint enforcement operations with other agencies and authorities. This may include taking enforcement action in respect of drivers and vehicles licensed by other authorities where agreements and the necessary delegations are in place.
- 9.1.4 The Council will enter into joint enforcement agreements (with delegated powers) with those neighbouring authorities whose vehicles & drivers work in the Milton Keynes area on a regular basis. Delegated powers may include booking record requests from Operators (sections 55/56), vehicle suspension (sections 60/68) and obstruction (Section 73). Should MKCC vehicles/drivers work regularly in other areas then these powers will be delegated by MKCC to those Councils.

## **9.2 Investigations**

- 9.2.1 The conduct of investigations falls outside this policy. When conducting enforcement action officers operate under separate applicable legislation such as the Police & Criminal Evidence Act 1984, government guidance for regulators, and the Council's enforcement policy.
- 9.2.2 Decisions on the appropriate action to be taken will not normally be made until the Council has (insofar as may be possible) completed a full investigation and collated all relevant evidence. In rare cases where serious allegations are made about the suitability of an individual, the Council may be required to take action without waiting for a full investigation because of the overriding objective of public safety and safeguarding.

## **9.3 Enforcement Actions**

- 9.3.1 It is not possible to have a fixed policy on what action the Council will take in any particular situation as each matter must be considered on its own merits. A licence holder who has committed a criminal offence will likely be prosecuted by the Council if it is in the public interest to do so. A licence holder who is convicted of an offence that has put public safety at risk should expect the Council to take action that will likely remove their licence (suspension, revocation or refusal to renew). The Council is not limited to taking only one action. For instance, an offender could be prosecuted and then have their licence suspended or revoked.
- 9.3.2 Minor offences which do not put the public at risk or do not call into question the fitness of a licence holder will be dealt with administratively via the Council's penalty point warning procedure and education/training schemes. The frequency or nature of minor offences may be such that the penalty point warning procedure and education scheme is not considered appropriate and another sanction is necessary, such as the suspension or revocation of licence. This is further covered in the suitability of licensed individuals section of this policy.

## **9.4 Licence Review**

- 9.4.1 Upon the conclusion of an investigation that substantiates a complaint or breach of policy, condition or law; the Council will review the licence held to determine if any action should be taken in respect to that individual or company.
- 9.4.2 The Council may issue a warning; impose penalty points; impose a licence condition; require remedial training; suspend; revoke or refuse to renew a licence.

## **9.5 Penalty Point Warning and Education Scheme**

- 9.5.1 A penalty point warning and education scheme is designed to assist the licensed trade in remaining compliant with regulatory requirements. These processes will be adopted and revised from time to time by the regulatory committee or officers. These schemes will act as an 'early warning' system to drivers, vehicle proprietors, and operators who fail to meet the requirements of their licence.

## **9.6 Police Disclosure, Information Sharing & DBS Disclosure**

- 9.6.1 Common Law Police Disclosure is a process whereby the police provide information to Milton Keynes City Council about a licence holder's arrest or charge. In order for this process to be effective licensing officers must maintain close links with police (via a Taxi Licensing Co-ordinator or equivalent) to ensure that only information is passed where there is a clear public protection risk to do so. The Council should also disclose all driver suspension, refusal and revocation notices to police.
- 9.6.2 Should information provided by police result in action taken by the Council then this should be provided back to the police as early as possible.
- 9.6.3 In regard to an individual who is thought to present a risk of harm to a child or vulnerable adult then a copy of their refusal or revocation notice should be sent to the police and the Disclosure & Barring Service.

# **10. Equality and Safeguarding**

## **10.1 Disabilities**

- 10.1.1 MKCC's transport objective is to have an accessible public transport system where people with disabilities have the same opportunities to travel as other members of society. Whilst the overriding objective of this policy is public safety and safeguarding, the Council expects that drivers and operators of licenced vehicles ensure that they provide a service to all members of society without discrimination.
- 10.1.2 The Equality Act 2010 places duties on licenced drivers to provide assistance to people in wheelchairs and/or who have an Assistance/Service Dog. Drivers and operators of licenced vehicles should not make any extra charge or refuse to carry passengers in these circumstances. The Council expects that when a driver or operator is aware that a passenger has a disability that they take reasonable measures or make reasonable adjustments to accommodate that passenger.
- 10.1.3 Under the Equality Act 2010 the Council has the ability to adopt policies that further the opportunities of people with disabilities to travel by imposing further

standards on licence holders. Licenced drivers who are unable to carry out the duties imposed upon them under the Equality Act 2010 may apply to the Council for a time limited exemption certificate from those duties. The Council must issue a time limited exemption certificate if satisfied that it is appropriate to do so on statutory grounds (no longer than 6 months). The regulatory committee may adopt or publish such criteria or procedure to ensure medical certificates are granted appropriately.

- 10.1.4 The Council encourages all private hire operators to include Wheelchair Accessible Vehicles (WAVs) amongst their fleet. Operators should advertise that these vehicles are available and make clear that there is no additional cost that can be levied by them or their driver(s) for the conveying of a passenger in a wheelchair or any other disabled passenger.
- 10.1.5 The Council will monitor the provision of WAVs and other services provided to persons with a disability in Milton Keynes and shall, if deemed insufficient, consider imposing further requirements on operators, drivers and proprietors to ensure this.
- 10.1.6 Those who apply for a licence will not be refused or discriminated against by reason of a disability provided that the individual is fit and proper to carry out the expected duties of a licence holder.

## **10.2 Other Protected Characteristics**

- 10.2.1 The Council does not tolerate any discrimination either against a licence holder by a member of the public or Council representative; or by a licence holder against a member of the public or Council representative.
- 10.2.2 Where a complaint is made that a licence holder has discriminated against a person due to a protected characteristic under the Equality Act 2010, the taxi licensing service will investigate. Discrimination against protected characteristics should also be reported to the police. A licence holder found to have discriminated against someone will have their licence reviewed.
- 10.2.3 The Council cannot take action against a member of the public who discriminates against a licence holder. The licence holder can report this to the police and can also seek independent legal advice in regard to civil action.

## **10.3 Child Sexual Exploitation (CSE) and Safeguarding**

- 10.3.1 Licenced vehicles and other forms of public transport are used by children and vulnerable people on a daily basis. Whilst licenced drivers, proprietors and operators provide a service for financial gain, they do so on the basis that MKCC has considered them to be suitable to provide these services. Licence holders have a duty of care to these passengers and the Council expects them to uphold that duty and sufficiently safeguard those in society who are vulnerable and at increased risk.

- 10.3.2 The Council has adopted Safeguarding policies that apply to all employees. Whilst licenced drivers are not employees of the Council, they are granted a licence by the Council and therefore represent Milton Keynes. The Safeguarding policies adopted by the Council will apply to licenced drivers and they will be expected to undertake training on this subject as a condition of their licence.
- 10.3.3 The regulatory committee may adopt a separate safeguarding Code of Conduct for drivers if it believes that this is necessary in order to achieve the overall aims of this policy.
- 10.3.4 Should a licence holder fail to report a concern, or be found negligent in their safeguarding duties, they will have their licence reviewed.

## **10.4 County Lines Exploitation**

- 10.4.1 County lines is a term used to describe gangs and organised criminal networks involved in exporting illegal drugs (primarily crack cocaine and heroin) into one or more importing area [within the UK], using dedicated phone lines or other 'deal lines'. Children aged between 15-17 make up the majority of the vulnerable people involved in county lines. Girls and boys are groomed and exploited with the use of coercion, intimidation, violence and weapons to ensure compliance of victims. Children exploited by county lines gangs may have vulnerabilities besides their age such as broader mental health issues, disrupted or chaotic homes, substance misuse issues, being excluded from school or frequently going missing.
- 10.4.2 Safeguarding awareness training should include ways in which all licence holders can help identify county lines exploitation. Warning signs will include children and young people:
- travelling in taxis or private hire vehicles alone
  - travelling at unusual hours (during school time, early in the morning or late at night)
  - being unfamiliar with the local area or do not have a local accent
  - paying for journeys in cash or prep-paid
- 10.4.3 Licence holders should be aware of what to do if they believe a child or vulnerable person is at risk of harm. If the risk is immediate they should contact:
- Police on 999
  - Police on 101
  - Crime Stoppers on 0800 555 111
  - Anti-Terrorist Helpline on 0800 789 321
  - Modern Slavery Helpline on 08000 121 70
  - NPCC on 0808 800 5000

## 10.5 Multi-agency Safeguarding Hub (MASH)

10.5.1 Multi-agency Safeguarding Hubs (MASH) are a way to improve the safeguarding response for children and vulnerable adults through better information sharing and high quality and timely safeguarding responses. MASH's operate on three common principles: information sharing, joint decision making and coordinated intervention. In order to minimise the risk to children and vulnerable adults the Council will facilitate the objectives of MASH when licensing individuals. Contact information is as follows:

- MKCC's Multi-agency Safeguarding Hub can be contacted on 01908 253169 or 01908 253170 or [MKTogether@milton-keynes.gov.uk](mailto:MKTogether@milton-keynes.gov.uk) or [children@milton-keynes.gov.uk](mailto:children@milton-keynes.gov.uk)
- Adults (MK Together) on 01908 252835 or [safeguardingadults@milton-keynes.gov.uk](mailto:safeguardingadults@milton-keynes.gov.uk)
- Adults (ASCAT): 01908 253772 or [access.team@milton-keynes.gov.uk](mailto:access.team@milton-keynes.gov.uk)

## 11. HMRC Tax Checks

HM Revenue and Customs introduced a tax registration check (tax check) for all licence holders in April 2022. An applicant who therefore wishes to apply/renew a licence needs to carry out a tax check. The Council must receive confirmation from the HMRC that the applicant has completed the check before being able to consider their licence application.

An applicant can carry out a tax check by providing information to HMRC about income earned under the licence. The check verifies that a person has complied with an obligation to notify their chargeability to tax, where such an obligation is applied. Please refer to HMRC published guidance on how to complete the checks.

# 11. Vehicles

## 11.1 Limitation on Numbers

11.1.1 The Council cannot restrict the number of private hire vehicle licences as set out in Section 48 of the 1976 Act.

11.1.2 Section 37 of the 1847 Act, as amended by Section 16 of the Transport Act 1985, does permit the Council to refuse to licence a hackney carriage for the purpose of limiting numbers if the Council is satisfied that there is no significant unmet demand for the services of hackney carriages. In December 2023, the Executive decided to remove the hackney carriage vehicle limit and have an open issue policy following a recommendation from the Regulatory Committee. The open issue policy is based on a strict condition that a new hackney carriage vehicle licence will only be granted to a wheelchair accessible **and** zero emission (from the tailpipe) powered vehicle.

- 11.1.3 Hackney Carriage vehicle licences are only granted/renewed on the provision that the vehicle will be used predominantly as a public hire vehicle within the Milton Keynes district area. If hackney carriage vehicles licenced by MKCC are found to be working predominately in other district areas then those licences will be reviewed with a view to disciplinary action; and/or suspension/revocation of licence.

## **11.2 Vehicle Specifications and Conditions**

- 11.2.1 When licensing a hackney carriage or private hire vehicle the Council must consider first and foremost the need for public safety. Once a vehicle is licensed its proprietor or driver has the ability to operate that vehicle in rural, urban and motorway environments.
- 11.2.2 Licenced vehicles must be capable of performing in all such environments and provide safety, convenience and comfort to all passengers.
- 11.2.3 Section 47 of the 1976 Act permits the Council through the imposition of conditions to require a hackney carriage to be of a certain design and appearance. Section 48 of the 1976 Act permits the Council through the imposition of conditions to require a private hire vehicle to be of a certain design and appearance.
- 11.2.4 To ensure that licensed vehicles are safe for the public to use the Regulatory Committee who will impose reasonable and necessary conditions.

## **11.3 Vehicle Age**

- 11.3.1 Licenced vehicles undertake considerably more miles than an average domestic vehicle. This means that licenced vehicles may age and deteriorate more rapidly than domestic vehicles and will need replacing on a more regular basis. Older vehicles also experience structural fatigue over time which could impact on vehicle safety.
- 11.3.2 The Council will have an age policy in respect to its licenced vehicles and these limits will be set by the Executive in consultation with the regulatory committee. The Council recognises that it may be required to consider urgent requests to depart from its age policy due to exceptional economic, industrial, public health or social circumstances. These requests will be considered by council officers.

## **11.5 Vehicle Testing**

- 11.5.1 Before a licence is granted the Council must be satisfied with the mechanical and safety suitability of a vehicle. All vehicles must undergo an annual MOT test from a DVLA approved local firm. The MOT test must be conducted within 31 days (or 1 calendar month) of any new application or renewal expiry date. On receipt of an MOT certificate (and advisory information) the first licenced vehicle will be

further inspected by a council officer to ensure compliance with the Council's policy and vehicle conditions. Should the officer require any further works to be completed on the vehicle then the vehicle proprietor must comply with this request. Should, during the life of the vehicle licence, council officers have any concern over the vehicle's fitness then officers can suspend the vehicle licence and instruct the vehicle proprietor to correct the breach at the vehicle proprietor's expense.

- 11.5.2 A brand new first registered vehicle that has done less than 500 miles will not require an MOT at the time of first licence. However, it may need to be inspected by a council officer prior to being licensed to ensure that it complies with the Council's policy and conditions. Should the officer require any further works to be completed on the vehicle then the vehicle proprietor must comply with this request. All hackney carriage and private hire vehicles will then require an MOT after 12 months of licence.

## **11.6 Signage; Advertising and Livery**

- 11.6.1 Members of the public may confuse private hire vehicles with hackney carriages and it is important that the public are able to easily distinguish each type of vehicle in order to ensure that they are safe and insured when travelling. In order to assist with this Hackney Carriages are coloured black and must use a lit roof sign with the words 'Taxi' displayed.
- 11.6.2 Hackney carriages and private hire vehicles are required by law to display a licence plate (or an internal disc for certain private hire vehicles that are plate exempt) on the rear of a vehicle. The vehicle licence plate must be displayed at all times whilst the vehicle is licensed; even if the driver is not working. The vehicle licence plate can only be removed (and not displayed) if the vehicle licence is suspended, revoked or not renewed.
- 11.6.3 Private Hire vehicles must display two signs provided by Milton Keynes City Council that state:
- MKCC Logo
  - It is a licensed private hire vehicle
  - Advanced Booking Only/Not pre-booked not insured
  - Council Complaint/Contact information
- 11.6.4 Private hire operators may, in addition to council approved door signage, display their own door signs. The door signs must be approved by the council and meet the guidelines and procedures set out by the Regulatory Committee in the Hackney Carriage and Private Hire Licensing Procedures & Conditions (Part 2) document.
- 11.6.5 Subject to application, the Council will permit the display of third-party (commercial) advertising on hackney carriage and private hire vehicles. However, advertising will not be permitted on a hackney carriage or private hire vehicle if:

- it replaces current Council provided door signage
- detracts from the lawful purpose of the vehicle
- its content or its material will have a negative impact upon public safety
- it prevents the appropriate identification of the vehicle
- it causes offence or is obscene i.e. repulsive, filthy, loathsome or lewd
- or is otherwise unsuitable for display

The Regulatory Committee will consider and determine any disputes as to what is considered offensive or obscene.

HCVs and PHVs can display information that highlights that it is environmentally friendly vehicle.

- 11.6.6 The Regulatory Committee shall set the criteria for:
- Advertising content and placement on hackney carriage and private hire vehicles
  - The advertising application and approval process
  - Advertising conditions attached to a HCV and PHV licence
  - Advertising charges

## **11.7 Plate Exemption**

- 11.7.1 The intention of the legislation is that a licenced plate must be displayed on a vehicle so that the public can identify it. There are occasions when the display of such identification may undermine customer or driver safety; or create potentially negative commercial implications for the operating business.
- 11.7.2 The legislation allows the Council, upon application, to exempt a vehicle from displaying its licence plate and door signs. It is not intended that all private hire vehicles have access to this exemption but only those operating a service where the display of a licence plate either endangers public or driver safety; or restricts a legitimate business need.
- 11.7.3 An exemption will only be granted where the proprietor is able to satisfy the Council that:
- There is no public safety risk
  - There is a legitimate business or service requirement
  - The vehicle is suitable for the purposes outlined by the applicant
- 11.7.4 The primary consideration of the Council must be whether or not there is a public or driver safety risk. An application procedure and the items required to satisfy the Council of the above may be set by the Regulatory Committee or officers.

- 11.7.5 Officers may make arrangements with operators who specialise in despatching 'plate exempt' vehicles to aid the regulation and efficient approval of exemptions in accordance with policy.

## **11.8 Data Protection & Closed-Circuit Television (CCTV)**

- 11.8.1 The Council will encourage drivers, proprietors and operators to install legally compliant CCTV in their vehicles to ensure the safety of drivers and passengers by:
- Deterring and preventing the occurrence of crime
  - Reducing the fear of crime
  - Assisting police in investigating incidents of crime
  - Assisting insurance companies to investigate vehicle accidents
- 11.8.2 Proprietors of licensed vehicles are responsible for ensuring that CCTV systems installed in their vehicles are compliant with all relevant applicable legislation. In respect to data protection, vehicle proprietors should contact the Information Commissioners' Office for advice on how information should be managed and stored. Any proprietor, driver or operator found to be in breach of CCTV or data protection legislation will have their licence reviewed.
- 11.8.3 To assist the trade and protect the public, the regulatory committee or officers may condition vehicles licenced by MKCC to have CCTV cameras installed. In these circumstances, where there is an express condition that the vehicle/driver must have CCTV, the Council will be the controller of all data captured & stored.
- 11.8.4 Council officers will monitor local crime levels and regularly consult with passenger groups, the taxi & private hire trade, and police on whether the Council should make it mandatory that all licensed MKCC vehicles have CCTV. The Council will need strong justification to condition all vehicle licences to have CCTV as concerns will be raised about the proportionality and intrusion of such an approach plus the additional cost to each vehicle proprietor.

## **11.9 Environmentally Friendly Vehicles**

- 11.9.1 The Council will encourage proprietors, operators and drivers to use low emission vehicles and to take advantage of the unique infrastructure of Milton Keynes and its innovative approach to transport. Where there is no public safety risk, the Council shall give special consideration to an environmentally friendly vehicle if it does not meet the Council's criteria set by the regulatory committee.
- 11.9.2 The Council aspires to have a full fleet of electric private hire and hackney carriage vehicles by 2030. The Council's Executive will adopt an electric vehicle strategy to achieve this and the regulatory committee will be responsible for amending vehicle specifications and conditions to permit this.

## **11.10 Speciality Vehicles**

- 11.10.1 Speciality vehicles such as stretched limousines, vintage or themed vehicles, may be licenced by the Council if the vehicle complies with standard specifications and conditions. Each application will be considered on its individual merits with consideration given to the safety and suitability of the vehicle; the purpose of its use; and the frequency and duration of its use.
- 11.10.2 A vehicle with space for more than 8 passengers can be licenced as a private hire vehicle as long as it is only licenced to carry up to 8 passengers and the operator/driver and public (via licence plate/door signs) are clearly aware that the vehicle cannot carry more than 8 passengers.

## **11.11 Evidencing Criminal record - Disclosure and Barring Service (DBS)**

- 11.11.1 A vehicle proprietor (applicant) that is not already licenced as a driver with the Council will provide a basic DBS disclosure to enable consideration of their criminal record and whether they are a suitable person to be licenced.
- 11.11.2 A vehicle proprietor's criminal record will be checked every 12 months if they are not already licenced as a driver with the Council. The Council may, at its discretion, require an additional basic DBS disclosure to be supplied at any time where it has a reasonable belief that this is necessary to determine the suitability of the vehicle proprietor to be licenced.
- 11.11.3 Should the Council decide to refuse, suspend or revoke a vehicle proprietor licence based on DBS information it can only do so from a basic check. The Council cannot refuse, suspend or revoke a vehicle proprietor licence based on information from an enhanced DBS check.
- 11.11.4 Where a vehicle proprietor (applicant) has not lived in the UK continuously for 10 or more years or has spent more than 3 months living outside of the UK in the preceding 10 years, they must satisfy the Council that they have not been convicted of any offence outside the UK. A vehicle proprietor (applicant) will be required to provide an equivalent to the DBS disclosure from their relevant Embassy, Consulate or Police Authority for any and each country in which they have lived.

## **12. Private Hire Operators**

- 12.1 Any person who, in the course of business makes provision for the invitation or acceptance of bookings for a private hire vehicle, must be licenced as a private hire operator. A private hire vehicle can only be despatched to a customer by a licenced private hire operator.

- 12.1 Applications for operator licences can be made by an individual, partnership, company or other body in accordance with the application procedure adopted by the Regulatory Committee.

## **12.2 Fit and Proper**

- 12.2.1 The Council must be satisfied that an applicant or licence holder is 'fit and proper'. Whilst the licenced operator is not the person driving the vehicle and therefore not an immediate physical risk to passengers, they are responsible for despatching the vehicle and its driver and have access to information or data that a customer expects to be used appropriately. For this reason it is imperative that those licenced as operators are fit and proper and meet the standards expressed in the suitability of licenced individuals section of this policy.
- 12.2.3 The Council will not grant or renew a private hire operator licence to an individual who is not fit and proper to be a licenced driver. However, the Council cannot refuse, suspend or revoke an Operator licence based on information from an enhanced DBS check (see section on Evidencing Criminal Record - Disclosure and Barring Service).
- 12.2.4 Operators are required to comply with a number of legislative requirements and conditions of licence regulating how they run their businesses. The Council needs to be satisfied that an applicant and licence holder understand their duties and responsibilities. This will be checked prior to grant and during the life of the licence.
- 12.2.5 An Operator licenced by MKCC can only use drivers and vehicles that are licenced by MKCC in accordance with current legislation.

## **12.3 Insurance**

- 12.3.1 Operator premises that are open to the public (e.g. taxi waiting rooms) must be covered by appropriate public liability insurance.

## **12.4 Operator Address and Telephone Numbers**

- 12.4.1 An MKCC operator should have a premises within the district and this address will be specified on the licence granted. Physical records required to be kept by the Operator should be retained at this address. Depending on the nature of the operation there can be occasions when an operator will require more than one operator licence for different locations within the borough.
- 12.4.2 The Council will not normally grant a new licence to an operator whose premises are located outside the district. This is to ensure that proper regulation and enforcement measures can be taken by the Council. However, the legislation does not restrict where an Operator is based and a licence may be renewed/granted to an operator whose premises is just outside of the district (this can occur when a licensed MK Operator moves home/business that falls just

outside of the borough). In such instances that operator must satisfy the Council that they will still be providing the facilities for individuals within Milton Keynes to book Milton Keynes licenced private hire vehicles. In addition, the operator's base should be within a reasonable distance of Milton Keynes (i.e. neighbouring districts only) or other reasonable measures are in place to permit adequate enforcement.

- 12.4.3 It is the responsibility of an operator to ensure that appropriate planning consent exists for the operational address to be used for their business purposes.

