



NEW DRIVER APPLICATION INFORMATION PACK

2025-2030

From Policy Adopted: 22 July 2025

Effective from: 01 September 2025

Contents

Fees	- Page 3
Overview Applying for a First time Driver Licence	- Page 4
Revising for your test	– Page 4
Making a decision on your application	– Page 5
Continuing suitability	– Page 5
Avoiding referral to Panel	– Page 5
Protect yourself Dash Cams	– Page 6
Licensing Offences	– Page 6
Driver responsibilities, Disabled Persons Act, guide and assistance dogs	– Page 6
Driver Licence Code of Conduct	– Page 21
Vehicle Licence Conditions Private Hire	– Page 27
Vehicle Licence Conditions Hackney Carriage	– Page 30
Signs & Signage	– Page 35

Contacting Licensing Services

Email: hcp.licensing@stoke.gov.uk

The White House

Cromer Road

Northwood

Stoke-on-Trent

ST1 6AY

Telephone: 01782232774 (Call centre quickest to e-mail us)

Customer Feedback

Any specific Licensing feedback email hcp.licensing@stoke.gov.uk

Otherwise complete the online Form: [Comment on a council service | Comment on a council service | Stoke-on-Trent](#) or email us at customer.feedback@stoke.gov.uk or call OR contact us on 01782 234234 or write to us and send your comments to Stoke-on-Trent City Council, The Customer Feedback Team, Civic Centre, Glebe Street, Stoke-on-Trent, ST4 1HH.

Fees

Safeguarding Level 1 Training £25.00

New Driver Training £26.50

Application for New Driver Test £30.00

Additional New Driver Test (if you fail) £30.00

Application for a 3 year Hackney Carriage & Private Hire Vehicle Drivers Licence
£238.00

Application made by over 65's 1 year Hackney Carriage & Private Hire Vehicle
Drivers Licence £187.00

Disclosure & Barring Service (DBS) Certificate Disclosure £49.50 plus immediate
subscription to update service prices can vary

Medical Form completed by your own GP or a GP that has seen your medical record
Price varies

More information and the Licensing Policy are available at:

[Taxi and Private Hire Policy | Taxi Policy | Stoke-on-Trent](#)

Applying for a First Time Drivers Licence Requirements

Study this link in full to find out about all the requirements, the process and application forms [Taxis | Stoke-on