## **12.5 Sub-contracting**

- 12.5.1 Section 55A of the 1976 Act, inserted by the Deregulation Act 2015, permits Operators licenced by the Council to sub-contract a private hire bookings to another operator licenced by the Council or to a licenced private hire operator licenced by another local authority. Regardless of which operator fulfils a booking the operator must despatch a vehicle licenced by, and driven by a driver licenced by, the same Council as licences that operator.
- 12.5.2 Operators that accept a booking remain legally responsible for that booking even if they sub-contract that booking to another Operator and should record the booking as being accepted and transferred to that other operator.

## **12.6 Cross Border Hiring**

- 12.6.1 In relation to private hire vehicles the 1976 Act permits members of the public to book a private hire vehicle through any licenced private hire operator regardless of which district they are licensed. In this regard, the Act leaves the selection of an operator entirely to market forces and the freedom of choice to the customer.
- 12.6.2 The Council encourages its private hire operators and their vehicles to be of the highest standard and provide an exemplary service to the residents of Milton Keynes. Appropriate regulation of private hire vehicles benefits the public served by an operator and this regulation is aided where operators are fully committed to using Milton Keynes licenced vehicles. Operators should, when sub-contracting to an Operator licenced in another district, make this clear to the customer.

## **12.7 Evidencing Criminal Record - Disclosure and Barring Service (DBS)**

- 12.7.1 An operator (applicant) that is not already licenced as a driver will be required to provide a basic DBS disclosure to enable consideration of their criminal record.
- 12.7.2 An operator's criminal record will be checked every 12 months. The Council may, at its discretion, require an additional DBS disclosure to be supplied at any

time where it has a reasonable belief that this is necessary in order to determine if an operator is fit and proper.

- 12.7.3 Should the Council decide to refuse, suspend or revoke an operator licence based on DBS information it can only do so from a basic check. The Council cannot refuse, suspend or revoke an operator licence based on information from an enhanced DBS check.
- 12.7.4 Where an Operator (applicant) has not lived in the UK continuously for 10 or more years or has spent more than 3 months living outside of the UK in the preceding 10 years, they must satisfy the Council that they have not been convicted of any offence outside the UK. An operator (applicant) will be required to provide an equivalent to the DBS disclosure from their relevant Embassy, Consulate or Police Authority for any and each country in which they have lived.
- 12.7.5 Private hire operators must advise the Council of any changes in directors or partners. All directors and partners must provide a basic disclosure every 12 months from DBS to demonstrate they are fit & proper.

## **12.8 Staff Register, Ex-offender Policy & DBS Checks for Operators**

- 12.8.1 Private hire operators must keep a register of all staff (employed & contracted) that will take bookings or dispatch vehicles/drivers on its behalf.
- 12.8.2 Private hire operators must have a policy on employing ex-offenders who will undertake the role of booking or dispatching vehicles/drivers. The policy will outline which convictions are not suitable for those employees/contractors who book/dispatch drivers to collect children or vulnerable adults that are unaccompanied in a vehicle.
- 12.8.3 The operator must have sight of a Basic DBS disclosure for all staff noted on the register. Should a member of staff have convictions the operator must ensure that the employee is compatible with their policy on employing ex-offenders.

## **13. Hackney Carriage and Private Hire Drivers**

### **13.1 General**

- 13.1.1 Licences to drive hackney carriage and private hire vehicles are granted under the Acts of 1847 & 1976. A licence can only be granted to someone who has been authorised to drive a motor vehicle for at least 12 months and is fit and proper.
- 13.1.2 When determining if someone should be granted a licence the Council will not take into account someone's desire or need to work; their financial status; family

commitments; or obligations. These are not matters that relate to whether an individual is fit and proper.

## **13.2 Fit and Proper Test**

- 13.2.1 The Council has a legal duty to ensure that any person to whom they grant a hackney carriage/private hire driver licence is fit & proper. When considering whether an applicant or licence holder is fit and proper the regulatory committee or council officer(s) should ask themselves the following question:

**Without any prejudice, and based on information before me, would I allow a person for whom I care, regardless of their condition, to travel alone in a vehicle driven by this person at any time of the day or night?**

- 13.2.2 All decisions on the suitability of an applicant or licence holder should be made on the balance of probability. This means that an applicant or licence holder should not be given the benefit of the doubt. If the regulatory committee or officer is only 50/50 as to whether the applicant or licence holder is fit & proper then they should not hold a licence. So, in answer to the question posed above if, on the balance of probabilities, the answer to the question is 'no', the individual should not hold a licence. This threshold is lower than for a criminal conviction (that being beyond reasonable doubt) and can therefore take into consideration conduct that has not resulted in a criminal conviction.
- 13.2.3 There is no legal definition of 'fit and proper' or a fixed legislative process. It is for the Council to determine how it wishes to be satisfied that a driver is fit and proper. The Council will consider a range of documentary evidence, practical criteria and qualifications provided by an applicant in order to be satisfied that an individual is fit and proper. The following sections apply equally to private hire and hackney carriage drivers unless otherwise specified. Applications will be considered on their own individual merits.

## **13.3 Age, Experience and Qualifications**

- 13.3.1 Subject to an applicant having held a licence to drive a motor vehicle for at least 12 months, there is no minimum or maximum age limit for drivers. The Council's policy and application procedure will require an applicant to evidence that they are physically fit enough and suitable in terms of knowledge, experience and skill to assume the role.
- 13.3.2 The application process will be set by the regulatory committee to provide an applicant with the opportunity to satisfy the Council that s/he is a fit and proper person.

## **13.4 Evidencing Criminal record - Disclosure and Barring Service (DBS)**

- 13.4.1 An applicant for a driver licence will be required to provide an Enhanced DBS disclosure via the Update Service to enable consideration of their criminal record. The DBS application must be made through the Council's contracted partner provider TaxiPlus.
- 13.4.2 A licence holder's criminal record will be checked every 6 months via the Update Service. The Council may, at its discretion, require an additional DBS disclosure to be supplied at any time where it has a reasonable belief that this is necessary in order to determine if a driver is fit and proper.

## **13.5 Evidencing Criminal Record – foreign offences**

- 13.5.1 Where an applicant has not lived in the UK continuously for 10 or more years or has spent more than 6 continuous months living outside of the UK in the preceding 10 years, they must satisfy the Council that they have not been convicted of any offences outside of the UK.
- 13.5.2 An applicant will be required to provide an equivalent to the DBS disclosure from their relevant Embassy, Consulate or Policing Authority for any and each country in which they have lived.

## **13.6 Convictions, Cautions, Allegations and Complaints**

- 13.6.1 The Rehabilitation of Offenders Act 1974 does not apply to those applying to be licenced as a driver of a hackney carriage or private hire vehicle. Where an applicant (or licenced driver) has been convicted of an offence the Council must consider it and assess if an individual is fit and proper.
- 13.6.2 The Council is aware that a person convicted of an offence may evidence themselves as fit and proper to the Council's satisfaction after a number of years have lapsed since the commission of an offence. Conversely, if an applicant has remained conviction free for a certain period of time this does not automatically qualify them as fit and proper.

## **13.7 Medical Fitness**

- 13.7.1 The Council must be satisfied at all times that a driver is physically and mentally able to carry out their duties. An applicant must undertake and provide evidence that s/he meets the DVLA Group 2 medical standard. The applicant is responsible for arranging, paying and submitting to the Council the evidence that they meet the Group 2 standard. Any medical examination must be conducted by an appropriate, competent and qualified medical practitioner.

- 13.7.2 Licence holders must be re-examined to the Group 2 standard every 3 years on renewal until they reach the age of 65. After the age of 65 licence holders must complete the Group 2 medical requirement every year.
- 13.7.3 At all times the Council will reserve the right to request an individual to provide a further Group 2 medical or other medical information or undertake any medical test in order to be satisfied that the person is medically suitable to be licensed.
- 13.7.4 Notwithstanding that an individual may pass a Group 2 medical, further information may be present which prevents the Council from being satisfied that an individual is medically suitable. The Council may therefore still refuse an application or require an applicant or licence holder to undergo and pay for a further medical examination, at an appropriate medical facility, conducted by either the applicant's GP or other qualified medical practitioner(s) with access to the applicant's full medical records. Any extra cost must be met by the applicant or licence holder.
- 13.7.5 The Council may grant a licence on the condition that a licence holder provides a more frequent Group 2 medical assessment and/or notes from his/her GP as to his/her suitability to be licensed.
- 13.7.6 Applicants and licence holders must notify the Council as soon as it is practicable of any deterioration in their health that may affect their ability to drive or their suitability to be a licenced driver. The Council expects licenced drivers not to put the safety of other people at risk and continue to drive following any deterioration in their health until approved by both a medical assessment and the Council. The Council would not consider any person to be fit and proper if they drive a licenced vehicle whilst aware of any health problem that could endanger the lives of their passengers and themselves.
- 13.7.7 Failure to provide a satisfactory medical certificate in the circumstances outlined in this policy may lead to the refusal, suspension or revocation of a driver licence.

## **13.8 Driving standards and qualifications**

- 13.8.1 Licenced drivers will spend the majority of their working time in a licenced vehicle with passengers on a public road. An applicant's driving record, knowledge and driving ability is therefore relevant to the determination as to whether they are fit and proper. The Council must be satisfied that licenced drivers have due regard and appreciation of the legislative provisions designed to protect all road users and pedestrians.
- 13.8.2 The Council will carry out a check of an individual's DVLA record when considering if they are fit and proper. This is to ensure that the information submitted by the applicant is in accordance with the information held by DVLA and so that the Council can consider any endorsements/penalty points shown on the applicant's driver licence. The DVLA application must be made through the Council's contracted partner provider TaxiPlus.

- 13.8.3 Licenced drivers will be required to provide a shared driving licence code during the course of a licence. This will be when the Council believes a licence holder has been convicted of an offence and not declared it; an offence has been declared and the Council need to confirm it; or as part of periodical compliance check of licenced drivers.

#### **13.8.4 Driving Endorsements**

- 13.8.5 The Council must be satisfied of a driver's ability to convey members of the public safely. As such the Council will consider any driving endorsements, driving related convictions or disqualifications revealed on either an applicant's DBS or driving licence.

#### **13.8.6 Relevant Taxi/PH Driving Test**

- 13.8.7 All new applicants must pass an approved Council Taxi/PH driving course/test before a licence is granted in order to satisfy the Council that they are of a suitable driving standard.
- 13.8.8 If, upon the renewal of a licence, an existing licenced driver has or has had more than 9 DVLA penalty points in the last 6 years s/he will be required to pass an approved Taxi driving course/test within 6 months on his/her renewal and after which they will be suspended until they have completed the course.
- 13.8.9 Any driver that reaches 9 live DVLA points during the course of holding an MKCC driver licence will be required to pass an approved driving test/course by a specified date and will be suspended until they have done so.

### **13.9 Driver Assessment**

- 13.9.1 In order to satisfy the Council that they are fit and proper an applicant must demonstrate that they understand the basic requirements of hackney carriage and private hire licensing. The Council will therefore formally assess applicants to confirm that they have the requisite knowledge to be licensed. This procedure will enable the Council to be satisfied that any person licensed understands the key legislation applicable to them; vehicle and driver safety requirements; an understanding of the local area; and relevant knowledge of Equality and Safeguarding.
- 13.9.2 Driver assessments will be conducted by a council officer (either in person or via Teams/Zoom). The assessment will be mainly conducted verbally in order to check an applicants' ability to speak English but there will be a written exercise (e.g. completion of a receipt) to assess writing skills.

## **13.10 Further Training**

- 13.10.1 Given the changing nature of the role of licenced drivers and operators, an applicant or existing licence holder may be required to carry out such training as the Council thinks necessary to be satisfied that they are fit and proper. Such training may be required of an individual in relation to specific circumstances or be required of the Taxi/PH trade as a whole. Officers will have the power to direct an individual to carry out relevant training in line with the guidelines set out in the suitability of licensed individuals section of this policy. The regulatory committee (or officers on a case by case basis) can implement new training requirements for all licence holders in order to achieve the public safety/safeguarding objectives of this policy.

## **13.11 Licence renewals (Section 74)**

- 13.11.1 Where a licence holder has applied to renew a licence the law does not prevent them from continuing to work even if the Council has not determined their renewal application (Section 74 LG(MP) Act 1976). However, the law also requires the licence holder to visibly display their badge and vehicle licence plate and therefore there is a potential risk to public safety if a licence holder is displaying a badge or licence plate which has expired. The Council's policy is that a licence holder must at all times display a badge/plate and, if expired, an authorisation (via Council email/letter) which has a valid date and can be shown to the public/officers/police to reassure them that the licence holder and vehicle can lawfully work.
- 13.11.2 When a driver licence has expired the Council can issue the driver a short term badge or authorisation (email/letter) for him/her to display. Before doing this the Council will carry out an interim assessment to ensure that the application has been completed in full and prior to expiry. Council officers must then be satisfied that the individual is fit and proper based upon information known to the Council and any declaration that the driver may have stated on their application to renew.
- 13.12.3 The Council would normally expect to have determined a renewal application if it is submitted 2 months prior to expiry. However, in some instance's delays can occur. Where a licence holder has fully applied prior to the expiry of their licence the Council can allow the driver to work under the provisions of Section 74 (as outlined previously). However, Section 74 does not normally apply to renewal applications made after the licence expiry date. Licence holders should not work if their application is made after expiry unless there are exceptional circumstances which have been authorised by an officer.

### **13.13 Conditions of Licence**

- 13.13.1 Licence holders will have conditions placed on their licence that require them to provide relevant documents to the Council to determine that they remain fit and proper.
- 13.13.2 Should a licence holder fail to provide updated documents to the Council in accordance with their licensing conditions then their licence will be reviewed.

### **13.14 Code of Conduct**

- 13.14.1 In addition to licence conditions, the Council will also have a code of conduct to enhance the professional image of the hackney carriage and private hire trade and to promote the concept that drivers of licenced vehicles are vocational drivers carrying out a reputable profession.
- 13.14.2 The code of conduct for drivers and operators will be set by the regulatory committee and non-compliance with it will be addressed as part of enforcement action.

### **13.15 Review of Driver Licence**

- 13.15.1 Once a licence has been granted a driver must remain fit and proper and his/her licence may be suspended or revoked at any time after the grant of a licence where the Council has reasonable cause.
- 13.15.2 Once licenced a driver may decide that they no longer wish to remain licenced and may surrender their licence to the Council. In these instances the Council shall suspend or revoke with immediate effect in order to exempt the driver from any continuing legal obligations and to protect members of the public.

## **14. Licence Application Procedure**

- 14.1 Applications for all licences must be online and follow the specified application procedure set by the regulatory committee and council officers. The applicant remains responsible for ensuring that their application is completed correctly and is carried out in accordance with relevant procedure.
- 14.2 Only when an application is completed and all correct supporting documents have been provided will the Council consider and determine an application. The Council has the power under Section 57 of the 1976 Act to request any information it deems necessary to determine an application.

### **14.3 Licence Duration**

- 14.4 The Council will grant licences for the maximum period specified by law except where appropriate to grant a licence for a lesser period.
- 14.5 Private hire operator licences will be granted for a maximum of five years or for a lesser period where appropriate or requested by the applicant.
- 14.6 Driver licences and badges will generally be granted for the maximum legislative period of 3 years whilst taking into consideration any restrictions under the Immigration Act 2016.
- 14.7 Vehicle licences will be granted for the maximum period of 12 months.

### **14.8 Grant and Renewal of Licences**

- 14.9 It is the responsibility of a licence holder to ensure that they renew their licence. The Council is not obligated to remind licence holders that their licence is due to expire.
- 14.10 A licence holder who allows their licence to lapse and continues to work commits an offence. The Council is not obligated to notify an individual that their licence has expired or remind them not to work unlawfully without it.
- 14.11 Expiry dates will be clearly noted on licence documents and the procedure to renew will be clearly available to licence holders.
- 14.12 Applications to renew an operator licence should be received by the Council at least two months in advance of the licence expiry date to ensure that a renewal application can be processed and a licence issued in time.
- 14.13 Applications to renew a vehicle licence should be made no longer than one calendar month before the expiry of the licence to ensure the MOT certificate is compliant.
- 14.14 Applications to renew a driver licence should be made two calendar months prior to expiry.
- 14.15 If a fully completed renewal application is received close to its expiry date and there is insufficient time to process the application (before the existing licence expires and a new one is granted) then the Council can allow the licence holder to continue to work under Section 74 of the Local Government (Miscellaneous Provisions) Act 1976. Should the renewal application be incomplete then Section 74 cannot be applied and the licence holder must stop work at the expiry of their licence. The Council will not be liable for any loss that occurs due to an individual's failure to fully renew a licence prior to expiry.

- 14.16 A renewal application made after the expiry of the licence may be treated as a new application and the applicant must comply with the requirements of the Council's policy for new applicants. The licence holder must stop work at the expiry of their licence and cannot recommence work until they receive their new licence.
- 14.17 The considerations in this policy for the determination of a new application apply equally to those of a renewal application except where the law, this policy, or any procedure clearly distinguishes otherwise.

## **14.18 Conditions**

- 14.19 Standard conditions adopted by the regulatory committee will be imposed on all licences granted and will be contained in the Hackney Carriage and Private Hire Licensing Conditions and Procedures document (Part 2). A regulatory sub-committee or officers may impose further conditions if considered reasonably necessary on the individual merits of an application or review of a licence.

## **15. Determining Applications**

- 15.1 It is expected that applicants who intend to be considered fit and proper will ensure that the information given in their online application is correct and truthful. The online application should document all convictions, cautions, fixed penalty notices, police warnings, previous licences and all other relevant information.
- 15.2 The Council will take a serious view of an applicant who seeks to conceal any conviction, caution, fixed penalty notice, previous licence(s), police warning in order to obtain a licence. To knowingly conceal this information is a criminal offence and will lead to licence refusal and possible criminal proceedings. Any information relating to criminal background will be kept only for as long as is reasonably necessary.
- 15.3 Information disclosed will be kept in strict confidence and retained no longer than is reasonably necessary to determine an application. Where a licence is granted this information will be kept for no longer than is necessary after that licence has lapsed in accordance with data protection legislation and the Council's retention policy.
- 15.4 An applicant may be required to speak/meet with council officers before a licence is granted or to appear before a regulatory sub-committee. Any applicant who fails to attend a requested meeting of the Council (officer or committee) without reasonable excuse will have their application determined in their absence. This may result in the application being withdrawn or refused.
- 15.5 If an application for a driver or operator licence is refused the Council will not, without reasonable excuse, consider a further application for at least 12 months.

The applicant must address the reasons why they were refused prior to making a further application.

- 15.6 The Council can publish on a data base the details of any individual who has had a licence refused, suspended or revoked. Database NR3 is a national register for taxi and private hire vehicle licences and is administered by the National Anti-Fraud Network. The Council will publish licence holder details, including revocations, suspensions and refusals, on the NR3 database.
- 15.7 Applicants and current licence holders must disclose that they hold or have previously held a licence with another Local Authority (or TfL). Applicants must disclose if they have had an application for a licence refused, or a licence revoked; or been suspended by any other licensing authority.

## **16. Suitability of Licenced Individuals**

Guidelines relating to the relevance of criminal convictions, cautions, driving offences, regulatory breaches, allegations and anything similar are to be applied by the regulatory committee and/or officers when determining the grant, refusal, suspension or revocation of licences.

### **16.1 General**

- 16.1.1 Each case will be decided on its individual merits.
- 16.1.2 The overriding consideration is public safety and safeguarding.
- 16.1.3 This policy outlines how the Council will assess whether an applicant or a licence holder is fit and proper. In making this determination the convictions of the applicant or licence holder will be considered. The policy applies the same to convictions received outside of the UK.
- 16.1.4 Previous convictions or those occurring during the term of a licence indicate that a person may not be 'fit and proper'.
- 16.1.5 The Council recognises that there are differences between those individuals who act as drivers; those individuals or companies who operate private hire vehicles; and those individuals or companies who are vehicle proprietors.
- 16.1.6 A person who has been convicted of a criminal offence will not necessarily be prevented from ever obtaining a licence. However, they are expected to remain free of conviction for a duration commensurate with the seriousness of the offence(s) in order to evidence to the satisfaction of the Council that they are fit and proper and do not pose a danger to the public.
- 16.1.7 Simply remaining free from convictions will not generally be regarded as sufficient evidence that a person is fit and proper to hold a licence. The

overriding consideration is the protection of the public and for some offences the duration in which a person will be expected to be free from conviction is significant.

- 16.1.8 The Council will not grant a licence to someone who has been convicted of a serious violent or sexual offence. The Council will refuse any application where the individual is listed on a DBS barring list for working with children or adults or on the sex offenders' register.
- 16.1.9 The Council will also take into account the number of convictions irrespective of category; the number of counts on a conviction; the sentencing Court concerned; and the sentence imposed. Reference to Magistrates/Crown Court guidelines may also be considered.
- 16.1.10 The Council will investigate and review the licence of any person convicted of an offence and may suspend or revoke, or refuse to renew a licence, in such instances.
- 16.1.11 The Council will apply the same to any licence holder convicted of an offence whilst licenced or when applying to renew and should be construed accordingly. For example, if an offence stated will result in the refusal of a new application it should be read that it shall also result in the refusal of a renewal application or the revocation or suspension of a licence that has been granted.
- 16.1.12 The offences listed in this policy are not exhaustive and any offence stated in this part should be read as including all offences similar to it, any offence that replaces it, the attempt or conspiracy to commit it, or the aiding, abetting and procuring of it.
- 16.1.13 The Council takes a serious view of all criminal offences. However, convictions for driving (major), dishonesty, violence (including domestic violence) or sexual offences will be considered extremely serious and likely to result in refusal, suspension or revocation of licence.
- 16.1.14 For the purpose of this policy simple cautions, endorsements and fixed penalty notices may be treated as though they are convictions. The Council recognises that these measures are utilised for low level offences where it is not in the public interest to prosecute, however, a person must admit to an offence in order to be cautioned or to accept a fixed penalty notice. The Council may revoke, suspend, refuse to renew, condition, discipline and/or require further training/rehabilitation of a licence holder (at their own expense) if the licence holder has accepted a formal caution, endorsement or fixed penalty notice. Each case will be considered on its own merits in line with the 'fit and proper person test' and the licensing convictions policy.

## **16.2 Crimes resulting in death**

16.2.1 Where an applicant or licence holder has been convicted of a crime which resulted in the death of another person or was intended to cause death or serious injury of another person they **will not** be licenced. Offences include:

- Murder
- Manslaughter
- Manslaughter or culpable homicide while driving
- Arson with intent to endanger life
- Terrorism offences

## **16.3 Exploitation**

16.3.1 Where an applicant or licence holder has been convicted of a crime involving, related to, or has any connection with, abuse or exploitation in the use or treatment of another individual, irrespective of whether the victim or victims were adults or children, **will not** be licenced. This includes slavery; child sexual abuse; exploitation; grooming; and psychological, emotional and financial abuse.

## **16.4 Offences involving violence against the person**

16.4.1 Where an applicant has a conviction for an offence against the person, or connected with any offence of violence, a licence will not be granted until at least **10 years** have lapsed since the completion of any sentence imposed.

Offences include:

- Grievous bodily harm
- Malicious wounding
- Robbery
- Riot
- Assault on Police
- Violent disorder
- Resisting arrest
- Any offence(s) that is racially aggravated
- Assault occasioning actual bodily harm
- Common assault
- Affray
- Harassment/Non-molestation order
- Battery
- S.5 Public Order Act 1986 offence (harassment, alarm or distress)
- S.4 Public Order Act 1986 offence (fear of provocation of violence)
- S4A Public Order Act 1986 offence (intentional harassment, alarm or distress)
- Obstruction

## **16.5 Possession of a Weapon**

- 16.5 Where an applicant has a conviction for possession of a weapon or any other weapon related offence, a licence will not be granted until at least **7 years** have elapsed since the completion of any sentence imposed.

## **16.6. Sexual Offences**

- 16.6.1 Where an applicant or licence holder has a conviction for any offence involving or connected with illegal sexual activity, a licence **will not** be granted. Offences include:

- Rape
- Assault by penetration
- Offences involving children or vulnerable adults
- Sexual assault
- Indecent assault
- Possession of indecent photographs, child pornography etc
- Exploitation of prostitution
- Trafficking for sexual exploitation
- Indecent exposure
- Soliciting or loitering for the purpose of prostitution
- Sexual harassment

- 16.6.2 The Council will revoke the licence of any licence holder convicted of any of the above offences.

- 16.6.3 An applicant currently on the Sex Offenders Register or any Barred list **will not** be granted a licence.

## **16.7 Dishonesty**

- 16.7.1 Where an applicant has a conviction for any offence where dishonesty is an element of the offence, a licence will not be granted until at least **7 years** have lapsed since the completion of any sentence. Offences include:

- Theft
- Burglary
- Fraud including benefit fraud
- Handling or receiving stolen goods
- Forgery
- Conspiracy to defraud
- Obtaining money or property by deception
- Other deception

## **16.8 Criminal Damage**

- 16.8.1 The Council will not grant a licence to any person who has, in the **3 years** prior to an application, been convicted of criminal damage.

## **16.9 Drugs**

- 16.9.1 Where an applicant has any conviction for, or related to, the supply of drugs, or possession with intent to supply or connected with possession with intent to supply, a licence will not be granted until at least **10 years** have lapsed since the completion of any sentence imposed.
- 16.9.2 Where an applicant has a conviction for possession of drugs, or related to the possession of drugs, a licence will not be granted until at least **5 years** have lapsed since the completion of any sentence imposed.
- 16.9.3 Applicants convicted of a drug offence will need to undergo drug testing, at their own expense, to demonstrate that they are not using controlled drugs.
- 16.9.4 An applicant convicted of more than one offence for the supply of drugs will not be licenced.
- 16.9.6 When considering the number of years an applicant will be expected to be clear of a conviction, the Council may take into account the classification of the drug.

## **16.10 Discrimination**

- 16.10.1 Where an applicant has a conviction involving or connected with discrimination in any form, a licence will not be granted until at least **7 years** have lapsed since the completion of any sentence imposed.

## **16.11 Motoring Convictions**

- 16.11.3 Given the nature of the work carried out by licenced drivers, MK residents and the Council expect that they have a suitably high level of driving standard by completing driving course(s).
- 16.11.4 A new applicant(s) may apply for a hackney carriage/private hire driver licence as long as they have held a current DVLA licence for at least 12 months and have no more than 11 DVLA points.
- 16.11.5 Should an existing licence holder receive a fixed penalty notice during the life of their licence and have accrued between 9-11 DVLA points, then they must complete an approved Council practical driving course at their own expense.
- 16.11.6 Should an existing licence holder go to 12 or more DVLA points then their HC/PH driver licence will be revoked and they cannot reapply until they have fewer than 12 DVLA points.

- 16.11.7 Should an existing licence holder accrue further DVLA points (but remain 11 or fewer), after completing two approved practical driving courses, then their hackney carriage/private hire driver licence will be reviewed with a view to:
- Completing the Council's enhanced driver assessment test at their own expense;
  - Taking an alternative bespoke training/rehabilitation course(s) identified by council officers at the driver's own expense; and/or
  - Being suspended for up to 21 days.
- 16.11.10 A licence holder that has been disqualified from driving by the DVLA will have their HC/PH driver licence revoked with immediate effect. They can reapply to the Council once their DVLA licence is reinstated.

## **16.12 Drink driving/driving under the influence of drugs**

- 16.12.1 Where an applicant has a conviction for drink driving or driving under the influence of drugs, a licence will not be granted until at least **7 years** have lapsed since the completion of any sentence or driving ban imposed. In the case of driving under the influence of drugs, an applicant will undergo drug testing at their own expense to demonstrate that they are not using controlled drugs.
- 16.12.3 More than one conviction for an offence as described above is an unacceptable risk to the public and an application will be refused.
- 16.12.4 The Council will refuse to renew, or will suspend or revoke, the licence of any licenced driver convicted of an offence described above.

### *General alcohol related offence*

- 16.12.2 The Council will not consider the influence of alcohol as a mitigating factor when applying the criteria of this policy.
- 16.12.3 An applicant convicted of an offence that is not considered elsewhere in this policy and involves alcohol as a cause will not be considered fit and proper for a period of at least 12 months from the date of conviction.

## **16.13 Licensing and Regulatory Offences**

- 16.13.1 The Council will not grant a licence to an applicant convicted of a licensing offence (i.e. an offence under the 1847 Act, the 1976 Act, bye-laws, or associated legislation) until the applicant is at least 1 year clear of the conviction.
- 16.13.2 The Council will not grant a licence to an applicant convicted of an offence under any regulatory regime (i.e. licensing, planning, food safety etc.) until the applicant is at least 1 year clear of the conviction.
- 16.13.3 The Council will review the licence of any licence holder convicted of a licensing offence.

- 16.13.4 A licence holder convicted of a licensing offence by the Council may have their licence suspended or revoked. The Council may choose not to suspend or revoke a licence if the licence holder:
- a) has not previously committed an offence;
  - b) has no other relevant convictions;
  - c) has no Council imposed penalty points for similar offences to that which s/he was convicted of;
  - d) admitted the offence and assisted officers with their investigation;
  - e) satisfactorily passed the Council's Driver Assessment procedure.
- 16.13.5 An applicant with more than one conviction for a licensing offence, within a 3 year period, may have their licence suspended or revoked. Licensing offences committed over a longer period will be reviewed.
- 16.13.6 Any person who has had their licence revoked will not be considered to hold a further licence until at least 12 months has elapsed since the date of revocation. This policy will therefore apply to any subsequent application made after that time.
- 16.13.7 Where a licence has been revoked due to a conviction, the timescales as indicated in this policy will apply.
- 16.13.8 Applicants who receive 12 penalty points under the Council's Penalty Points Warning Scheme will have their licence reviewed. If their licence is not revoked at that time it would be expected that any further breach resulting in penalty points, driving endorsement, conviction or caution would result in revocation or suspension. Those who do not reach the 12 point threshold to have their licence reviewed under that scheme but show evidence of regular offending may still have their licence reviewed and possibly suspended or revoked.

## **16.14 Conduct**

- 16.14.1 Some breaches of policy or licence conditions may be committed by a licence holder which are not criminal in nature but are still relevant as to whether the Council is satisfied that an individual is fit and proper.
- 16.14.2 Examples of this may be inappropriate conversations with passengers; inconsiderate parking; discriminatory, aggressive, discourteous, offensive or unprofessional behaviour toward members of the public/council officers/contracted officers/other members of the licensed trade.
- 16.14.3 Substantiated complaints of this nature or a pattern of complaints will indicate that a licence holder is either; not fit and proper or in need of education and training. In these instances the Council will review the licence issued.

## **16.15 Court Injunctions**

- 16.15.1 An applicant subject to a current court order or injunction will not be granted a licence.

- 16.15.2 The Council will expect an applicant to be at least 1 year clear of a court order or injunction and at least 3 years for any court order or injunction related to anti-social behaviour, harassment (including non-molestation order), violence (including domestic), or dishonesty before a licence is granted.

## **16.16 Allegations**

- 16.16.1 The Council recognises that where criminal allegations (such as assault, plying for hire) are made a licence holder is legally innocent until the allegation is proven guilty beyond reasonable doubt. In regard to administrative/civil allegations (such as conduct, condition breaches) a licence holder is also legally innocent until the allegation is substantiated on a balance of probabilities basis or there is a pattern of similar allegations (similar fact evidence).
- 16.16.2 If an allegation is made about a licence holder the Council will investigate and, if necessary, review the licence.
- 16.16.3 Where an allegation is made about a licence holder which is being investigated by the police or another agency and there is no immediate public safety risk, the Council will wait until the conclusion of that investigation.
- 16.16.4 Where an allegation is made about a licence holder which is being investigated by the police or another agency and the Council considers that, if true, the licence holder would pose a danger to the public, the Council will review the licence.
- 16.16.5 When making a decision based on an allegation the Council will consider the seriousness of the alleged offence, whether the licence holder has been arrested, on bail, or charged, whether the licence holder notified the Council of the offence, and the licence holder's previous criminal history and conduct.
- 16.16.6 In determining whether a licence holder shall retain his/her licence after an allegation is substantiated, the Council shall base its decision on a balance of probabilities basis taking into account the nature of the offence and whether the licence holder's actions pose a danger to the public and/or officers.

## **16.17 Immediate Public Safety Risk**

- 16.17.1 Where it is in the interest of public safety to do so, the Council may suspend or revoke a licence with immediate effect. Repeated licensing offences or substantiated allegations/complaints such as plying for hire, overcharging, obstruction, assault, dangerous driving and gross misconduct may warrant suspension or revocation with immediate effect.

- 16.17.2 The Council considers any conviction for, or allegation of a sexual or violent offence, as stipulated in this policy, to be extremely serious and a danger to the public. These convictions or repeated allegations may warrant a revocation or suspension of a licence with immediate effect.
- 16.17.3 Due to the need to act in a timely manner (within 1-2 working days) the Taxi Licensing Lead (or his/her delegate/Strategic Manager/equivalent Head of Service/Director) will determine, following an investigation and a meeting/discussion with the licence holder, whether a licence holder needs to be suspended or revoked with immediate effect. Should legal advice be required to assist the lead officer in the decision-making process then this will be provided by Legal Services.

## 16.18 Review of Licences

- 16.18.1 The review of a licence will occur once the Council is aware of a conviction, allegation or complaint that has, where appropriate, been substantiated following an investigation.
- 16.18.2 In respect to criminal convictions, driving endorsements and allegations the Council will follow this policy.
- 16.18.3 In all other instances, such as issues of conduct, the Council shall do one or more of the following:
- A Provide advice/warning
  - B Apply the Penalty Points Warning and Education Scheme
  - C Require him/her to complete Council Driver Assessment training
  - D Require him/her to attend an external training/rehabilitation course
  - E Require him/her to attend a Council approved driving course

Should a licence holder fail to comply with a Council request they will be suspended until such time as they complete the training/course or their licence has expired.

## 17. List of Definitions

Where used within this policy or any associated procedures set by the Regulatory Committee the following words will have the meanings attributed to them in this part.

|                         |                                                                                                                                                                                  |
|-------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| "The Council"           | MKCC.                                                                                                                                                                            |
| "The Authority"         | MKCC.                                                                                                                                                                            |
| "Licenced Vehicle"      | A hackney carriage and/or a private hire vehicle.                                                                                                                                |
| "Vehicle"               | Unless the context indicates otherwise means a "licensed vehicle".                                                                                                               |
| "Private hire vehicle"  | A vehicle licensed under the 1976 Act to carry a passenger for hire or reward by prior booking through a private hire operator.                                                  |
| "Private hire operator" | Means a person licensed under Section 55 of the 1976 Act who makes provision for the acceptance of private hire bookings to undertake themselves or pass to others to undertake. |
| "Hackney Carriage"      | A vehicle used to stand or ply for hire licensed by the Council.                                                                                                                 |
| "Operate"               | To, in the course of business, make provision for the invitation or acceptance of bookings for a private hire vehicle.                                                           |

|                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|-------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| "The DfT"                           | The Department for Transport, including previous names under which that Department has been known.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| "The DfT Guidance"                  | The Department for Transport – Taxi and Private Hire Vehicle Licensing: Best Practice Guidance, published in March 2010.                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| "The Committee".                    | The Regulatory Committee or Regulatory Sub-Committee of the Council.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| "The Executive"                     | The Cabinet of MKCC                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| "Driver"                            | An individual licensed by, or applying to be licensed by MKCC to drive a Private Hire Vehicle or a Hackney Carriage                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| "Taxi"                              | Often used generically by members of the public and the trade to describe both hackney carriages and private hire vehicles. Legislation issued later than 1976 Act refers to Hackney Carriages as "Taxi's". For the avoidance of doubt the term is not used in this Policy other than to refer to both types of Licensed Vehicle.                                                                                                                                                                                                                                                            |
| "DVLA driving licence"              | Means a full original UK driving licence issued by the DVLA.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| "DVLA"                              | Driver and Vehicle Licensing Agency and any previous or subsequent names by which it may be known.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| "Seatbelt"                          | A three point belt which restrains the upper and lower parts of the torso including lap belt. The belt is anchored at not less than three points, and is designed for use by an adult.                                                                                                                                                                                                                                                                                                                                                                                                       |
| "Policy"                            | This Policy as adopted by the Cabinet.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| "Procedures"                        | Processes set by the Regulatory Committee to be followed in obtaining a licence.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| "Assistance Dog"                    | Means, (a)a dog which has been trained to guide a blind person; (b)a dog which has been trained to assist a deaf person; (c)a dog which has been trained by a prescribed charity to assist a disabled person who has a disability that consists of epilepsy or otherwise affects the person's mobility, manual dexterity, physical co-ordination or ability to lift, carry or otherwise move everyday objects; (d)a dog of a prescribed category which has been trained to assist a disabled person who has a disability (other than one falling within paragraph (c)) of a prescribed kind; |
| "Conditions"                        | Conditions applied to a licence granted.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| "WAV"                               | A wheelchair accessible vehicle.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| "The primary licensing legislation" | Means the Town and Police Clauses Act 1847 and the Local Government (Miscellaneous Provisions) Act 1976                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| "The 1976 Act"                      | Means the Local Government (Miscellaneous Provisions) Act 1976.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| "The 1847 Act"                      | Means the Town and Police Clauses Act 1847.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| "Controlled District"               | Means an authority that has adopted the provisions of the 1976 Act.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| "Date of first registration"        | In respect of a vehicle means the date shown as the date of first registration on the vehicles log book issued by the DVLA.                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| "Relevant Taxi Driving Test"        | A test of an individual's ability to drive a taxi as conducted and assessed by a qualified driving instructor employed by the Council or such organisation as may be approved by the Council for that purpose                                                                                                                                                                                                                                                                                                                                                                                |

## Taxi Licencing Service

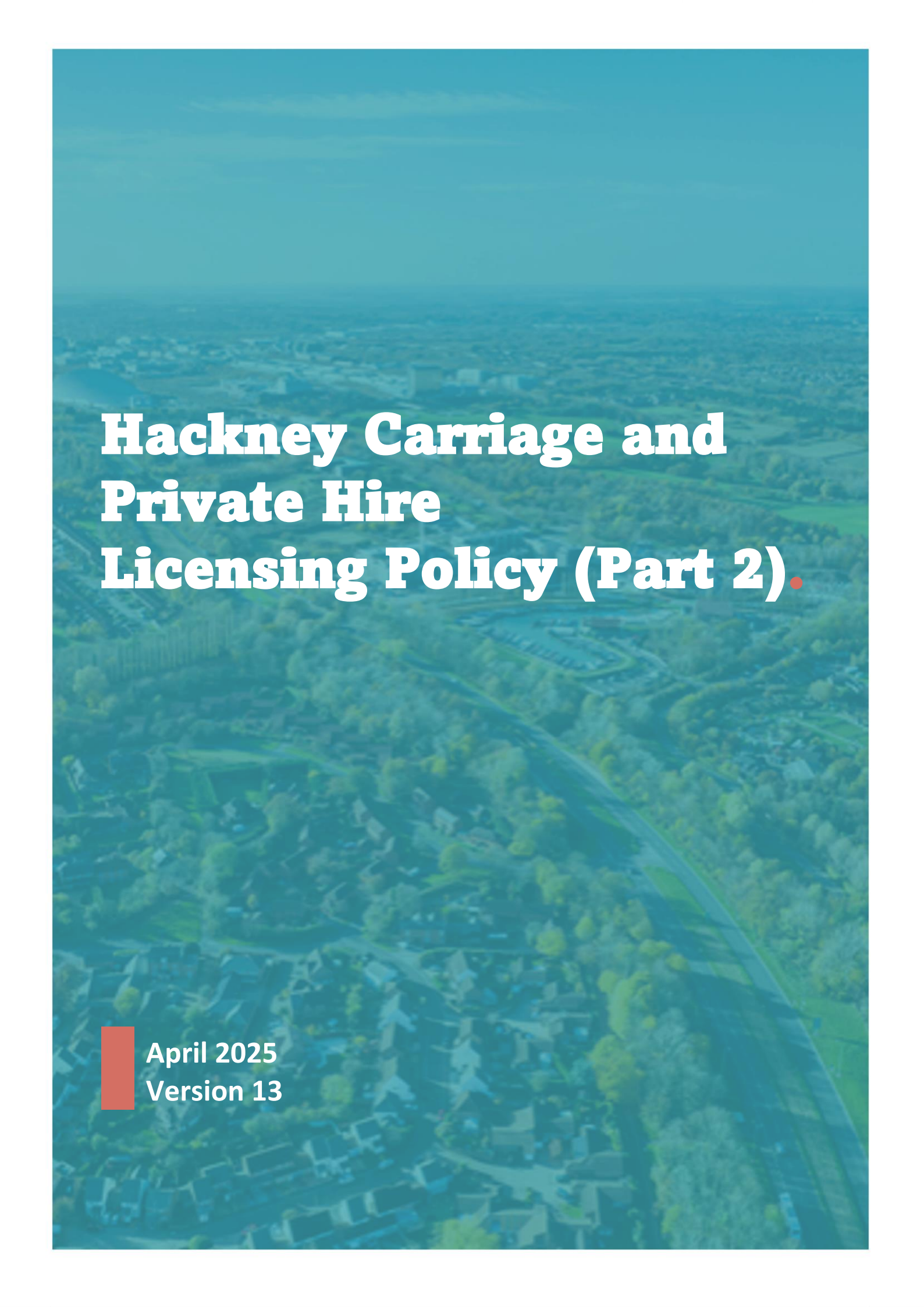
### Milton Keynes City Council

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

E: [taxienforcement@milton-keynes.gov.uk](mailto:taxienforcement@milton-keynes.gov.uk)

February 2026

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An aerial photograph of a city, likely Hackney, with a blue overlay. The image shows a mix of urban buildings, green spaces, and a river or canal winding through the landscape. The text is overlaid on the upper half of the image.

# **Hackney Carriage and Private Hire Licensing Policy (Part 2).**

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**April 2025  
Version 13**

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**Please note that there is currently no section I.**

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# **Introduction to the Hackney Carriage and Private Hire (Taxi) Licensing Procedures and Conditions Document**



I was appointed chair of the Regulatory Committee in May 2025 and during this year the Committee considered changes to DVLA Points policy and an increase in its fees & charges.

The Regulatory Committee advises the Council's Executive Branch (represented by my colleague Cllr Mick Legg) on what new taxi policy changes are required. Once these policies are approved by the Executive, the Committee then creates licensing conditions and procedures to support them. The Hackney Carriage and Private Hire (Taxi) Licensing Procedures and Conditions document (Part 2) sets out how the Regulatory Committee achieves this.

In December 2025 the Regulatory Committee recommended that the Executive reduce the DVLA point entry restriction for new applicants from 7 DVLA points to 11 DVLA points. It also recommended that the process be simplified for current licence holders in order to promote greater fairness. The Executive approved this recommendation in January 2026.

In December 2025 the Regulatory Committee approved/recommended, under Section 53 of the Local Government (Miscellaneous Provisions) Act 1976, a 3.8% increase for driver licence fees. The Committee also recommended a 3.8% increase for vehicle and operator licence fees which was approved by the Executive, under Section 70 of the Local Government (Miscellaneous Provisions) Act 1976, in January 2026. These increases were in accordance with the general income inflation pressures and approved by Full Council in February 2026.

2025 was another busy year for taxi licensing and I am grateful to everyone, including committee members, cabinet member, officers, and the licensed trade for their support during the year. I am confident that the changes made will continue to provide a safe way to travel for the people of Milton Keynes and its visitors.

**Councillor Akash Nayee**  
**Chair of the Regulatory Committee**  
**February 2026**

# **A. Licensed Vehicle Specifications**

## **Introductions –Initial Terms of Approval**

- A1.1 This document sets out the minimum physical and design specifications for a licenced vehicle to meet. Vehicles which do not comply with these minimum standards will not be licenced. Once a vehicle is licenced it is then conditioned to continue to meet these specifications.
- A1.2 Vehicles licenced prior to the original commencement of certain aspects of Council policy may be exempt from some requirements provided that the licence granted to the proprietor concerned never lapses.

## **Vehicle Safety Certification and approvals**

- A2.1 All vehicles licenced by the Council must be certified by the Vehicle Certification Agency (VCA) and be of M1 classification (i.e. have 4 wheels and built to carry passengers). The vehicle should ordinarily have EC Whole Vehicle Type Approval (ECWTA) which 98% of all vehicles meet. If a vehicle does not have ECWTA it should have Individual Vehicle Authorisation (IVA).
- A2.2 Vehicles without ECWTA or IVA will unlikely be licenced. Certain specialist vehicles may be licenced if they have UK National Small Series Type Approval (NSSTA).
- A2.3 Vehicles must be of the manufacturers' original specification, construction and design unless a proprietor can evidence that any modifications made have been carried out to the relevant legal safety standards. Any modification made to a vehicle before it is licenced must be done in accordance with a program approved by the original vehicle manufacturer and the proprietor must have documentary proof. The relevant IVA certificate must be submitted with the application. Modifications cannot be made to a vehicle whilst it is licenced without the approval of the Council.
- A2.4 It is the responsibility of the proprietor of a vehicle to ensure it meets the above and produce the relevant documentary evidence requested by the Council.
- A2.5 On 1 January 2023 changes were made by the Department for Transport in regard to vehicle type approval standards. The current acceptable options for vehicle registration in Great Britain include EU type approval and two forms of type approval that have been introduced since Brexit: UK(NI) type approval and GB type approval, which were introduced on 1 January 2023. EU type approvals are currently accepted in GB via a Provisional GB approval scheme, but a vehicle with provisional approval is outwardly identical to one with EU type approval. Whole vehicle type approval to EU, GB or UK(NI) are all acceptable in terms of registration in Great Britain. Within Northern Ireland only EU and UK(NI) are acceptable. There is also Individual Vehicle Approval (IVA) typically used for more specialised vehicles or one-off imports. Vehicles imported when they are more than 10 years

are not subject to IVA, and only require MOT prior to registration, but DVSA offer a non-statutory IVA (known as Voluntary IVA or VIVA) service where required, to verify that a vehicle over 10 years old meets the IVA rules.

## **Standard Vehicle Requirements**

A2.5 All vehicles must:

- 1) Seat at least 4 passengers (as stated on the V5)
- 2) Have at least 4 doors
- 3) Have a seatbelt for each passenger seat
- 4) Not be left-hand drive
- 5) Have an engine capacity output equivalent to at least 1600cc/70kw/94bhp
- 6) Not be convertible
- 7) Have reasonable luggage space and physically separated from the passenger seating.
- 8) Be within the requirements of the Council's Licenced Vehicle Age Policy.

## **Doors**

A2.6 All doors must be capable of being opened from the inside. The rear passenger compartment must have an openable door.

## **Seating**

A2.7 The Council will ensure that:

1. The seats are suitable for the convenience and comfort of passengers for all types of journey.
2. Each seat must be suitable for regular and consistent use by all types of passengers.
3. The seating arrangements allow for unobstructed egress from the vehicle in the event of a collision or fire.

A2.8 The licence carrying capacity of a vehicle will be no more than 8.

A2.9 The number of passengers that a vehicle will be licensed to seat will be taken from the vehicle's DVLA V5 (logbook) minus 1.

A2.10 The seating arrangement within a vehicle must:

1. Be able to seat a minimum of 4 passengers in safety and comfort.
2. All seats must be fitted with fully operational seat belts in accordance with Sections 14 & 15 of the Road Traffic Act 1988 and the Motor Vehicles (Wearing of Seat Belts) Regulations 1993.

## **Engine Capacity**

A2.11 Vehicles must have an engine power capacity equivalent to 1.6cc/70kw/94bhp. Vehicles that have been 'chipped' to perform equivalent to 1.6cc/70kw/94bhp may be licensed even if the engine itself is less than 1.6cc.

A2.12 Zero emission (from the tailpipe) and hybrid vehicles can be of any engine size provided that officers are satisfied that the vehicle is safe, suitable and sufficiently powered to be licenced.

### **Continued Maintenance of the Vehicle and appearance**

A2.13 Whilst licenced the vehicle must comply with all relevant statutory requirements applicable to the class of vehicle to which it belongs including, but without prejudice to, the Motor Vehicle (Construction and Use) Regulations 1986 which currently apply.

A2.14 All paintwork must be professionally finished and the vehicle free from dents and damage to either bodywork or fittings in accordance with the relevant age of the vehicle.

A2.15 Bare metal, primer paint, visible rust and perforations are not permitted.

A2.16 The interior of the vehicle must always be in a clean and tidy state and fit for the purpose of conveying passengers in reasonable comfort.

A2.17 The seat covering must be clean and in a good state of repair.

A2.18 Carpets, upholstery and cloth trim must be clean and undamaged. Good quality seat covers and carpet mats may be used, provided that each is a matching set, of a colour co-ordinating with the vehicle, and kept in good condition.

A2.19 All plastic fascia, door linings, roof linings and trim are to be kept free from marks, stains and damage.

A2.20 All doors, locks and windows are to be in full working order and in good condition.

A2.21 All interior lights and fascia illumination are to be in full working order and in good condition.

A2.22 Boot space/luggage areas must be kept clean and vehicle equipment properly stowed.

A2.23 Dashboard warning lights must be in working order. If any warning light is lit the vehicle shall not be permitted to be used as a licenced vehicle.

### **Tyre Safety**

A2.24 The vehicle must have a minimum tread depth of 2mm across the central three quarters width of the tyre and meet the DVSA required standard of 1.6 mm in all other parts of the tyre.

A2.25 Tyres, or parts of a tyre, must be in a safe condition at all times and with no damage that would be deemed an MOT failure or would present a public safety risk of further deterioration (for example cuts and bulges, cords showing, foreign bodies in a tyre such as screws; nails etc.)

- A2.26 Second hand/part worn tyres must not be fitted to the vehicle.
- A2.27 Vehicles must carry a suitable spare tyre if the vehicle was designed and manufactured to carry one and the means to change that tyre. Space saver types are acceptable if part of the original design and manufacture of the vehicle but must be kept and maintained in accordance with that manufacturer's specification.
- A2.28 If a vehicle has not been designed to carry a spare wheel an appropriate inflation device must be kept in the vehicle at all times unless appropriate run flat tyres are fitted to all the wheels of the vehicle.
- A2.29 Due to limits on speed and distance imposed by manufacturers on space saver tyres, passengers must not be carried when using a space saver wheel other than to strictly complete a hire commenced prior to the space saver needing to be fitted, provided that it is safe to do so, and alternative transport cannot be arranged.

## **Windows and Tints**

- A2.30 All windows must be kept free of dirt, grime and marks.
- A2.31 Nothing shall be placed on the windows of a licenced vehicle that will obscure the view into or out from any passenger seats other than items required by relevant legislation or licensing conditions.
- A2.32 Adhesive window tints of any shade are not accepted for any licenced vehicle.
- A2.33 The Road Vehicles (Construction and Use) Regulations 1986 (as amended) requires there to be a set level of visual light transmission (VLT) through the windscreen and front side windows of a vehicle. This is set as 75% for the front windscreen and 70% for each and any front side window.
- A2.34 All side and rear windows will not have a visual light transmission restriction provided that the side and rear windows were installed by the vehicle's manufacturer and are certified by the vehicle manufacturer.

## **Miscellaneous**

- A2.35 A safety screen is permitted to be installed provided it is done so to the satisfaction and approval of the Council.
- A2.36 Roof racks, roof mounted luggage boxes and similar items are not permitted under the terms of the vehicle licence.
- A2.37 Tow Bars are not permitted and must be removed except for where the tow bar forms an integral part of the design of the vehicle rendering its removal unsafe. In such instances the proprietor will be advised of the relevant steps necessary to comply with this condition and ensure that the tow bar cannot be used.

## **Electric/Hybrid Vehicles**

- A2.38 Vehicles that are electric or hybrid vehicles must be PAT tested and evidence of this provided to the Council.

## **Vehicle Age Policy for a licenced vehicle**

- A3.1 No age restrictions for zero emission vehicles.<sup>1</sup>  
A3.2 The maximum age to licence a diesel vehicle be 12 years.  
A3.3 The maximum age to licence a petrol vehicle be 13 years.  
A3.4 The maximum age to licence a hybrid vehicle be 14 years.

## **Exemption to Age Policy Limits**

- A3.5 If a vehicle proprietor believes that exceptional circumstances exist for their vehicle to be licenced beyond the age policy limit (in respect to a diesel, petrol or hybrid vehicle) then they can make an application for that vehicle to be exempt from the age policy at an additional cost.
- A3.6 Where an application is made for a vehicle to be licenced over its respective age limit, officers will determine whether exceptional circumstances exist to depart from its policy. Therefore, immediately following an MOT and Council compliance check, officers will then conduct a further Council examination to determine whether there are exceptional circumstances to licence the vehicle beyond its respective age limit.
- A3.7 Officers will also check the history of the vehicle, its previous MOT tests and any enforcement action previously taken in respect of it. The vehicle proprietor must meet the full cost of these tests and the licence application fee. These costs will not be reimbursed should the Council decide that the vehicle cannot be exempted from policy and therefore not be licenced. Should it be determined that the vehicle can be exempted then it will be licenced for a further period of 12 months only. A second vehicle exemption will not be granted for the same vehicle.

## **Wheelchair Accessible Vehicles (WAVs)**

- A4.1 WAVs must be manufactured or adapted to carry at least one wheelchair passenger whilst the passenger is seated in the wheelchair.
- A4.2 Loading of the wheelchair may be from the side or from the rear.
- A4.3 There must be sufficient space between the front of the rear seat and any partition for an occupied wheelchair to turn and sufficient space for a wheelchair to travel facing forward or to the rear.
- A4.4 The vehicle must have appropriate wheelchair tie down and occupant restraint system (WTORS) fitted to it in order to secure the wheelchair and ensure the safety of the passenger.

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<sup>1</sup> Vehicles that are electrical/hydrogen powered (zero emissions at the tailpipe)

- A4.5 Access to and exit from the wheelchair position must not be obstructed in any manner at any time except by wheelchair loading apparatus.
- A4.6 Wheelchair internal anchorage and WTORS must be of the manufacturer's design and construction and secured in such a position so as not to obstruct any emergency exit.
- A4.7 Wheelchair internal anchorage and WTORS must be installed and fitted by a qualified competent person able to verify in a professional capacity that it has been fitted in accordance with all relevant legislative safety standards and requirements and that it complies with The Road Vehicles (Construction and Use Regulations) 1986 (as amended).
- A4.8 Access ramps or lifts to the vehicle must be securely fixed prior to use, and be able to support the wheelchair, occupant and helper.
- A4.9 Ramps and lifts must be securely stored in the vehicle before it may move.
- A4.10 Any equipment fitted to the vehicle for the purpose of lifting a wheelchair into the vehicle must have been tested in accordance with the requirements of the Lifting Operations and Lifting Equipment Regulations 1998 (S.I. 1998/2307). Any such equipment must be maintained in good working order and be available for use at all times.
- A4.11 The proprietor of a WAV must ensure that the vehicle is only driven by a person who has passed a relevant taxi driving test (that includes the wheelchair exercise) or other recognised assessment of a driver's ability to load and unload a wheelchair safely. Confirmation of this must be given to the Council.

## **Hackney Carriages**

- A5.1 Hackney Carriages must be:
- a) manufactured so can be used for the purpose of being a hackney carriage.
  - b) wheelchair accessible and able to load a wheelchair from the side or from the rear.
  - c) painted black.
  - d) display only such signage as approved by Council policy
  - d) fitted with an approved roof sign which:
    - (i) Indicates that the vehicle is a taxi.
    - (ii) Is illuminated when the vehicle is plying for hire.
    - (iii) Is not illuminated when the taximeter is in operation.
    - (iv) Is either integral to the body work of the vehicle or of such size (20 inches in width) that it clearly indicates to members of the public that the vehicle is a hackney carriage.
- A5.2 Milton Keynes Hackney Carriage Byelaw F3(H) states that a hackney carriage vehicle must carry a fire extinguisher. As a result it is recommended that the fire extinguisher is lawfully suitable for the vehicle (depending on whether the vehicle

is electrically or petrol/diesel powered) and the driver has received appropriate training, at his/her own expense, before its use.

## **Taximeters**

- A5.3 Hackney Carriages must be fitted with a sealed calendar controlled taximeter approved by the Council and that meter shall:
- Be maintained in a sound working condition at all times.
  - Display the correct time.
  - Be calibrated to the Council's Hackney Carriage Table of Fares.
- A5.4 The proprietor shall obtain, keep, maintain and produce upon request such certificate of calibration evidencing that the meter has been correctly calibrated to the Council's Hackney Carriage Table of Fares.
- A5.5 If a taxi meter fitted to the vehicle is repaired, adjusted or if, for any reason the seal is broken, or if any change is made to the type of tyre fitted to the vehicle, or if alterations are made to the vehicle's transmission gearing ratio, the taxi meter must be re-calibrated and subsequently re-sealed.

## **Exemptions**

- A5.6 Some individual licence holders have been granted Hackney Carriage licences and given protected rights from the Council/Court (2007) and are exempt from some of the above conditions.
- A5.7 Individuals with protected rights may licence a Hackney Carriage that:
- Is not Wheelchair Accessible
  - Is a colour other than black
  - Has advertising
  - Has a hackney meter that is not calendar controlled

## **Payments**

- A5.8 Hackney Carriage vehicles must be fitted with a cashless payment facility and display Council approved advertising of this service.

## **Private Hire Vehicles**

- A5.9 In addition to the above, vehicles licenced for private hire must:
- 1) Not be of such design and appearance as to lead any person to believe that the vehicle is a hackney carriage.
  - 2) Not display any type of roof sign.
  - 3) Display the MKCC Logo
  - 4) Advise that it is a licenced private hire vehicle
  - 5) Advise that if the vehicle is not pre-booked it is not insured (Advanced Booking Only)
  - 6) Display Council Complaint/Contact information

- A5.10 It is recommended that a Private Hire Vehicle carry a lawfully suitable fire extinguisher (depending on whether the vehicle is electrically or petrol/diesel powered) and that the driver has received appropriate training, at his/her own expense, before its use.

## **B. Vehicle Licence Application and MOT Procedure**

- B1.1 Applications (including renewals) for private hire or hackney carriage vehicles must be made and paid through the Council's dedicated online service and the applicant must upload copies of the following documents:
- a. The Vehicle Registration Document
  - b. Motor Insurance certificate
  - c. MOT Certificate (completed within 31 days (1 month) of application)
  - d. Calibration Certificate (if hackney carriage)
  - e. Basic DBS check (if not already licenced as a driver. Must be dated with 31 days (1 month) of application)
- B1.2 If the above cannot be provided, or the Council does not have the means of otherwise verifying the documentation, a licence cannot be granted or renewed. Copies of the original documents will be retained.
- B1.3 The Vehicle Registration Document issued by the DVLA is required to confirm that the vehicle belongs to the applicant(s). Other proof of ownership may be accepted where the vehicle has just been purchased, such as a new keeper supplement or bill of sale. In certain circumstances the Council may allow an applicant to licence a vehicle they do not own provided that they produce a letter of consent signed by the owner of the vehicle.
- B1.4 The applicant must provide evidence that a policy of insurance (or a temporary insurance cover note) is held in respect of the vehicle to cover, as a minimum, third party risks. The insurance must cover the vehicle for the number of passengers to be conveyed in the vehicle, the named driver(s) of the vehicle, the carriage of the number of wheelchairs for which the vehicle is adapted and the correct licence category (pre-booked only hire (for Private Hire vehicles) or public hire (for Hackney Carriage vehicles only)).
- B1.5 The applicant must confirm that his/her vehicle is correctly taxed or has been registered as exempt from tax.
- B1.6 Applicants for a hackney carriage vehicle licence must provide evidence that the installed taxi-meter has been calibrated by a qualified/approved person(s) in accordance with the table of fares set by the Council.

- B1.7 The Council will grant a licence for a vehicle once all Council's policy requirements are met including a completed online application form, fee paid, valid road tax, valid MOT certificate (within 31 days), appropriate valid insurance etc.
- B1.8 The licence granted to the vehicle will be for a maximum duration of 12 months. The Council expects to grant vehicle licences for the full 12 month period but may grant a licence for a shorter duration in exceptional circumstances.

## **Vehicle Testing**

- B2.1 Before a licence is granted the Council must be satisfied with the mechanical and safety suitability of a vehicle. All vehicles must undergo an annual MOT test from a DVLA approved local firm. The MOT test must be conducted within 31 days (or 1 month) of any new application or renewal. On receipt of the MOT certificate (and advisory information) the vehicle on first licence will be inspected by a council officer to ensure compliance with the Council's policy and vehicle conditions. Should the officer require any further works to be completed on the vehicle then the vehicle proprietor must comply with this request. Should, during the life of the vehicle licence, council officers have any concern over the vehicle's fitness then officers can suspend the vehicle licence and instruct the vehicle proprietor to correct the breach at the vehicle proprietor's expense.
- B2.2 A brand new first registered vehicle that has done less than 500 miles will not require an MOT at the time of first licence. However, it will need to be inspected by a council officer prior to being first licenced to ensure that it complies with the Council's policy and conditions. Should the officer require any further works be completed on the vehicle then the vehicle proprietor must comply with this request. All hackney carriage and private hire vehicles will then require an MOT after 12 months of licence.

## **Change of licenced vehicle**

- B3.1 The law does not provide a mechanism for a proprietor to change his or her vehicle. The proprietor of a licenced vehicle may change his or her vehicle if they surrender the existing plate to the Council and then apply to licence the new vehicle with the relevant application form and the documents set out above. The applicant will need to pay the relevant fee for the new licence.
- B3.2 In the case of a hackney carriage where the individual licence holder has protected rights, the replacement vehicle should be of a similar type benefiting from the same protected characteristics unless the replacement vehicle meets the criteria for a new hackney carriage.
- B3.3 A vehicle can only be substituted to replace an already existing licenced vehicle (i.e. the vehicle licence has not lapsed).

## **Temporary Hire Vehicles**

- B3.4 On occasions it is necessary for the proprietor of a vehicle to use a hire car. This is usually when the proprietor's own vehicle is currently unable to be used either due to damage or needing repair.
- B3.5 Hire vehicles are permitted to be licenced provided that they meet the requirements of this policy. Such vehicles are usually supplied by a commercial hire company.
- B3.6 The commercial hire company is required to apply for the licence and will be the licence holder responsible for compliance with the legislation and the Council's conditions. It will be the hire company's responsibility to ensure that the driver of the vehicle complies with those conditions.
- B3.7 Vehicles intended to replace a private hire vehicle can be licenced in the same way as any other private hire vehicle following the procedure set out above.
- B3.8 Vehicles intended to replace a hackney carriage on a temporary basis should be of a similar type to the temporary replaced vehicle.
- B3.9 This procedure requires the licence plate of the hackney carriage being replaced (the original vehicle) to be presented (or photographs provided by email) to the Council to be suspended or revoked prior to any new licence being granted.
- B3.10 The original vehicle licence plate will only be returned to the proprietor when the temporary licence plate is returned to the Council.
- B3.11 A temporary licence will be granted for 12 months and the hire company is required to send the licence plate back to the Council when the vehicle has ceased to be used. Once a temporary hire vehicle is licenced by Milton Keynes it cannot be licenced by any other local authority. Hire companies are therefore requested to return the plate to the Council and request its revocation if they require the vehicle for use by another Council.
- B3.12 Hire companies are expected to manage their affairs appropriately to ensure that at all times they inform the Council of where their hire vehicle is and who is driving it. Any failure by a hire company to comply with the Council's requirements will result in a review of the proprietor's licence.

## **Application to transfer ownership of a licenced vehicle (change of owner)**

- B4.1 The proprietor of a licenced vehicle must notify the Council in writing within 14 days of any transfer in the ownership of that vehicle to another person. The proprietor(s) named on a licence remains legally responsible for the vehicle's compliance with the 1976 Act, 1847 Act, bye-laws and licence conditions.

- B4.2 The licence will be conditioned to lapse 14 days after the interest in the vehicle is transferred.
- B4.3 If the vehicle has been transferred to another person who wishes to continue to use the vehicle as a licenced vehicle, an application to transfer the licence must be made within 14 days of the change in ownership and before the new proprietor takes possession of, and uses the vehicle, for licensing purposes.
- B4.4 In order to transfer the licence into the name of a new proprietor an online application must be made to the Council and payment of the relevant fee made.
- B4.5 The new proprietor of a vehicle should ensure that they are aware of the full history of the vehicle they are taking ownership of. For instance, the fact that the vehicle is licenced only indicates that it was suitable at the time its last application was processed. The previous proprietor may have been given a variety of advice, suspensions or notifications by the Council and the fact that it holds a licence does not mean that the vehicle will be licenced again.
- B4.6 It is important that the new owner of the vehicle applies for a transfer of the licence so that s/he can use the vehicle legally and provide to the Council updated documents such as insurance, logbook, MOT's etc.
- B4.7 To transfer a licence the applicant must make an online application and pay the relevant fee and upload proof of ownership, insurance and road tax.
- B4.8 The successful completion of this procedure will be certified by the issue of an appropriate hackney carriage or private hire vehicle licence and plate.

### **Speciality vehicles**

- B5.1 A proprietor may apply to the Council for a private hire licence in respect of a vehicle that is to be used as either a speciality vehicle or for discreet corporate work (e.g. limousine). In these circumstances the Council may depart from Council vehicle requirements.
- B5.2 The applicant will need to satisfy the Council that the customer(s) intending to use the speciality vehicle is able to book that specific vehicle in advance.
- B5.3 The applicant will also be required to agree to the following conditions:
- a. No passengers will be conveyed in the front compartment of the vehicle.
  - b. The proprietor will not permit any alcohol to be sold or supplied, or regulated entertainment to be provided, without the appropriate licences being held and will ensure compliance with the relevant age restrictions and classifications in place.
  - c. The proprietor will risk assess the activities carried out in the vehicle and ensure that any glassware in the vehicle is either shatterproof glass or plastic.
  - d. The proprietor will comply with any reasonable direction of the Council - including displaying and maintaining any notices in a conspicuous position.

## **Plate and Signage Exemption**

- B5.4 An applicant may apply for a vehicle to be exempt from displaying its plate and signage but the applicant must satisfy the Council that there are substantive reasons to support the exemption given the Council's overriding objective of protecting the public. Reasons include that the customer and/or driver are at risk should a plate and signage be displayed.
- B5.5 Such evidence may be of the appropriate business contracts and clientele or the applicants' terms and conditions for hire. The applicant will be responsible for completing the Council's online application form and providing evidence as the Council may require in order to be satisfied that the vehicle and its proposed use meets the requirements of the Council's policy.
- B5.6 If a licence is granted the Council will require the licence holder to provide evidence that they continue to meet Council policy upon request and at each renewal.
- B5.7 The licence holder will be required to maintain the licence plate, and a copy of the paper licence and exemption certificate, that identifies the vehicle as a private hire vehicle in the car at all times.
- B5.8 A proprietor using a vehicle granted 'plate exempt' status for circuit/operator work will have the plate exemption benefit revoked or suspended.

## **C. Conditions to be attached to private hire and hackney carriage vehicles**

### **Vehicle standard and specification**

- C1.1 This licence is granted to the proprietor of the licenced vehicle on the assumption that the proprietor has read, understands and will ensure compliance with the Council's Vehicle Specification in Appendix A and the conditions set out below.
- C1.2 The proprietor of the vehicle shall ensure that at all times the vehicle is in compliance with all relevant statutory requirements applicable to the class of vehicle to which it belongs including, but without prejudice, to the Motor Vehicle (Construction and Use) Regulations which currently apply.

### **Maintenance of this licence**

- C2.1 The proprietor of the vehicle must ensure that at all times the licence held in respect of the vehicle and the details recorded on the face of the licence are accurate and up to date at all times.
- C2.2 Any changes to the following details recorded on the face of the licence must be reported to the Council:
- a) Change of named driver

- b) Change in name or address of the proprietor or driver
- c) Change of insurance details
- d) Change of vehicle registration number
- e) Change of vehicle colour

- C2.3 In the event of the loss or damage to this licence the Council must be informed immediately so that a replacement can be issued.
- C2.4 Where an updated licence is to be produced following its loss, damage or change in details, the proprietor shall pay the relevant administrative charge of the Council.

### **Transfer of licence**

- C3.1 The licence holder must notify the Council within 14 days of any transfer in his or her interest in the vehicle.
- C3.2 This vehicle licence is transferable only upon the application of a new proprietor who has acquired the interest in the vehicle and can produce the relevant documentary evidence.

### **Named drivers**

- C4.1 The proprietor shall ensure that the vehicle is only driven by the driver(s) notified to the Council and as named on the licence and insurance.
- C4.2 Where the proprietor wishes for the vehicle to be driven by a person not named on the licence s/he shall make an application to so notify the Council and request the licence details to be amended within 7 days of such notification being made.
- C4.3 The proprietor shall remain responsible for any breach of these licence conditions committed by any driver of the vehicle.

### **Change of Address**

- C5.1 The proprietor of a private hire vehicle must inform the Council of any change of address or ownership in writing no more than 14 days after such change occurs.
- C5.2 The proprietor of a hackney carriage must inform the Council of any change of address or ownership in writing no more than 7 days after such change occurs.

### **Change of vehicle details**

- C6.1 If there is any change to the registration number of the vehicle, its colour or other detail displayed on the face of this licence or its licence plate the proprietor must notify the Council within 48 hours and will be liable for the cost of a replacement licence and plate.

### **External Licence Plate**

- C7.1 The proprietor of the vehicle must ensure that the licence plate provided and allocated to them by the Council shall be affixed externally to the rear of the vehicle, on or adjacent to the rear bumper, or in such other position as may be

approved by the Council, by screws or bolts or some other form of permanent fixture. The vehicle licence plate must be displayed at all times whilst the vehicle is licensed; even if the driver is not working. The vehicle licence plate can only be removed (and not displayed) if the vehicle licence is suspended, revoked or not renewed.

- C7.2 The proprietor shall inform the Council immediately should the licence plate be lost, broken, destroyed or defaced and if a replacement is required pay the relevant fee.
- C7.3 The proprietor shall not cause or permit the vehicle to be used without the plate affixed to the vehicle in the manner outlined above or be operated with the said plate in such condition that any figure or identifying feature is illegible. The vehicle licence plate must be displayed at all times whilst the vehicle is licensed; even if the driver is not working. The vehicle licence plate can only be removed (and not displayed) if the vehicle licence is suspended, revoked or not renewed.

### **Interior Markings**

- C8.1 The proprietor shall cause to have the interior licence displayed inside the vehicle in such a position so as to be visible at all times to persons conveyed in the vehicle and in such manner as may be directed by the Council.
- C8.2 The proprietor shall not permit any signs of a religious or political nature or which is likely to cause offence.

### **Number of Passengers**

- C9.1 The proprietor of the vehicle shall ensure that the driver of the vehicle, whether the proprietor or not, shall not carry or permit to be carried in the vehicle more than the maximum number of passengers specified by the licence as indicated on its plate.

### **Criminal Cautions and Convictions**

- C10.1 The holder of a vehicle proprietor licence (or in the case of a company or partnership, or any of the directors or partners) must notify the council within 48 hours of any of the following:
- A conviction for any criminal or road traffic offence (including fixed penalty offences)
  - Any grant of bail (conditional or unconditional) by any court or police station
  - Any court cases pending against them including Court Orders injunctions, community protection notices, County Court Judgments and High Court Judgements
  - Whether they have been arrested, cautioned or received an official warning from the police
- C10.2 The licence holder will support the Council's safeguarding duties and report to the Council immediately upon becoming aware of an allegation or accusation made against them involving any offence in the Council's policy or if the licence holder is a party in public law to any childcare proceedings.

## **Insurance**

- C11.1 The proprietor shall ensure that the vehicle has a valid policy of insurance complying with the relevant national legislative requirements. The vehicle will be insured, including its named drivers, for the carriage of passengers for hire and reward for pre-booked work (private hire vehicle) or plying for hire work (hackney carriage public hire vehicle).
- C11.2 A certificate of insurance will be produced upon request to an authorised officer of the Council, or a Police Officer, within 72 hours of any change to the insurance of the vehicle.
- C11.3 Where the proprietor receives notification that any insurance certificate held has been cancelled, is due to be cancelled, or where the insurance certificate held by the proprietor has expired, the proprietor shall ensure that the vehicle is not used for licensing purposes until a new insurance certificate has been obtained and provided to the Council.

## **Dual Licensing**

- C12.1 The proprietor shall not permit or cause the vehicle to be licenced with any authority other than MKCC whilst holding the above licence.
- C12.2 Should the proprietor permit or cause the vehicle to be licenced with any local authority/TfL other than MKCC, whilst holding a licence granted by MKCC, in respect of the vehicle the Council shall revoke, suspend or refuse to renew this licence.

## **Safe storage of luggage**

- C13.1 All luggage stored within the vehicle shall be done so safely and risk assessed to prevent any danger or injury to passengers. Where the driver of the vehicle is not the proprietor the proprietor is responsible for ensuring that the driver complies with this condition.
- C13.2 Luggage in the boot must not be stacked higher than the height of the rear passenger seats unless the vehicle is designed or fitted with suitable luggage restraints or covers to prevent luggage from entering the passenger compartment.
- C13.3 Luggage must not be stored in such way as to prevent the driver from operating vehicle safely and in compliance with the relevant national legislation.

## **Smoking is not permitted in the vehicle**

- C14.1 The proprietor shall ensure that the requirements of the Smoke-free (Vehicle Operators and Penalty Notices) Regulations 2007 are complied with which set out that the following persons have legal duties to cause any person who is smoking in a smoke free vehicle to stop smoking:
- a. The driver
  - b. Any person with management responsibilities for the vehicle

- c. Any person in a vehicle who is responsible for order or safety in it

## **Maintenance, Appearance and Condition of the Vehicle**

- C15.1 No changes can be made to the vehicle after a licence is granted without the formal approval of the Council. Any change to the windows must be notified to the Council.

## **First Aid Kit**

- C16.1 The vehicle must carry a British Standard BS8599 first aid kit within its expiry date at all times.

## **Accidents and Vehicle Damage**

- C17.1 The proprietor must inform the Council as soon as reasonably practicable and, in any case within 72 hours, of any damage to the vehicle affecting the safety, performance or appearance of the vehicle.

## **Proprietor's responsibility towards drivers**

- C18.1 The proprietor of the vehicle shall supply to the operator/driver of the vehicle, where applicable, with such details relating to the vehicle licence such as insurance and MOT certificate as may be required by the operator or driver.

## **Payments**

- C19.1 No Milton Keynes hackney carriage vehicle shall be used to carry passengers on a hire and reward basis unless the means to process credit, debit and pre-loaded payment card transactions (cashless) is carried on board and provided as a service.
- C19.2 All hackney carriage vehicles must display MKCC provided signage on the passenger and driver doors or windows stating that they can provide cashless payment services.
- C20 Licence holders must provide a valid MOT certificate within 31 days (1 month) of renewal. Licence holders must comply with officer requests to comply with any advisory notices. Failure to comply with officer requests may lead to vehicle licence suspension.
- C21 A vehicle proprietor must provide a Basic DBS certificate every 12 months or be signed up to the DBS Update Service (as a driver) and remain so until licence expiry.

## **Door Signage (Private Hire Only)**

- C22 The private hire vehicle proprietor (and driver) must ensure that the private hire vehicle displays two door signs provided by MKCC at all times whilst the vehicle is licenced. The door signs must be displayed on both sides of the vehicle and must not be modified. The door signage must be displayed at all times whilst the vehicle is licensed; even if the driver is not working. The door signage can only be

removed (and not displayed) if the vehicle licence is suspended, revoked or not renewed.

### **New Hackney Carriage Vehicle Licence (only those granted after 19/12/23)**

- C23 Should the hackney carriage vehicle proprietor change the vehicle whilst it is licenced or at renewal, s/he must replace it once again with a wheelchair accessible **and** electrical/hydrogen (zero emissions/no exhaust) powered vehicle.
- C24 Hackney Carriages must be fitted with an approved roof sign which:
- Indicates that the vehicle is a taxi.
  - Is illuminated when the vehicle is plying for hire.
  - Is not illuminated when the taximeter is in operation.
  - Is either integral to the body work of the vehicle or of such size (20 inches in width) that it clearly indicates to members of the public that the vehicle is a hackney carriage.

The roof sign must be displayed at all times whilst the vehicle is licensed; even if the driver is not working. The roof sign can only be removed if the vehicle licence is suspended, revoked or not renewed.

- C25 The vehicle must have a minimum tread depth of 2mm across the central three quarters width of the tyre. It must also meet the DVSA required standard of 1.6 mm in all other parts of the tyre. Failure to meet this requirement will result in the vehicle licence being suspended.

### **Taximeters**

- C26 Hackney Carriages must be fitted with a sealed calendar controlled taximeter approved by the Council and that meter shall:
- Be maintained in a sound working condition at all times.
  - Display the correct time.
  - Be calibrated to the Council's Hackney Carriage Table of Fares.

## **D. Driver & Operator Licence Procedures**

### **Application requirements**

- D1.1 The standard that the Council expects applicants to meet in order for a licence to be granted is set out in its policy and provides that an applicant must:
- Be suitable in terms of age and experience
  - Have held a driving licence for more than 12 months
  - Have a suitable driving standard
  - Be medically fit to carry out a licenced driver's duties
  - Be of suitable character as evidenced by their criminal record history

- D1.2 The Council will check and assess the following:
- a) Criminal record (including an overseas check)
  - b) Driving record
  - c) Driving standard
  - d) Medical history
  - e) Identity and Right to work entitlement
  - f) Suitability of the applicant to be a licenced driver
  - g) Confirmation from HM Revenue and Customs that a tax check has been recently completed (within 1 month of application/renewal)
- D1.3 This document sets out the process to enable an applicant to satisfy the Council of the above in order to demonstrate that they are fit and proper to hold a licence.
- D1.4 An applicant is responsible for ensuring that they can satisfy the Council of the requirements of this procedure before submitting an application.

### **Applying for a licence**

- D2.1 An application must be made to the Council via its online service and the relevant payment made at this time. If the online service is not in operation the application can be made by email.
- D2.2 Whilst the application will be made online an applicant will be contacted on at least one occasion during their application process by officers (either by phone, Teams, email, or in person) for an appropriate identity check to take place and to assess their suitability to be licenced.
- D2.3 The applicant shall submit their application online and will:
- a) Confirm their name, current address and 5 year address history
  - b) Provide their driving licence entitlement
  - c) Submit a passport photograph
  - d) Confirm their national insurance number
  - e) Upload copies of their identity documents and entitlements
  - f) Provide details of any licence they have previously held and if such a licence has been refused, suspended or revoked or any disciplinary action taken
  - g) Confirm their criminal record and driving history
  - h) Agree to notify the Council of any convictions, cautions, endorsements, allegations, arrests, official police warnings, charges or grants of bail after the submission of their application and until the application is determined.
  - i) Provide a tax check from HM Revenue and Customs (within 1 month of application/renewal)
- D2.4 Once the application has been submitted the applicant will be directed to obtain (if they do not already hold) the following:
- a) DBS enhanced disclosure (Drivers) made only through the Council's contracted partner provider TaxiPlus
  - b) DBS basic disclosure (Operators & vehicle proprietors)

- c) DVLA shared driving licence code made only through the Council's contracted partner provider TaxiPlus
  - d) Group 2 Medical
  - e) Relevant Driving Test dated within 12 months of application
  - f) Certificate of conduct (if applicable) - this must be translated to English and dated within the last 12 months
- D2.5 The applicant may upload any of the documents listed above that they already hold provided that they comply with the further requirements of this appendix. Original documents must be produced to the Council before a licence will be granted.
- D2.6 The applicant will be required to book and attend the Council's driver assessment process. Original identity documents must be produced by the applicant at this stage. The applicant must attend the driver assessment no later than 3 months after the submission of their application. Failure to do so will result in either the withdrawal of their application or a requirement to repeat some stages of the application process.
- D2.7 All required documents must be submitted and driver assessment passed before an application will formally be accepted as complete and able to be determined by the Council.
- D2.8 Administrative assistance via a phone appointment can be made available to enable an applicant to apply for a licence should they be having significant difficulties. However, an applicant will remain solely responsible for the information given and arranging for relevant documentation to be obtained and provided.
- D2.9 If an applicant fails to complete the application process within 6 months of the submission of their application, the application will be considered incomplete and withdrawn. Extensions to this period may be allowed if the Council is satisfied that an applicant intends to, and can, complete the process within a reasonable future timescale. The applicant may be required to complete some stages of the application process again.

## **Driving Licence**

- D3.1 The applicant will be required to produce their DVLA licence during the application process. The licence must show that the applicant is authorised by the DVLA to drive the relevant vehicle category covering a hackney carriage and private hire vehicle.
- D3.2 Non UK licences must be converted to a UK DVLA licence before an application can be accepted. A driving licence is an important identification document and allows the Council to check the applicant's endorsement history.
- D3.3 DVLA licences that restrict a driver to only being allowed to drive a vehicle with an automatic transmission are known as 'Automatic only' licence(s). Should the

Council grant a PH/HC driver licence with this restriction then the licenced driver must only drive an automatic vehicle. Should a licence holder not comply with this legal restriction will have their licence reviewed.

### **Enhanced DBS Disclosure**

- D4.1 An applicant must obtain an enhanced criminal record disclosure from the Disclosure and Barring service (DBS) and this can only be obtained through the Council's contracted partner provider - TaxiPlus. The cost of the DBS must be met by the applicant and is payable to TaxiPlus.
- D4.2 An application for an enhanced DBS check will not need to be made if the applicant has registered and maintained a subscription to the DBS Update Service following a previous enhanced check.
- D4.3 The DBS will post the disclosure to the applicant's home address and the applicant must ensure that this document is provided to the Council within 1 month of its issue date. If a DBS is not provided within this timescale the Council may require that a new DBS be obtained.
- D4.4 The Council may require another DBS disclosure to be applied for at any time during the application process. This will be required if it is considered necessary or if the disclosure is more than 3 months old by the time the Council comes to determine an application. Once a driver is licenced they will be subject to a DBS check via the Update Service every 6 months.

### **Overseas criminal record or Certificate of Conduct**

- D5.1 Where an applicant has, since the age of 18, resided in a Country outside of the UK during the 10 years prior to his or her application, a criminal record certificate, equivalent to a DBS check, must be provided from that Country (or Countries).
- D5.2 The responsibility for obtaining the above certificate rests with the applicant. The applicant will be directed to the Home Office website for the relevant application procedure or required to contact the relevant embassy of the Country in which the applicant resided. The applicant is responsible for obtaining and supplying the necessary documentation and paying any fee that is required to obtain the certificate.
- D5.3 An applicant may be permitted to submit a statutory declaration via a UK solicitor instead of a Certificate of Conduct provided that the Council is satisfied that either:
  - 1) The Country from which the certificate is sought is one from which the Home Office currently confirms as unable to provide such certificates and/or all reasonable attempts have been made by the applicant to obtain the certificate; or

- 2) The applicant, for reasons of which s/he has been granted asylum in the UK, cannot return to, or contact, his or her home Country for a criminal record disclosure or certificate of conduct.

## **Reasonable Attempts to obtain**

D5.4 In order to satisfy the Council that all reasonable attempts have been made the applicant must:

### **1) Where there is a home office procedure**

- a) Follow and complete the set procedure
- b) Follow the timescales set out in that procedure
- c) Follow any 'appeal' or 'escalation' criteria set out in that procedure or contact the relevant body to request an escalation
- d) Allow a reasonable time, based on the Home Office published turnaround times, for a response

### **2) If there is no Home Office procedure:**

- a) Write to the relevant embassy in the UK and/or relevant police station or governmental department in the area(s) of the Country in which the applicant resided
- b) Submit a further request in writing 4 weeks later if no acknowledgment is received or, if an acknowledgement is received, submit a further request 4 weeks after that or any time scale provided to the applicant by the relevant police station, embassy or governmental department
- c) Wait a further four weeks following the further request

### **2) Where the applicant has claimed Asylum**

- a) The applicant must satisfy the Council that s/he is unable to contact their home Country or any Country that the applicant has resided in for more than 3 months in the last 10 years due to reasons for which s/he was granted Asylum. Some countries will not provide a Certificate of Good Character unless the individual has been a resident for 6 months or more and in these circumstances the Council will accept those certificates.
- b) In order for the Council to be satisfied that the applicant cannot contact any Country due to an Asylum claim, the applicant must provide the full documentary evidence of their Asylum claim and the decision notice granting Asylum. If this cannot be provided the Applicant should contact the Home Office.

D5.7 The applicant must be able to provide written evidence of any requests sent and acknowledgements received. It is strongly advised that where possible communication is done by email. Further to the above procedures, applicants may be required to provide written references from either their Home Office caseworker or another professional person or employer to verify their character.

D5.8 If an exemption is made to allow an applicant to provide a Statutory Declaration and it later becomes possible for a certificate to be obtained, the Council

reserves the right to insist that the applicant obtains and provides that certificate.

- D5.9 Where a statutory declaration is permitted it will be on the proviso that should any information contrary to the declaration be received the Council will review any licence granted to the applicant.

## **Medical Certificate**

- D6.1 The applicant must be examined by a registered medical practitioner to the DVLA's group 2 medical standards and provide a correctly completed medical certificate conducted by that practitioner confirming that the applicant meets the group 2 standard. The applicant is responsible for booking and paying for the medical test and ensuring that the Council receive a copy of the signed and completed certificate within one calendar month of it having been completed.

## **Driver Assessment**

- D7.1 In order for a new applicant to satisfy the Council that they are fit and proper it is important for them to understand the relevant legislation and conditions that apply to them. An assessment will be carried out of new applicants to check their knowledge and understanding and provide an opportunity for advice to be given to them about their duties as a licenced driver.
- D7.2 The driver assessment process is an introduction to being a licenced driver in Milton Keynes and is not a substitute for an applicant taking their own steps to understand the laws and conditions that may apply. The topics covered will vary depending on the changing nature of the trade, the law and policy but as a minimum shall cover:
- All applicable legislation
  - Compliance with licence conditions
  - Disability awareness
  - Safeguarding, County Lines, Child Sexual Exploitation & Domestic Abuse
  - English speaking/writing
  - Customer service
  - The areas of Milton Keynes
- D7.3 A number of questions will be asked of applicants to assess their ability to converse in spoken English. If it is considered by the officer conducting the assessment that the applicant does not possess an acceptable standard of English the applicant will be required to undertake English for Speakers of Other Languages Course (ESOL) course and return when their ability has improved.
- D7.4 The applicant will be required to confirm their understanding of the matters discussed to the satisfaction of officers. The Council does not consider that this will pose any difficulty to an applicant with a suitable level of English, who pays attention to advice given to them, and reads the Council policy and take steps to familiarise themselves with locations in and around Milton Keynes.

- D7.5 Should an applicant or licence holder make a request that they be exempted from any part of the driver assessment procedure then this request can be considered by the Taxi Licensing Lead or equivalent Head of Service. However, any exemption to the driver assessment process will only be approved on the grounds that it does not compromise public safety. Should an exemption be given then consideration must be given to placing an appropriate condition(s) on the combined driver licence.
- D7.6 If an applicant is unable to satisfy the Council of their suitability the application will be refused. An applicant may be permitted, at the discretion of the Council, to re-take their driver assessment where the Council believes that the applicant may be able to demonstrate their suitability by taking further steps (i.e. further training, further reading of Council policy). However, if the applicant is clearly unsuitable the Council may refuse after only one attempt.
- D7.7 In addition to the driver assessment, the Council may also require licence holders to undertake other assessments either on a case by case basis or to reflect the changing nature of the role of licenced drivers in Milton Keynes to ensure that they are suitable in terms of skills and experience. These include, but are not limited to, the following:
- Child Sexual Exploitation (CSE)
  - County Lines Exploitation
  - Safeguarding courses
  - Disability Awareness courses
  - English language courses
  - Further relevant driving test
  - Drug rehabilitation courses
  - Anger/conflict management courses
- D7.8 New applicants and current licence holders will be expected to undertake Council provided safeguarding, equality and dementia training to include child sexual abuse, exploitation, modern slavery, human trafficking, extremism, county lines, cuckooing, domestic abuse and the carrying of wheelchair users and assistance dogs at the time of application and renewal. The training course will help licence holders:
- provide safe and suitable service to vulnerable passengers of all ages
  - recognise what makes a person vulnerable (including dementia)
  - understand how to respond, including how to report safeguarding concerns and where to get advice
  - understand the law in regard to carrying wheelchair users and assistance dogs
  - become White Ribbon ambassadors and display the White Ribbon

## **Identity documents and proof of entitlements**

- D8.1 The applicant will need to provide to the Council their DVLA issued driving licence, documents to prove their identity and their right to work in the UK. The documents need to confirm an applicant's identity will be those required by the DBS for an enhanced disclosure. The documents need to confirm an applicant's right to work and will be those approved by the Home Office. An updated list of these will be maintained by the Council.
- D8.2 In general the documents required will be:
- DVLA Driving Licence
  - Passport
  - Travel permit, Visa or Residence card.
  - Utility bill or finance statement
- D8.3 It will be a condition of any licence granted that the applicant must provide up to date copies of these documents following their expiry. Failure to do so may result in licence suspension.

## **Right to Work**

- D8.4 Amendments made to the 1976 Act by the Immigration Act 2016 prevent the Council from granting a licence beyond the expiry date of a right to work entitlement. Applicants need to ensure that any right to work entitlement enables them to be self-employed in the United Kingdom. If an applicant does not evidence that they have the appropriate documentation a licence will not be granted.
- D8.5 Failing to satisfy the Council that appropriate right to work entitlement are held will result in the refusal of an application or, if after a licence is granted, the suspension or revocation of a licence. Applicants are advised to ensure that they update and renew any right to work entitlement in good time to avoid delays that will prevent them from working. Applicants may be required to consent to a check with the Home Office and provide relevant home office case work reference numbers to enable the Council to check their entitlement. Where a licence holder has been served with an immigration penalty or convicted of an immigration offence their licence may be suspended or revoked immediately.
- D8.6 Applicants with European Union passports have the right to work in the UK and will be granted a licence provided that their passport is in date. If the passport has expired the applicant may be required to provide other means to confirm their nationality and entitlement.

## **Determination**

- D9.1 Once all application stages are completed and the applicant has successfully met all the stipulations set out in this policy in regard to convictions, cautions, driving endorsements, driver assessment, right to work, medical, safeguarding, NR3, enforcement history etc, s/he will be considered fit and proper and a licence will be granted.

## **Private Hire Vehicle Operator Licence Applications**

- D10.1 The application process will enable an applicant to satisfy the Council that they are fit and proper.
- D10.2 Applicants for an Operator's licence may be an individual, more than one individual (joint applicants), partnerships, organisations, or limited or publicly limited companies.
- D10.3 Where the applicant is more than one individual or is its own legal entity (for example a company, partnership, or other organisation) the requirements of this part apply to all individuals forming that entity, the partners or directors, and the term 'applicant' should be construed as referring to each individual, partner or director where appropriate.
- D10.4 An application must be made to the Council via its online service and payment made at this time. If at any time the online service is not in operation the application can be made via email. The applicant will be required to confirm and evidence their criminal record, licence history, financial history and if relevant, company history.

## **Evidence of Criminal Record**

- D11.2 A criminal record disclosure must be provided for each individual, partner or director. Where a large company is involved the Council may only require criminal record checks from those directors or managers with an operational involvement in ensuring compliance with the relevant applicable legislation.
- D11.3 The following documents can be submitted as evidence of an individual's criminal record provided that they are not older than a month:
- Basic Disclosure from the DBS
  - Enhanced disclosure from DBS (if the applicant wishes)
- D11.4 Where the applicant is a Milton Keynes licenced driver a further criminal record check may not be necessary unless there has been changes to it since it was last considered.
- D11.5 Applicants must provide evidence of their criminal record for any Country in which they have resided for duration of 3 months or longer in the last 10 years.
- D11.6 Where a licence is granted, the Operator must inform the Council of any change in owner, partner, director etc and the Council will require a criminal record check of that new owner, partner, director etc.
- D11.7 The applicant will agree to notify the Council of any convictions, cautions, endorsements, allegations, arrests, official police warnings, charges or grants of bail after the submission of the application and until the application is determined.

## **Further requirements of Operators**

- D12.2 Applicants must declare any bankruptcy, disqualification of directorship or prosecutions resulting from previous trading activities.
- D12.3 Company applicants must declare any insolvency of the applicant, or previous companies in which the directors of the current applicant have been involved in; the disqualification of any directors, or any prosecutions or cautions against the company, or any previous company that any director has been involved with.
- D12.4 Applicants must confirm that they understand that their operating address may need planning permission and they are responsible for this.
- D12.5 The Operator must produce an appropriate public liability insurance certificate if members of the public will be permitted on to its premises.
- D12.6 The applicant may be requested to produce a written statement or policy confirming how customer data is stored and be required to comply with any relevant recommendations made by the Council.
- D12.7 The applicant may, if necessary, be requested by officers to sit a knowledge test designed for private hire operators to ensure that they understand the legal requirements relating to the operating of private hire vehicles.
- D12.8 Where the applicant intends to licence a number of vehicles in its own name the Council may require the applicant to agree to a set arrangement for the testing and re-licensing of those vehicles.
- D12.9 The licence application fee must be paid. Fees will be determined annually and published separately.

## **Basic DBS or ACRO SAR1**

- D12.10 If the applicant(s) listed in the application process is not a licenced driver(s) with Milton Keynes City Council then the applicant(s) will be required to provide a Basic DBS. This needs to be no older than 1 month (31 days) at the time of application.

# **E. Conditions to be imposed on a combined licence to drive private hire and hackney carriage vehicle**

## **Licence is not transferable**

- E1. This licence is granted subject to the provisions of the Local Government (Miscellaneous Provisions) Act 1976 and shall subsist for the benefit of the named licence holder only and is not transferable.

## **When the Licence must be produced**

- E2. This licence must be produced by the licence holder on demand to any police officer or a duly authorised officer of the Council. The licence must be returned to the Council on its revocation or discontinuance or for renewal.

## **Reporting of loss, defacement etc.**

- E3. The licence must not be defaced or altered in any way and in the event of the loss or damage to this licence, or the change to any details recorded in this licence, the licence holder must inform the Council immediately so that a replacement licence can be issued.

## **Display of badge**

- E4. The licence holder shall at all times, when acting in accordance with this licence, wear in such a position as to be plainly and distinctly visible the badge issued by the Council pursuant to Section 54(1) of the Local Government (Miscellaneous Provisions) Act 1976.

## **Change in name or address**

- E5. The licence holder must inform the Council, in writing, within 14 days of any change of address or change of name.

## **Arrest, bail, convictions, driving endorsements etc**

- E6. The holder of a combined driver licence must notify the council within 48 hours of any of the following:
- a. A conviction for any criminal or road traffic offence (including fixed penalty offences).
  - b. Any grant of bail (conditional or unconditional) by any court or police station.
  - c. Any court cases pending against them including Court Orders injunctions, community protection notices, County Court Judgments and High Court Judgements
  - d. Whether they have been arrested, cautioned or received an official warning from the police

## **Three Months outside the UK**

- E7. If the licence holder is outside of the United Kingdom for a period of 3 months or more then s/he shall notify the Council upon their return to the UK and prior to undertaking any licensed activities authorised by this licence.

## **Right to work in the UK**

- E8. The licence holder shall produce such documentation as the Council may require in accordance with its policy to ascertain if the licence holder has the legal right to remain, reside and work in the United Kingdom. The licence holder may also be required to produce any other document that the Council may reasonably require in order for the licence holder to remain fit and proper.

## **Driving Licence**

- E9. The licence holder must produce their DVLA driving licence to the Council within seven days of written request for production being made or any change.

## **Medical Certificates**

- E10. The licence holder shall disclose to the Council in writing, within five days, details of any serious illness or injury (for example, head injury, heart attack, stroke, broken limbs, diabetes, etc.) sustained and may be required to undergo an additional medical examination or produce written confirmation from his/her own medical practitioner or hospital consultant as to his/her continued fitness.
- E11. The licence holder must complete a Group 2 medical on application and every 3 years on renewal of their licence until the age of 65. S/he must then complete a Group 2 medical on an annual basis from 65 years. The licence holder can continue to access alternate medical providers other than their GP (to reduce costs) however it must be to a Group 2 standard (DVLA's Medical Examination Report-D4 form).

## **Touting**

- E12. The licence holder shall not by calling out or otherwise, entice any person to hire their vehicle and shall not make use of the services of any other person for that purpose.

## **Attend Punctually**

- E13. Where the licence holder has agreed to be, or has been hired to be, in attendance in a licenced vehicle at an appointed time and place, the licence holder shall, punctually attend in such vehicle at that appointed time and place, unless delayed or prevented by some sufficient cause.

## **Behaviour and ensuing safety of passengers**

- E14. The licence holder shall behave in a civil and orderly manner and shall take all reasonable precautions to ensure the safety of persons conveyed in or entering or alighting from the vehicle.

## **To carry and assist with luggage**

- E15. When required by any person hiring or seeking to hire the vehicle the licence holder shall:
- a) Convey a reasonable quantity or weight of luggage
  - b) Afford reasonable assistance in loading and unloading
  - c) Afford reasonable assistance in removing luggage to or from the entrance of any house, station or place at which he or she may take up or set down such person.

## **Safe Storage of luggage**

- E16. The licence holder shall ensure that all luggage stored within the vehicle is done so safely and risk assessed to prevent any danger or injury to passengers and must not:
- a) Be stored in such way as to prevent the driver from operating vehicle safely and in compliance with the relevant national legislation.

- b) Be stacked higher than the height of the rear passenger seats unless the vehicle is designed unless fitted with suitable luggage restraints or covers to prevent luggage from entering the passenger compartment.

### **To drive by shortest route**

- E17. When hired the licence holder shall drive to any particular destination, by the shortest available route subject to any directions given by the hirer.

### **To check for lost property**

- E18. Immediately after the termination of any hiring or as soon as practicable thereafter the licence holder shall carefully search the vehicle for any property which may have been accidentally left therein by a person having been conveyed in that vehicle and if any property is found the licence holder shall:
- a) Within 24 hours attempt to return the property to the rightful owner; or
  - b) Within 24 hours take the lost property to the nearest Police Station and leave it in the custody of the person in charge and obtain a receipt for it.

### **To carry an Assistance Dog**

- E19. The licence holder shall carry an assistance dog belonging to a passenger free of charge and the assistance dog must be allowed to remain with the passenger.
- E20. The licence holder shall not refuse to carry an assistance dog unless prior to such refusal the licence holder has been granted an exemption by the Council.

### **To provide copy of licence to Operator**

- E21. The licence holder shall provide the duplicate copy licence provided to the Private Hire Operator from whom s/he intends to take bookings and permit said Operator to retain that licence and take a copy of the licence holders badge for the operator's records. Should the driver decide to cease to take private hire bookings from the Operator or terminate the employment or subcontract arrangement the driver shall be permitted to obtain the paper licence from the Operator and must notify the Council within 2 working days of such occurrence. Further copies of the paper licence will not be issued to a driver without confirmation that the document is no longer held by an Operator.

### **Safeguarding duty**

- E22. Where the licence holder believes that a child (person aged 17 or less) may be at risk of being sexually, physically or emotionally exploited they must report their concerns immediately to Crime Stoppers on 0800555111 or MKCC's Multi-agency Safeguarding Hub on 01908 253169 or 01908 253170 or email [MKTogether@milton-keynes.gov.uk](mailto:MKTogether@milton-keynes.gov.uk). Should a licence holder fail to report a concern then they will be investigated and may have their licence revoked or suspended.
- E23. The licence holder must complete a Council provided safeguarding and equality training course, at their own expense, at the time of renewing their licence (every three years). The course will include subjects such as child sexual abuse, exploitation, modern slavery, human trafficking, extremism, cuckooing, county

lines, dementia, domestic violence, and the carrying of wheelchair users and assistance dogs. Previously completed accredited courses will not be accepted. Failure to attend and successfully complete the course as directed by the Council will result in suspension of licence until the course is successfully completed. Penalty points may also be imposed.

- E24. The licence holder will support the Council's Safeguarding duties and report to the Council immediately upon becoming aware of an allegation or accusation made against them involving any offence in the Council's policy or if the licence holder is a party in public law to any childcare proceedings.

### **To not ply for hire in a private hire vehicle**

- E25. This licence does not permit the licence holder to ply for hire in any vehicle other than a hackney carriage within the controlled district of Milton Keynes and licensed by MKCC.

### **To ensure private hire journeys are pre-booked**

- E26. The licence holder shall not accept any person as a passenger in a private vehicle unless that passenger or someone on his/her behalf has previously pre-booked the journey through the business premises of a Milton Keynes licenced private hire operator.

### **To comply with hackney carriage bye-laws**

- E27. If driving a hackney carriage the licence holder shall observe and comply with the Council's Hackney Carriage byelaws.

### **To comply with conditions, code of conduct and penalty points**

- E28. The licence holder shall comply with the code of conduct and the Council's penalty point warning scheme.

### **Setting down**

- E29. The licence holder shall not cause their vehicle to remain stationary for a longer period of time than is necessary for the purpose of picking up or setting down passengers.

### **Plate to be fixed to Vehicle**

- E30. When driving a licenced vehicle the licence holder shall ensure that the vehicle plate is affixed securely and externally to the vehicle and displayed in such manner as may be specified by the Council. The vehicle licence plate must be displayed at all times whilst the vehicle is licenced; even if the driver is not working. The vehicle licence plate can only be removed (and not displayed) if the vehicle licence is suspended, revoked or not renewed.

## **Observance of vehicle licence conditions**

- E31. The licence holder shall ensure that when driving a licenced vehicle they comply with the conditions of that vehicle licence, whether the proprietor of that vehicle or not.

## **Number of passengers to be carried**

- E32. The licence holder shall not carry more than the maximum number of passengers as stated on the licence plate.

## **Vehicle must be fit for use**

- E33. The licence holder shall not drive a licenced vehicle for the purposes of conveying passengers at any time in which the vehicle is not fit for use (roadworthy/compliant) as set out in the Council's policy.

## **Mobile Devices**

- E34. The licence holder of the vehicle shall not use any mobile devices including phones, tablets and laptops or any similar item whilst driving. Drivers must comply with the Road Traffic Act, Highway Code and Road Traffic Regulations at all times in order to ensure the safety of the travelling public. The driver shall not use a hands free kit whilst conveying a passenger.

## **No Smoking**

- E35. The licence holder shall ensure that the vehicle complies with requirements of the Health Act 2005 and its subordinate legislation and ensure that no person, including the licence holder, smokes in a licenced vehicle and correct signage is displayed on that vehicle when licenced.
- E36. The licence holder shall ensure that no person, including the licence holder, smokes an electronic cigarette or similar device (such as vaping) in a licenced vehicle.
- E37. Where the licence holder is required to produce documents to the Council or report matters to the Council these should be emailed to [taxi@milton-keynes.gov.uk](mailto:taxi@milton-keynes.gov.uk)
- E38. A licence holder must sign up to the DBS Update Service on the grant of their licence and remain on the Update Service until expiry.

# **F. Hackney Carriage Byelaws**

The following byelaws were confirmed for Milton Keynes Borough Council by the Secretary of State on 9 May 1975 and are included as a guide. Please note that the original byelaws are numbered without the prefix of the letter "F". It is recommended that the original bye-laws are referred to when legal action is pursued.

**Made under Section 68 of the Town Police Clauses Act 1847 and Section 171 of the Public Health Act 1875 by the Council of the Borough of Milton Keynes with respect to Hackney Carriages in the Borough of Milton Keynes.**

- F1. Throughout these byelaws ‘the council’ means the Council or Borough of Milton Keynes and ‘the District’ means the Borough of Milton Keynes
- F2. (a) The proprietor of a Hackney Carriage shall cause the number of the licence granted to him in respect of the carriage to be legibly painted or marked on the outside and inside of the carriage or on plates affixed thereto.
- (b) A proprietor or driver of a Hackney Carriage shall:
- (i) Not wilfully or negligently cause or suffer any such number to be concealed from public view while the carriage is standing or plying for hire;
  - (ii) Not cause or permit the carriage to stand or ply for hire with any such painting, marking or plate so defaced that any figure or material particular is illegible.
- F3. The proprietor of a Hackney Carriage shall:
- a) provide sufficient means by which any person in the carriage may communicate with the driver;
  - b) cause the roof covering to be kept water-tight;
  - c) provide any necessary windows and a means of opening and closing not less than one window on each side;
  - d) cause the seats to be properly cushioned or covered;
  - e) cause the floor to be provided with a proper carpet, mat or other suitable floor covering;
  - f) cause the fittings and furniture generally to be kept in a clean condition, well maintained and in every way fit for public service;
  - g) provide means for securing luggage if the carriage is so constructed as to carry luggage;
  - h) provide an efficient fire extinguisher which shall be carried in such a position as to be readily available for use.
  - i) provide at least two doors for the use of persons conveyed in such carriage and a separate means of ingress and egress for the driver.
- F4. The proprietor of a Hackney Carriage shall cause any taximeter with which the carriage is provided to be so constructed, attached and maintained as to comply with the following requirements, that is to say:
- (a) the taximeter shall be fitted with a key, flag or other device the turning of which will bring the machinery of the taximeter into action and cause the word “HIRED” to appear on the taximeter;
  - (b) such key, flag or other device shall be capable of being locked in such a position that the machinery of the taximeter is not in action and that no fare is recorded on the face of the taximeter;
  - (c) when the machinery of the taximeter is in action, there shall be recorded on the face of the taximeter in clearly legible figures a fare not exceeding the rate or fare which the proprietor or driver is entitled to demand and take for the hire of the carriage by distance in pursuance of the byelaw in that behalf;

- (d) the word "FARE" shall be printed on the face of the taximeter in plain letters so as clearly to apply to the fare recorded thereon;
- (e) the taximeter shall be so placed that all letters and figures on the face thereof are at all times plainly visible to any person being conveyed in the carriage and for that purpose the letters and figures shall be capable of being suitably illuminated during any period of hiring;
- (f) the taximeter and all the fittings thereof shall be so affixed to the carriage with seals or other appliances that it shall not be practicable for any person to tamper with them except by breaking, damaging or permanently displacing the seals or other appliances.

F5. The driver of a Hackney Carriage provided with a taximeter shall:

- a) when standing or plying for hire keep the key, flag or other device fitted in pursuance of the byelaw in that behalf locked in the position in which no fare is recorded on the face of the taximeter;
- b) as soon as the carriage is hired by distance and before beginning the journey bring the machinery of the taximeter into action by moving the said key, flag or other device so that the word "HIRED" is legible on the face of the taximeter and keep the machinery of the taximeter in action until the termination of the hiring;
- c) cause the dial of the taximeter to be kept properly illuminated throughout any part of a hiring which is during the hours of darkness as defined for the purposes of the Road Transport Lighting Act 1957 and also at any time at the request of the hirer.

F6. A proprietor or driver of a Hackney Carriage shall not tamper with or permit any person to tamper with any taximeter with which the carriage is provided with the fittings thereof or with the Council seal affixed thereto except with the express approval of the Council.

F7. The driver of a Hackney Carriage shall, when plying for hire in any street and not actually hired:

- (a) Proceed with reasonable speed to one of the stands fixed by the byelaw in that behalf.
- (b) If a stand at the time of his arrival is occupied by the full number of carriages authorised to occupy it proceed to the next.
- (c) On arriving at a stand not already occupied by the full number of carriages authorised to occupy it station the carriage immediately behind the carriage or carriages on the stand and so as to face the same direction;
- (d) From time to time when any other carriage immediately in front is driven off or moved forward cause his carriage to be moved forward so as to fill the place previously occupied by the carriage driven off or moved forward.

F8. A proprietor of a Hackney Carriage, when standing or plying for hire, shall not, by calling out or otherwise, importune any person to hire such carriage and shall not make use of the services of any other person for the purpose.

- F9. The driver of a Hackney Carriage shall behave in a civil and orderly manner and shall take all reasonable precautions to ensure the safety of persons conveyed in or entering or alighting from the vehicle.
- F10. The proprietor or driver of a Hackney Carriage who has agreed or had been hired to be in attendance with the carriage at an appointed time and place, shall unless delayed or prevented by some sufficient cause, punctually attend with such carriage at such appointed time and place.
- F11. The driver of a Hackney Carriage when hired to drive to any particular destination shall, subject to any directions given by the hirer, proceed to that destination by the shortest available route.
- F12. A proprietor or driver of a Hackney Carriage shall not convey or permit to be conveyed in such carriage any greater number of persons than the number of persons specified on the plate affixed to the outside of the carriage.
- F13. If a badge had been provided by the Council and delivered to the driver of a Hackney Carriage, he shall, when standing or plying for hire and when hired, wear that badge in such position and manner as to be plainly visible.
- F14. The driver of a Hackney Carriage so constructed as to carry luggage shall, when requested by any person hiring or seeking to hire the carriage:
- a) convey a reasonable quantity of luggage;
  - b) afford reasonable assistance in loading and unloading;
  - c) afford reasonable assistance in removing it to or from the entrance of any building, station or place at which he may take up or set down such person.
- F15. Each of the several places specified in the following list shall be a stand for such number of hackney carriages as is specified in the list –

**NB Provision of ranks now repealed under Section 63 of the 1976 Act**

- F16. The proprietor or driver of a Hackney Carriage shall be entitled to demand and take for the hire of the carriage the rate of fare prescribed by the Council table, the rate of fare being calculated by distance unless the hirer expresses at the commencement of the hiring his desire to engage by time. Provided always that where a Hackney Carriage furnished with a taximeter shall be hired, the proprietor or driver thereof shall not be entitled to demand and take a fare greater than that recorded on the face of the taximeter, save for any extra charges authorised by the Council table which it may not be possible to record on the face of the taximeter.

**NB The table of fares originally contained in these byelaws has been superseded by resolutions of the Council passed in accordance with Section 65 of the Local Government (Miscellaneous Provisions) Act 1976.**

- F17. a) The proprietor of a Hackney Carriage shall cause a statement of the fares fixed by the byelaw in that behalf to be exhibited inside the carriage in clearly distinguishable letters and figures.
- b) The proprietor of a Hackney Carriage shall, where such carriage is hired by time, cause a statement of any tariff operated by him otherwise than for a hiring by distance in accordance with the byelaw in that behalf to be exhibited inside the carriage in clearly legible words and figures.
- c) The proprietor or driver of a Hackney Carriage bearing a statement of fares in accordance with this byelaw shall not wilfully or negligently cause or suffer the letters or figures in the statement to be concealed or rendered illegible at any time while the carriage is plying or being used for hire.
- F18. The proprietor or driver of a Hackney Carriage shall, immediately after the termination of any hiring or as soon as practicable thereafter, carefully search the carriage for any property which may have been accidentally left therein.
- F19. The proprietor or driver of a Hackney Carriage shall, if any property accidentally left therein by any person who may have been conveyed in the carriage be found or handed to him:
- (a) Carry it as soon as possible and in any event within forty eight hours, if not sooner claimed by or on behalf of its owner to a Police Station in the district and leave it in the custody of the officer in charge of the office on his giving a receipt for it;
- (b) Be entitled to receive from any person to whom the property shall be re-delivered an amount equal to five pence in the pound of its estimated value (or the fare for the distance from the place of finding to the office of the Council, whichever be the greater) but not more than five pounds.
- F20. Every person who shall offend against any of these byelaws shall be liable on summary conviction to a fine not exceeding twenty pounds and in the case of a continuing offence to a further fine not exceeding five pounds for each day during which the offence continues after conviction therefore.

## **G. Code of Conduct for Licenced Individuals**

MKCC is committed to encouraging the professional conduct and image of drivers licenced by the Council. Licenced drivers are expected to be fit and proper and failure to comply with this code of conduct may evidence that a driver is not fit and proper to be licenced. All licenced drivers are expected to:

## **Comply with the Law**

- G1 Read, understand and observe all licence conditions, byelaws and requirements of the Council's Taxi Licensing policy.
- G2 Comply with all laws applicable to them as may be currently in existence or enacted in future, including the Equality Act 2010, Environmental Protection Act 1990, road traffic legislation, working time directives, Taxi/PH laws and Health Act 2005.

## **Display professional conduct**

- G3 Be polite, helpful and fair to all members of the public.
- G4 To not discriminate against any member of the public and to take all reasonable adjustments to assist any person with a disability.
- G5 Respect authorised officers during the normal course of their duties.
- G6 To behave civilly and orderly with members of the public, council officers, contracted officers, and persons working as hackney carriage or private hire drivers or operators.

## **Portray a professional image**

- G7 Dress professionally
- G8 Maintain a high level of personal hygiene
- G9 Not display bare chests or shoulders
- G10 Not wear clothing with offensive slogans or logos
- G11 Not wear anything obscuring their face (i.e. hoods)
- G12 Not wear any type of clothing or footwear that affects the ability to drive safely
- G13 Not to do anything that in the opinion of a reasonable person would be considered unsuitable conduct in a place of work or would undermine the professional image of any trade

## **Drive safely**

- G14 Obey all road traffic laws, traffic regulation orders and directions
- G15 Drive with due care and consideration to all road users and pedestrians
- G16 Maintain vehicles to a safe and satisfactory standard
- G17 Not drive under the influence of drugs (legal or illegal) or alcohol

## **Be a good neighbour**

- G18 Not cause unnecessary disturbance to residents
- G19 Not sound the horn or other audible warning instrument on the vehicle other than in accordance with the Highway Code to attract the attention of passengers
- G20 Not permit the volume of any music players, radios and/or other audio/visual devices within a vehicle to cause a disturbance to residents
- G21 To take particular care to avoid any noise during the hours of 11pm - 7.30am in residential areas
- G22 Switch off the vehicle's engine when waiting
- G23 Park correctly and safely
- G24 Provide all reasonable assistance to the Council when investigating offences and complaints and to provide a witness statement if requested

## **Code of Conduct for Licensed Operators**

MKCC is committed to encouraging the professional conduct and image of operators licenced by the Council. Licenced Operators are expected to be fit and proper and failure to comply with this code of conduct may evidence that an operator is not fit and proper to be licenced. All licenced operators are expected to:

- G25 Take steps to ensure that the drivers of all vehicles operated by them comply with the law and this code of conduct.
- G26 Take steps to ensure that the drivers of, and all vehicles operated by them, reflect positively on the image of Milton Keynes and the licenced trade of Milton Keynes.
- G27 To take all reasonable adjustments necessary to ensure that their customers with a disability have the same opportunities to use private hire services within Milton Keynes.
- G28 Provide all information required by the Council in a timely and accurate manner.
- G29 To not unreasonably withhold any information from the Council.
- G30 To be committed to improving and bettering the licensing regime within Milton Keynes.
- G31 To be committed to providing the residents of Milton Keynes with roadworthy vehicles driven by fit and proper drivers licenced by MKCC.
- G32 To provide all reasonable assistance to the Council when the Council is investigating offences and complaints and to provide a witness statement if requested.

## **Safeguarding**

- G33 Should a licence holder fail to report a safeguarding concern; refuse or overcharge a wheelchair user or assistance dog; they will be investigated and may have their licence suspended or revoked.
- G34 Should a private hire driver, hackney carriage driver or private hire operator fail to successfully complete a Council approved safeguarding and equality training course at licence renewal then they may no longer be considered fit and proper to hold a licence and will be suspended until such time the training course is successfully completed.
- G35 Should a private hire driver, hackney carriage driver or private hire operator refuse to attend an approved Council safeguarding and equality course at renewal they may be deemed no longer fit and proper to hold a licence and may have their licence suspended or revoked.

## H. Advertising on Licenced Vehicles

The Council's policy permits vehicles to have standard signage without approval or, to have additional types of signage or advertising provided that it meets the Council's requirements. These guidelines and procedures cover any advertising material displayed on, from, or within a licensed vehicle and details what the Council considers acceptable forms of advertising.

In these guidelines:

H1.1 'Advertising' and 'Advertisement' means information relating to:

- a) the sale of a product
- b) provision of a service
- c) the promotion of an individual
- d) a company, business, organisation or similar

H1.2 This information is displayed on or within a hackney carriage vehicle and is visible to members of the public or passengers of that vehicle.

H1.3 "Advertising" means the display of commercial advertising on a Milton Keynes licensed Hackney Carriage or private hire vehicle.

H1.4 "Third-Party advertising" means a form of advertising that relates to an individual, company, commercial business, organisation or similar. This form of advertising is not strictly associated with the booking and/or despatch of the vehicle upon which the advertising is displayed.

H1.5 "First Party advertising" means the display of advertising which promotes the licensed business activity of the operator or proprietor of that vehicle.

H1.6 "Private Hire Signage" means the display of signage on a vehicle that is intended to distinguish a licenced private hire vehicle from a hackney carriage and promote the name of the operator.

H1.7 "Standard private hire signage" is compulsory signage that is provided by the Council. Private Hire Vehicles (PHVs) must display council approved door sign on the front of each door with:

- MKCC Logo
- It is a licenced private hire vehicle
- If the vehicle is not pre-booked it is not insured (Advanced Booking Only)
- Council Complaint/Contact information

H1.8 "Exterior advertising" means any advertising displayed on any exterior part of a licensed vehicle.

- H1.9 “Interior advertising” means any advertising displayed inside a licensed vehicle that cannot be viewed other than by a passenger seated within the vehicle.
- H1.10 “HCV” means a Hackney Carriage Vehicle licenced by MKCC.
- H1.11 “Taxi” means a Hackney Carriage Vehicle licenced by MKCC.
- H1.12 “PHV” means a Private Hire Vehicle licenced by MKCC.
- H1.13 “Licenced Vehicle” means a HCV or PHV.
- H1.14 “MKCC” means MKCC.
- H1.15 “Proprietor” means the licence holder of a HCV or PHV.
- H1.16 “Taxi advertising” and “private hire signage” that goes beyond the permitted “standard signage” must be approved and authorised by the Council.
- H1.17 The Council may levy a charge in order to consider, administer and approve any form of “Taxi advertising” and “private hire signage”.
- H1.18 The Council will decide what constitutes acceptable advertising. Should any condition(s) be imposed on a vehicle licence in regard to advertising the licence holder has a 21 day right of appeal period against the condition(s) to the Magistrates’ Court.
- H1.19 Manufacturer names or logos affixed to a vehicle as standard or an item within the vehicle will not be considered as “advertising”.

## **Advertising**

- H2.1 HCVs and PHVs can display information that highlights that it is an environmentally friendly vehicle.
- H2.2 Third-party taxi advertising is permitted on a licensed MKCC Hackney Carriage and private hire vehicles.
- H2.3 No third-party advertising or first-party advertising is permitted on or within a HCV or PHV unless it has first been approved by the Council and remains in the same condition and format as has been approved.
- H2.4 Advertising must not contain any foreign languages or signs or symbols unless the applicant for the advertising has provided an English translation of the advert to the Council. Council officers may check this with an approved translator.
- H2.5 Advertisements must be for one company, organisation, product etc. The Council will not permit a vehicle to display more than one advert or a mixture of advertisements.

- H2.6 The advertisement must be affixed directly, safely and securely onto the body of the vehicle.
- H2.7 Advertisements will not be permitted on any vehicle wheel trim.
- H2.8 Advertising will not be permitted on any seats (other than base of tip-up seats).
- H2.9 Advertising will not be permitted on the underside of a roof (roof lining).
- H2.10 Advertising will not be permitted on the partition between the driver and the passengers.
- H2.11 Advertising will not be permitted on the interior door panels (apart from leaflet dispenser).
- H2.12 Advertising will not be permitted on the floor covering.
- H2.13 Advertising must be the same on both sides of a vehicle (it will be permitted for the vehicle to display an opposite, reverse or mirror image of one side).
- H2.14 The Council will not permit any “third-party advertising” to be displayed on the exterior of a vehicle that is intended to be displayed for less than 12 months.
- H2.15 The Council will not permit any “third-party advertising” to be displayed by electronic means inside a vehicle that is intended to be displayed for less than 12 months.

### **Exterior advertising restrictions**

- H3.1 No advertising will be allowed on any window.
- H3.2 No advertising will be permitted if it obscures the number plate, licensed plate or any other signage required by the law or by the Council to be displayed.
- H3.3 The advertising must conform with advertising content guidelines.

### **Interior Advertising Restrictions**

- H4.1 Advertising will be permitted on the base of the occasional (tip-up) seats if encapsulated in clear non-flammable plastic.
- H4.2 Advertising will be permitted on leaflets contained in an approved leaflet dispenser if only one is installed.
- H4.3 A leaflet dispenser must:
  - a) be fitted securely to the interior of the vehicle
  - b) be lockable
  - c) only deliver one leaflet at a time
  - d) be designed to prevent unauthorised leaflets being fed into the dispenser

- e) be manufactured in suitable material i.e. fireproof, shatterproof, etc
- f) not intrude into the passenger compartment and moulded without sharp edges to avoid possible injury

H4.4 Advertising will be permitted on the back of receipts handed to a customer.

H4.5 Advertising will be permitted on an electronic system if it conforms to the requirements of section 5.

### **Electronic systems**

H5.1 Taxi advertising may be provided within a vehicle by the provision of electronic/moving images.

H5.2 No sound or audio will be permitted.

H5.3 All equipment must comply with all legislative requirements and the proprietor of the vehicle will be responsible for evidencing that the vehicle still (and any equipment installed) complies with the construction and use regulations.

H5.4 The installation of any internal system must not interfere with the safety of the driver, passenger or any electronic device.

H5.5 The proprietor must provide evidence that the screen has been tested so as not to cause or pose any health and safety danger to any person – such as, but not limited to, those with epilepsy or similar conditions.

H5.6 The proprietor must provide evidence that the system contains appropriate safeguards to prevent the display of unapproved material.

H5.7 The system must be capable of being switched off by a passenger and the system must be capable of remaining off until the end of that passenger's journey.

H5.8 The equipment shall not interfere with the luggage or passenger carrying capacity of the vehicle.

H5.9 No system shall be approved if it increases the danger to any passenger travelling in the vehicle or interferes with the reasonable comfort of a passenger.

H5.10 At the commencement of each journey the electronic device shall display an approved safety message.

H5.11 Any installed system must function without the need for the driver to carry out any form of manual operation whilst driving the vehicle.

### **Advertising Content Guidelines**

H6.1 The Council will not permit any advertising that:

- a) Does not comply with the law or incites someone to break the law.

- b) Does not comply with relevant codes of practice and guides of the Advertising Standards Authority and Committee of Advertising Practice.
- c) Is likely to cause offence to members of the public.
- d) Is not suitable to be viewed by children
- e) Uses language or imager considered to be distasteful or obscene.
- f) Relates to lap-dancing, gentlemen's clubs, escort agencies, massage parlours or similar.
- g) Relates to gambling or gambling related activities.
- h) Relates to alcohol or alcohol related activities.
- i) Relates to films not granted permission for public exhibition or which do not show the British Board of Film Classification certificate.
- j) Contains images or messages which relate to matters of public controversy and sensitivity, whether local or national.
- k) Is considered religious or political in nature.

H6.2 The operator or proprietor of the vehicle must provide appropriate confirmation that any form of advertising is lawful.

H6.3 The Council will refuse to allow any form of advertising that is considered offensive or discriminatory.

H6.4 The material or equipment used to display any advertising must be maintained in good condition at all times. The manufacturer's recommendations should be followed when affixing, maintaining and cleaning the material.

H6.5 The Council will not permit any advertising where the Council is of the view that it is unsuitable for display in Milton Keynes or conflicts with the published policies and priorities of MKCC.

### **Private Hire Vehicle Signage**

H7.1 Third-party (commercial) advertising will be permitted on the exterior or interior of a PHV.

H7.2 Unless plate exempt, all PHV's must display "standard signage" provided by the Council showing that:

- MKCC Logo
- It is a licenced private hire vehicle
- Advanced Booking Only/Not pre-booked not insured
- Council Complaint/Contact information

H7.3 Private Hire Operators are permitted to display their own first-party door signage on their private hire vehicles however that is limited to:

- Operator name
- Business contact information
- Highlighting that it is an environmentally friendly vehicle but cannot form a commercial advertisement

Operator signage must be approved by the council officers.

## **Advertising Materials**

- H8.1 Materials used for advertisements should be of a quality that is not easily defaced, soiled or detached.
- H8.2 Reflective material is not to be used for advertising purposes.
- H8.3 The material construction must be of a perforated one-way vision film or similar type design which will allow the image/graphics to be seen from outside of the vehicle only.
- H8.4 Materials displayed on or in the vehicle should not cause distraction to the driver or obscure the driver from carrying out his/her duties.
- H8.5 Materials displayed should not cause any obstruction to passengers or hinder or distract or obscure their sight when entering or exiting the vehicle.
- H8.6 Materials must be fit for their intended purpose and have good durability and adhesive qualities.
- H8.7 The performance of the material must not be adversely affected by dirt and/or moisture ingress.
- H8.8 The material must be maintained in good condition at all times. The manufacturer's recommendations should be followed when affixing, maintaining and cleaning the material.
- H8.9 Materials on the exterior of the vehicle should be suitably weatherproof.
- H8.10 Materials on the exterior of the vehicle should not be such as to encourage vandalism or graffiti (i.e. blank spaces) or be of such type as to prevent them being written on.
- H8.11 Materials should be designed and manufactured so as not to be flammable or pose any form of danger to the structure of the vehicle or members of the public.

## **Application Procedure and Approval**

- H9.1 An application to display advertising must be made to the Council before an advert can be attached to the vehicle. The Council will not be liable for any loss incurred by a proprietor or for any work undertaken, signage affixed to a vehicle or contractual obligation agreed if done prior to the Council's written approval of an application.
- H9.2 The proprietor must complete and submit the relevant Council online application form and pay the requisite fee for considering the advertisement in line with the Council's policy. An application will not be considered without payment. If an

application is later withdrawn or refused and a refund is requested then a £50 administration fee will be incurred. The fee shall be set by the Council and published separately.

- H9.3 It will be permissible for an agent to submit an application and pay the fee on behalf of a proprietor.
- H9.4 The vehicle proprietor/agent must submit to the Council the following:
- a) Details of the advert to be displayed
  - b) Full specification of the materials and design
  - c) Written confirmation that the proprietor has read and understood the terms and conditions of any approval to be requested
  - d) Written confirmation that the materials comply with the requirements of this document and all other applicable legislation, and relevant British and European safety standards
  - e) Written confirmation that the materials do not interfere with the safety and mechanics of the vehicle or the convenience and/or safety of passengers
  - f) Proof, if requested, that materials comply with relevant standards
  - g) The contract between the proprietor and the advertiser (or agency)
- H9.5 The approval of the Council shall be based on the written agreement of the proprietor/agent that the advertisement and signage and the materials used comply with the requirements of this procedure. The Council shall not be obligated to make its own verification of the materials used and shall base its decision on whether the visual message displayed is acceptable.
- H9.6 Applications for advertising will be considered by council officers in accordance with the Council's policy and procedure documents. If council officers are satisfied that advertising application is acceptable a written notice will be provided to the proprietor/agent. The approval shall be given for:
- a) 12 months; or
  - b) Until the expiry/revocation of the HCV or PHV licence.
- H9.7 The approval of any advertising will not create any right or obligation that it can be used on a separate HCV or PHV.
- H9.8 Upon the expiry of an approval a proprietor must re-apply for a further approval of the same advertising or remove the advertising immediately.
- H9.9 Where a proprietor or their agent has been found to have misled the Council then any advertising agreement may be withdrawn by the Council with immediate effect. In these circumstances the Council will also review the proprietor's licence(s).
- H9.10 Operators and Proprietors are advised to only enter into lawful contractual agreements with approved advertisers/agencies. Operators and Proprietors should obtain independent legal advice prior to signing any contract.

- H9.11 The Council will refuse an application if it does not comply with this procedure and/or there is a reasonable belief that it will cause a public safety risk, public offence or reputational harm to MKCC or to the licensed hackney carriage and private hire trade in general.
- H9.12 The Council shall not approve any form of advertising on a vehicle that has been given a suspension notice by the Council for poor condition until it has been inspected and approved as satisfactory.

### **Conditions of Approval**

- H10.1 The materials used in the display of advertising or signage must remain in a condition that the Council considers acceptable.
- H10.2 Materials shall not be displayed if soiled, ripped, torn, defaced, vandalised or in otherwise poor condition.
- H10.3 The Council will request that advertising materials be removed where the advert does not comply with this procedure and guidelines.
- H10.4 The Council will direct that advertising materials be removed where the advert has been found to pose a public safety risk, be unlawful, and be in breach of relevant advertising codes and this procedure. Should a proprietor refuse to remove advertising then a vehicle suspension notice will be issued.

## **J. Private Hire Operator Licence Conditions**

- J1 The licence is granted to the Operator and is subject to the provisions of the Local Government (Miscellaneous Provisions) Act 1976 which must be observed by the licence holder at all times.

### **Licence not transferable**

- J2 The Licence is not transferable and shall exist for the benefit of the named Operator. Upon the operator ceasing to trade or carry on the business of a private hire vehicle operator, or on the revocation or expiry or upon the application to renew, this licence must be returned to the Council.

### **Licensed premises**

- J3 The premises licenced in the course of the licence holder's business for the provision and acceptance of bookings for private hire vehicles to be despatched under the terms of this Operating Licence shall be [as specified on the front of the licence].
- J4. The licence holder shall ensure that at all times in which the operating licence is being used for the provision and acceptance of private hire bookings and the despatch of private hire vehicles there shall be a person able to immediately access and provide all the information conditioned to be recorded and kept by the licence holder.

### **Acceptance of bookings**

- J5 The operator shall not accept any person as a passenger in a private hire vehicle operated under the terms of this licence unless the passenger or someone on his or her behalf previously requested the hiring by telephone, letter, email, text, personal call to the office or business premises of the proprietor or by some other electronic communication means designed for the purpose of inviting and accepting bookings.
- J6 The operator shall not by calling out or otherwise, entice any person to hire such a vehicle and shall not make use of the services of any other person for that purpose.

### **Despatch of vehicles**

- J7 Should the Operator intend to despatch a vehicle that is not a private hire vehicle and not regulated by this Operator licence in fulfilment of a booking the Operator shall inform the customer that the vehicle being sent to him or her is not a private hire vehicle licenced by MKCC.

### **Confirmation of bookings**

- J8 The licence holder must confirm to the customer requesting a private hire vehicle the registration number, make and colour of the vehicle and its licence plate number and

licensing authority details prior to the time that the vehicle is despatched. These details must be provided in writing to the customer by SMS, through an APP or e-mail.

## **Records to be kept of private hire bookings**

- J9 The licence holder shall keep a permanent record of every booking of a private hire vehicle invited and accepted by them, whether direct from the hirer or by undertaking the bookings at the request of another operator. The record entries must be made before the commencement of each journey and shall include:
- a. The time and date of the booking
  - b. The time; date and location of pickup point
  - c. Details of the destination (if possible)
  - d. The name (or other identifying mark such as a reference number) and contact details of the hirer (if possible)
  - e. The registration number of the vehicle and the driver allocated for the journey
  - f. If a booking accepted is sub-contracted to another operator, details of the operator to whom it is sub-contracted
  - g. If a booking is accepted from another operator, the details of the operator from whom it was received
  - h. The name of the driver
  - i. The driver's licence number
  - j. The name of any individual that responded to the booking request
  - k. The name of any individual that dispatched the vehicle

## **Records to be kept of licenced drivers**

J10 The operator shall:

(i) Keep written or electronic records of the particulars of all private hire vehicles operated under the terms of this licence and shall include details of the proprietors, registration number and any radio call sign used.

(ii) The licence holder must record and submit to the Council upon request the following details relating to any driver used by them:

- The drivers' start date
- Drivers full name and address, mobile telephone number and email address
- The type and number of the driver's licence badge number held
- The expiry date of that badge
- Finish date (when known)

(iii) The operator will not employ or use any driver, employee or other person to whom they sub-contract to, without first verifying that they hold a licence granted by the Council.

(iv) The Operator shall keep detailed records of any booking that is sub-contracted to another private hire operator, including the licence details of the other private hire operator and the vehicle and driver despatched by the other private hire operator.

## **Records to be kept - Dangerous Incident Log**

- J11 The Operator shall maintain a legible dangerous incident log to record all reports of violence, threats or abuse shown to the operator, its employees and its drivers and should record:
- The name of the person entering the log
  - The name of the employee or driver involved
  - The name or identifying details of the offender
  - The time, date and location of the incident
  - If reported to the police, the unique reference number or crime complaint number allocated to the incident
  - The information contained in this book shall be passed to MKCC if requested without delay

## **Records to be kept – Complaints**

- J12 The operator shall maintain a legible log of all complaints received by them in relation to the service provided, the standard and conduct of a driver, and the standard of the vehicle.

## **Duration for records to be kept**

- J13 All records kept by the operator shall be preserved for a period of not less than twelve months following the date of the relevant entry. The records shall be made available for inspection upon the request of an authorised council officer or police.

## **Storage of records**

- J14 Records must be legible, in date order, and easy to access and can be provided to the Council or police upon request.

## **Vehicle standards and signage**

- J15 The operator shall exercise all due diligence to ensure that the vehicles operated under the terms of this licence are compliant with the Council's policy on vehicle standards and ensure that at all times the vehicle, including its seating, flooring and fittings, are kept in a clean and tidy condition.
- J16 The operator shall exercise all due diligence to ensure that the external licence plate issued and allocated by the Council is affixed to the outside of any private hire vehicle operated under the terms of this licence on, or adjacent to the rear bumper, or in such other position as may be authorised by the Council. The vehicle licence plate must be displayed at all times whilst the vehicle is licensed; even if the driver is not working. The vehicle licence plate can only be removed (and not displayed) if the vehicle licence is suspended, revoked or not renewed.

- J17 The operator shall exercise all due diligence to ensure that the internal licence plate issued and allocated by the Council is affixed to the inside front windscreen of any private hire vehicle operated under the terms of this licence, or in such other position as may be authorised by the Council.
- J18 The operator shall exercise all due diligence to ensure that any other signage required by law or conditions, including but not limited to, no smoking signs and CCTV signage, are affixed to any private hire vehicle operated under the terms of this licence in such position as may be required by law or condition or otherwise authorised by the Council.
- J19 The operator shall not display on the outside or inside of the vehicle in such a manner to be conspicuous from the outside any other signs, telephone numbers or other advertising material that is not permitted by the Council's signage or advertising policy and/or conditions.

## **Code of Conduct**

- J20 The operator shall comply with the code of conduct detailed in this policy and ensure that all drivers of private hire vehicles operated by them comply with this code.

## **Changes to the Operator or method of operation**

- J21 The operator shall notify the Council forthwith of any intended change in the use of a licenced vehicle, of any relevant change of particulars supplied at the time of application, any variation in the methods used for accepting bookings than those disclosed at the time of application, any change in ownership (including addition and removal of directors, partners or other individuals previously listed on an application as involved in the operation) or the office or number of vehicles stated on this licence.

## **Keeping of this Licence**

- J22 This licence must be kept in the possession of the operator and must not be altered or defaced in any way and must not be passed to any unauthorised person. It must be produced when requested by any authorised officer of the Council or any police officer.
- J23 In the event of loss or damage or defacement to this licence the Council must be informed immediately so that a replacement licence can be issued. A charge for a replacement licence will apply.

## **Providing a service to persons with a disability**

- J24 The operator shall comply with the relevant provisions of the Equality Act 2010 and ensure that the driver of any private hire vehicle operated by them under the terms of this licence shall not refuse to accept a passenger in a wheelchair, where that vehicle is suitable to take that passenger or a passenger with an assistance dog.

- J25 Where the licence holder is aware that a passenger has a disability then s/he must take reasonable steps to ensure that the passenger has access to the same level of service as a customer who does not have a disability.
- J26 Where the licence holder is aware that a passenger has a disability the licence holder must request that the driver of any private hire vehicle despatched takes such reasonable steps as are necessary to ensure the collection and safe transportation of that person.
- J27 No extra charge may be made by the operator because a passenger is travelling in a wheelchair or is travelling with an assistance dog.

### **Change in vehicle numbers**

- J28 The operator shall inform the Council within 14 days of any change in the number of vehicles that it has been licensed to operate.

### **Condition not to accept bookings direct from driver**

- J29 Without reasonable excuse the licence holder shall not accept any bookings for a private hire vehicle directly from the driver of a licenced vehicle being operated, despatched or sub-contracted to, by the licence holder.

### **Condition not to use a driver who has been convicted of plying for hire**

- J30 The licence holder shall not operate, despatch or sub-contract to, any private hire vehicle that is being driven by a person who has been notified by the Council of having been convicted of plying for hire in Milton Keynes.

### **Requirement to make certain reporting arrangements**

- J31 The licence holder may be required to provide to MKCC the details of any Milton Keynes licenced driver(s) and vehicle(s) operated by them and are in receipt of complaints.

### **Serious allegations**

- J32 Should the licence holder be aware of any allegation or complaint made about a Milton Keynes licenced driver which relates to a sexual or violent offence or other conduct which indicates that the driver poses a public safety risk, the licence holder must report this to the Council as soon as reasonably possible and no later than 72 hours after first becoming aware of the allegation.
- J33 Where the operator is aware of any allegation or complaint made about a Milton Keynes licenced driver that relates to a sexual or violent offence or which may

otherwise indicate that a driver poses a public safety risk, the operator shall cease to operate that driver until they and the Council are both satisfied that the driver does not pose a public safety risk.

## **Staff Register**

- J34 Operators must keep a register of all staff (employed & contracted) that will take bookings or dispatch vehicles/drivers on its behalf (ie 'Staff Register').

## **Staff DBS Disclosure**

- J35 Operators must have sight of a Basic DBS disclosure for all staff noted in the staff register. Should a member of staff have convictions the Operator must ensure that the employee is compatible with their policy on employing ex-offenders.

## **Ex-Offender Policy**

- J36 Operators must have a policy on employing ex-offenders who will undertake the role of bookings or dispatching vehicles/drivers. The policy will outline which convictions are not suitable for those employees/contractors who book/dispatch drivers/vehicles to collect children or vulnerable adults that are unaccompanied in a vehicle.

## **Public Service Vehicle**

- J37 The dispatching of a Public Service Vehicle (9 or more seats) and driver (who holds a PCV licence) to meet a private hire vehicle booking can only be done so with the informed consent of the person making the booking.

## **Arrest, Charge or Conviction**

- J38 The holder of a private hire operator licence (or in the case of a company or partnership, or any of the directors or partners) must notify the council within 48 hours of any of the following:
- a. A conviction for any criminal or road traffic offence (including fixed penalty offences)
  - b. Any grant of bail (conditional or unconditional) by any court or police station
  - c. Any court cases pending against them including Court Orders injunctions, community protection notices, County Court Judgments and High Court Judgements
  - d. Whether they have been arrested, cautioned or received an official warning from the police
- J39 Where the Operator believes that a child (person aged 17 or less) may be at risk of being sexually, physically or emotionally exploited they must report their concerns immediately to Crime Stoppers on 0800 555111 or MKCC's Multi-Agency Safeguarding Hub on 01908 253169 or 01908 253170 or email [MKTogether@milton-keynes.gov.uk](mailto:MKTogether@milton-keynes.gov.uk).

Should an operator holder fail to report a concern then they will be investigated and may have their licence suspended or revoked.

- J40 The Private Hire Operator must complete a Council provided safeguarding and equality training course, at their own expense, at least every three years or at renewal. The course will cover subjects including child sexual abuse, exploitation, modern slavery, human trafficking, extremism, cuckooing, county lines, dementia, domestic abuse and the carrying of wheelchair users and assistance Dogs. Previously completed accredited courses will not be accepted. Failure to attend and successfully complete the course as directed by the Council will result in suspension of licence until the course is successfully completed. Penalty points may also be imposed.
- J41 An Operator must provide a Basic DBS certificate every 12 months or be signed up to the DBS Update Service and remain so until licence expiry.

## **K. Penalty Point Warning and Education System**

- K1.1 The Council's objective is to protect the public and ensure that only "fit and proper" individuals are hackney carriage or private hire vehicle drivers, proprietors or operators. It is often not in the public interest for the Council to prosecute, suspend or revoke for minor or technical offences. By issuing a warning and proportionate penalty points or taking other educational steps the Council is able to remind licence holders of their duties and identify frequent minor breaches which may indicate that an individual needs assistance in understanding their licensing duties.
- K1.2 The penalty point warning and education system (PPWES) identifies a number of breaches of conditions, byelaws and/or statutory provisions which may be committed by a driver, proprietor or operator and attributes a point value to be invoked should a breach be substantiated. The implementation of points will take place following the appropriate investigation of the offence, which could be a simple observation of an offence by an authorised officer, based on clear documentary evidence, receipt of formal proceedings (including those conducted elsewhere by another agency e.g. the police), or the receipt of witness statements.
- K1.3 The PPWES is to be used by council officers to identify minor breaches of behaviour and their frequency. Members of the Regulatory Committee or its sub-committee when determining applications for the revocation, suspension, renewal or grant of a licence cannot impose a warning or penalty points because on these occasions they sit to determine if an applicant is "fit and proper" to be licenced. A committee will however take into account points previously given or the amount of points that may be given for an offence.

## **The details of how the scheme operates**

- K2.1 Penalty points will be applied by officers following an investigation of the relevant breaches of conditions, requirements or policy and/or relevant statutory provisions for vehicles; drivers and operators.
- K2.2 A formal warning with proportionate penalty points will be confirmed in writing to the licence holder.
- K2.3 The number of penalty points issued will be in accordance with the tariff reproduced below (see K4).
- K2.4 The Council's officers retain the discretion to issue warnings and subsequent penalty points to drivers, proprietors and operators for a joint contravention if the circumstances warrant it i.e. the breach is one where it is considered joint responsibility is held. Any discretion will be exercised in accordance with the Council's Enforcement Policy.
- K2.5 The imposition of penalty points against a driver who is an employee will not necessarily result in additional imposition of points to their employer or operator.
- K2.6 Penalty points issued under this scheme will be considered 'live' for 3 years for drivers/proprietors and 5 years for private hire operators after which they will be deemed spent. The accumulation of a specified number of points within the relevant period will lead to further disciplinary action.

## **Reaching the specified point's threshold within a relevant period**

- K3.1 On the accumulation of 12 or more penalty points in a 3 year period for drivers/proprietors, and a 5 year period for private hire operators, the licence holder will have their licence reviewed.
- K3.2 If it is considered that the points arise out of a lack of knowledge of licensing conditions the licence holder may be given a disciplinary sanction (see below) and the 12 points will remain live until their expiry (3 years for drivers/proprietors and 5 years for private hire operators). Any further imposition of penalty points within this period of the decision to offer a sanction will result in the suspension, revocation or review by a council officers or the regulatory sub-committee of that licence holder.
- K3.3 The options open to council officers/Committee are explained below.

## **Steps on Review**

- K4.1 Officers or a Regulatory Sub- Committee may decide to take any of the following steps:

- 1) No further action

- 2) Suspension of the driver's licence for a specified period
- 3) Revocation of the driver's licence
- 4) An alternative disciplinary sanction (see below)

## **Alternative Disciplinary Sanctions**

- K4.2 Where the Council requires the licence holder to evidence that they are fit and proper by showing that they understand the Council's requirements of them - officers or the Committee may issue an alternative disciplinary sanction:
- 1) Request that the licence holder re-take the Council's driver assessment process at the licence holder's own expense
  - 2) Take a relevant taxi driving test at the licence holder's own expense
  - 3) Take any other recognised training/rehabilitation course that the Council may specify at the licence holder's own cost.
- K4.3 The above sanctions may be imposed with a strict but appropriate time limit to comply. Where there are concerns that the applicant may not be fit and proper but there is an opportunity to demonstrate that s/he is fit and proper then the licence may be suspended until any of the above steps are completed satisfactorily.
- K4.4 Penalty points will continue to be live following a review when they are still in the relevant period (3 years for drivers/proprietors and 5 years for private hire operators) or, if an alternative sanction is imposed, for a further period (3 years for drivers/proprietors and 5 years for private hire operators). If the licence holder receives further penalty points after a review or alternative sanction is given a further review will occur and it would be expected that the Council would suspend or revoke the licence.
- K4.5 If a licence holder reaches or exceeds the specified points total within a separate relevant period a further review will occur. However, unless a significant amount of time has elapsed following the first review and the points are for different offences a suspension or revocation should be considered.
- K4.6 There is no appeal mechanism against the imposition of penalty points. Licence holders who disagree with the imposition of points against them are asked to record their objection in writing. This will then be noted and presented to council officers or the regulatory sub-committee should the licence be reviewed.

## **Penalty Point Tariff**

Abbreviations: PH = Private Hire, HC = Hackney Carriage

- K5.1 The penalty point's tariff is displayed in the table below and applies to drivers, proprietors and operators. The first column details the administration code of the offence, the second column details the offence, the third column details the source of the offence and the final column details the points that will be awarded.
- K5.2 The source of the offence is listed as either:

- A – where the offence stems from a legislative provision under the 1847 Act, the 1976 Act or any other legislation
- B – where the offence stems from the Hackney Carriage Bye-laws
- C – where the offence stems from a condition of a licence
- D – where the offence stems from a breach of the code of conduct applicable to all drivers

| <b>Offences/Breaches committed by Driver where penalty points may be issued</b> |                                                                                                                                                                                                                     |               |                       |
|---------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|-----------------------|
| <b>No.</b>                                                                      | <b>Offence</b>                                                                                                                                                                                                      | <b>Source</b> | <b>Points awarded</b> |
| D1                                                                              | Knowingly or recklessly made false declaration or omitted information on application/renewal of licence (section 57 offence)                                                                                        | A             | 10*                   |
| D2                                                                              | Obstruction of an authorised officer.                                                                                                                                                                               | A             | 6                     |
| D3                                                                              | Behaving in a rude, abusive, offensive or obstructive manner or other conduct failing to be civil and orderly, whether to customers, authorised officers, Council staff, or members of the public.                  | C             | 4                     |
| D3A                                                                             | Behaving in a manner that is rude, offensive, obstructive or not civil and orderly with other licence holders.                                                                                                      | D             | 4                     |
| D4                                                                              | Failure to notify the Council of any arrest, conviction, caution, motoring offence, civil or other enforcement action or any pending action of the same, within 48 hours                                            | C             | 6                     |
| D5                                                                              | Failure to display the licence holder's driver badge in such a position as to be plainly visible to customers.                                                                                                      | A, C          | 4                     |
| D6                                                                              | Failure to notify the Council of change of address within 7 days for a private hire driver and 14 days for a hackney carriage driver and for every further 7 days that elapses without notification to the Council. | C, B          | 3                     |
| D7                                                                              | Smoking and/or failing to prevent smoking in licensed vehicle contrary to Health Act 2005. Reduced to 3 points if a fixed penalty notice has been served.                                                           | A             | 6                     |
| D8                                                                              | Smoking and/or failing to prevent the smoking of an electronic cigarette in a licensed vehicle.                                                                                                                     | A             | 3                     |
| D9                                                                              | Failure to display required no smoking signs under the Health Act 2006.                                                                                                                                             | A             | 3                     |
| D10                                                                             | Failure to comply with the Code of Conduct                                                                                                                                                                          | D             | 3                     |
| D11                                                                             | Failure to maintain a reasonably clean and respectable appearance when conveying members of the public in a licensed vehicle or otherwise working in a capacity as a licensed driver.                               | D             | 3                     |
| D12                                                                             | Drinking or eating without the express consent of the hirer.                                                                                                                                                        | D             | 3                     |
| D13                                                                             | Failure to give reasonable assistance to a passenger to or from any place at which the driver may pick up or drop off.                                                                                              | D             | 3                     |
| D14                                                                             | Failure to check a vehicle used by the driver for the carriage of passengers for lost property after each fare.                                                                                                     | C,B           | 3                     |
| D15                                                                             | Refusing to carry a guide dog or assistance dog without a licensed driver's exemption certificate.                                                                                                                  | A, C          | 10*                   |
| D15A                                                                            | Failing to take reasonable steps or endeavours to facilitate the journey of a person with a disability.                                                                                                             | A,C           | 6                     |
| D16                                                                             | Failure to provide up to date information/documents as requested by the Council such as driving licence, passport, medical status, work permit etc.                                                                 | C             | 4                     |
| D17                                                                             | Failure to ensure and display a vehicle licence plate and/or roof sign in an authorised manner.                                                                                                                     | A, C          | 4                     |
| D18                                                                             | Failure to convey or assist with carrying luggage.                                                                                                                                                                  | C             | 3                     |

|     |                                                                                                                                 |       |     |
|-----|---------------------------------------------------------------------------------------------------------------------------------|-------|-----|
| D19 | Failure to deliver lost property to police.                                                                                     | C, B  | 3   |
| D20 | Failure to display tariff card in the vehicle.                                                                                  | B,C   | 3   |
| D21 | Interfering with a taximeter.                                                                                                   | A, B, | 4   |
| D22 | Failure to display vehicle licence plate and/or roof sign in an authorised manner.                                              | C     | 3   |
| D23 | Failure to return vehicle licence plate at request of authorised officer following expiry, revocation or suspension of licence. | A, C  | 6   |
| D24 | Using unlicensed vehicle or using a vehicle without insurance.                                                                  | A,C   | 10* |
| D25 | Carrying more passengers than permitted by vehicle licence.                                                                     | A, C  | 8   |
| D26 | Refusal to carry passengers without reasonable excuse.                                                                          | B,C   | 6   |
| D27 | Failure to notify the Council of serious injury or illness.                                                                     | C     | 10* |
| D28 | Failure to keep proper records as required by conditions of Licence.                                                            | C     | 6   |
| D29 | Refusing to take a fare without good reason.                                                                                    | B, C  | 6   |
| D30 | Charging or attempting to charge more than the agreed or legal fare.                                                            | B, C  | 6   |
| D31 | Permitting a vehicle other than a Hackney Carriage to wait on a Hackney Carriage stand.                                         | A, B  | 6   |
| D32 | When driving a Hackney Carriage charging or attempting to charge more than the metered fare (whether for private hire or not).  | A, B  | 6   |
| D33 | Failure to comply with any other licence condition imposed on the drivers licence not specifically detailed in this scheme.     | C     | 2   |
| D34 | Failure to comply with any other legislative provision, or bye-law not detailed in this scheme.                                 | A, B  | 3   |
| D35 | Illegally Plying for hire                                                                                                       | A     | 10* |
| D36 | Failure to report a Safeguarding, County Lines, Domestic abuse & CSE Concern                                                    | C     | 10* |
| D37 | Failure to notify change of employment/sub-contract status to Operator                                                          | C     | 6   |
| D38 | Working for an Operator without producing original paper licence                                                                | C     | 6   |
| D39 | Driving a vehicle not in compliance with the conditions of that vehicle licence.                                                | C     | 4   |
| D40 | No First Aid Kit                                                                                                                | C     | 3   |
| D41 | Driving a vehicle without a valid MOT, Insurance, tax without reasonable excuse.                                                | C     | 6   |
| D42 | Failure to display any notice required by legislation or condition (i.e. table of fares, no smoking sign etc.)                  | A,C   | 3   |
| D43 | Driving a vehicle with tyres with tread below 2mm (each tyre)                                                                   | C     | 2   |
| D44 | Driving a vehicle with tyres below legal limit                                                                                  | A,C   | 6   |
| D45 | Failure to provide a cashless payment service in a hackney carriage vehicle                                                     | C     | 6   |
| D46 | Failure to continue membership of the DBS Update Service                                                                        | C     | 6   |
| D47 | Failure to complete Safeguarding and Equality Course on renewal                                                                 | C     | 6   |
| D48 | Failure to display 1 council provided door sign on vehicle                                                                      | C     | 3   |
| D49 | Failure to display 2 council provided door signs on vehicle                                                                     | C     | 6   |
| D50 | Modifying a council approved door sign                                                                                          | C     | 6   |
|     |                                                                                                                                 |       |     |

| <b>Offences/Breaches committed by the PROPRIETOR where penalty points may be issued</b> |                                                                                                                                                                                                         |      |     |
|-----------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|-----|
| P1                                                                                      | Failure to notify transfer of vehicle licence interest within 14 days.                                                                                                                                  | A    | 4   |
| P2                                                                                      | Proprietor of licensed vehicle failing to report accident damage to vehicle within 72 hours.                                                                                                            | C    | 4   |
| P3                                                                                      | Failure to produce insurance documents at request of authorised officer.                                                                                                                                | A,C  | 4   |
| P4                                                                                      | Unauthorised advertising on vehicle.                                                                                                                                                                    | C    | 6   |
| P5                                                                                      | Permitting a hackney carriage to be driven with a defective taxi-meter                                                                                                                                  | A, B | 6   |
| P6                                                                                      | Vehicle not well maintained, kept clean or comfortable                                                                                                                                                  | A,C  | 6   |
| P7                                                                                      | Failure to present vehicle for inspection upon request.                                                                                                                                                 | C    | 4   |
| P8                                                                                      | Permitting a vehicle to be used without a current compliance certificate in place.                                                                                                                      | A, C | 10* |
| P9                                                                                      | Permitting a vehicle to be used that is unfit for use as a Hackney Carriage or Private Hire vehicle.                                                                                                    | A,C  | 4   |
| P10                                                                                     | Employing or permitting a vehicle to be driven by a person not holding a driver's licence with the Council.                                                                                             | A    | 10* |
| P11                                                                                     | Using a vehicle subject to a suspension or prohibition order issued by an authorised Officer, or by the police                                                                                          | A    | 10* |
| P12                                                                                     | Failure to comply with requirement to undertake works following a section 60 Suspension notice.                                                                                                         | C    | 3   |
| P13                                                                                     | Knowingly or recklessly making a false declaration or omitted information on application/renewal of licence.                                                                                            | A    | 10* |
| P14                                                                                     | Obstruction of an authorised officer.                                                                                                                                                                   | A, C | 6   |
| P15                                                                                     | Behaving in a rude, abusive, offensive or obstructive manner or other conduct failing to be civil and orderly, whether to customers, authorised officers, Council staff, or members of the public.      | C, D | 4   |
| P16                                                                                     | Failure to notify the Council of change of address within 7 days and for every 7 days that elapses following a Change in the licensed drivers address for which the driver fails to notify the Council. | C    | 3   |
| P17                                                                                     | No Fire Extinguisher                                                                                                                                                                                    | C    | 3   |
| P18                                                                                     | No First Aid Kit                                                                                                                                                                                        | C    | 3   |
| P19                                                                                     | Driving a vehicle without a valid MOT, Insurance or Council compliance certificate without reasonable excuse.                                                                                           | C    | 6   |
| P20                                                                                     | Failure to display any notice required by legislation or condition (i.e. table of fares, no smoking sign etc.)                                                                                          | A, C | 3   |
| P21                                                                                     | Permitting a vehicle to have a tyre with a tread depth below 2mm                                                                                                                                        | C    | 3   |
| P22                                                                                     | Driving a vehicle with tyres below legal limit                                                                                                                                                          | A, C | 6   |
| P23                                                                                     | Failure to provide a cashless payment facility in a hackney carriage vehicle                                                                                                                            | C    | 6   |
| P24                                                                                     | Failure to advertise a cashless payment service on a hackney carriage vehicle                                                                                                                           | C    | 3   |
| P25                                                                                     | Failure to notify the Council of any arrest conviction, caution, motoring offence, civil or other enforcement action or any pending action of the same, within 48 hours                                 | C    | 6   |
| P26                                                                                     | Failure to display 1 council provided door sign on PH vehicle                                                                                                                                           | C    | 3   |
| P27                                                                                     | Failure to display 2 council provided door signs on vehicle                                                                                                                                             | C    | 6   |

|                                                                                       |                                                                                                                                                                                                         |      |     |
|---------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|-----|
| P28                                                                                   | Modifying a council approved door sign                                                                                                                                                                  | C    | 6   |
| P29                                                                                   | No Roof Sign                                                                                                                                                                                            | C    | 4   |
|                                                                                       |                                                                                                                                                                                                         |      |     |
| <b>Offences/Breaches committed by the OPERATOR where penalty points may be issued</b> |                                                                                                                                                                                                         |      |     |
| O1                                                                                    | Operating a Vehicle not licensed as a private hire vehicle.                                                                                                                                             | A    | 10* |
| O2                                                                                    | Operating a vehicle driven by a person who does not hold a private hire driver's licence                                                                                                                | A    | 10* |
| O3                                                                                    | Failure to operator provide records to the Council within 7 days of request.                                                                                                                            | C    | 5   |
| O4                                                                                    | Failure to hold correct and orderly records of all licensed drivers driving vehicles operated by the Operator.                                                                                          | C    | 7   |
| O5                                                                                    | Failure to keep records in the manner specified by Section 56(2) of the Local Government (Miscellaneous Provisions) Act 1976 and as specified by the Conditions of licence.                             | A, C | 5   |
| O6                                                                                    | Obstruction of, or failing to comply with the requirements of, an authorised officer.                                                                                                                   | A    | 5   |
| O7                                                                                    | Operating/sub-contracting a vehicle that is not fit for use as a licensed vehicle where evidence by an enforcement/ mechanical check conducted by the Council.                                          | A, C | 3   |
| O8                                                                                    | Refusing or otherwise failing without good reason to provide a vehicle to carry a passenger with an assistance dog.                                                                                     | A, C | 6   |
| O9                                                                                    | Refusing or failing to provide a wheelchair accessible vehicle to a customer without good reason.                                                                                                       | A, C | 6   |
| O10                                                                                   | Failure to notify the Council of any caution or conviction or fixed penalty notice imposed, received or accepted by the operator or if the operator is a company, by a director of the company.         | C    | 6   |
| O11                                                                                   | Intentional or recklessly made false declaration or omitted information on application/renewal of licence.                                                                                              | A    | 10* |
| O12                                                                                   | Obstruction of an authorised officer.                                                                                                                                                                   | A, D | 10* |
| O13                                                                                   | Behaving in a rude, abusive, offensive or obstructive manner or other conduct failing to be civil and orderly, whether to customers, authorised officers, Council staff, or members of the public.      | C, D | 4   |
| O14                                                                                   | Failure to notify the Council of change of address within 7 days and for every 7 days that elapses following a Change in the licensed drivers address for which the driver fails to notify the Council. | C    | 4   |
| O15                                                                                   | Failure to notify Council of new drivers (employed & sub-contracted)                                                                                                                                    | C    | 4   |
| O16                                                                                   | Failure to notify Council of drivers who have left employment/sub-contract arrangement                                                                                                                  | C    | 4   |
| O17                                                                                   | Operating a vehicle without valid insurance without exercising all due diligence.                                                                                                                       | C    | 4   |
| O18                                                                                   | Operating a vehicle without a valid MOT without exercising all due diligence.                                                                                                                           | C    | 4   |
| O19                                                                                   | Operating a vehicle without a valid licence without exercising all due diligence.                                                                                                                       | A, C | 4   |
| O20                                                                                   | Operating a vehicle driven by a driver without an appropriate licence or who is suspended without exercising all due diligence.                                                                         | A, C | 4   |

|     |                                                                                                                                                                          |   |   |
|-----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|---|
| O21 | Failing to comply with any condition imposed or agreed on the operator's licence.                                                                                        | C | 4 |
| O22 | Failing to have an up to date Staff Register                                                                                                                             | C | 4 |
| O23 | Failing to have an ex-offender policy                                                                                                                                    | C | 4 |
| O24 | Failing to have sight of DBS checks on staff noted in the Staff Register                                                                                                 | C | 4 |
| O25 | Failing to advise customer of PSV booking                                                                                                                                | C | 4 |
| O26 | Failure to notify the Council of any arrest, conviction, caution, motoring offence, civil or other enforcement action or any pending action of the same, within 48 hours | C | 6 |
| O27 | Failure to complete Safeguarding and Equality Course on renewal                                                                                                          | C | 6 |
| O28 | Failure to report domestic abuse to police/MKCC                                                                                                                          | C | 6 |

Offences/Points marked with an \* indicate a serious offence and another disciplinary sanction is likely. Points will only be imposed if, following an investigation, the circumstances do not justify a higher penalty of prosecution/suspension/ revocation of a licence.

### **Taxi Licencing Service**

### **Milton Keynes City Council**

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

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**February 2026**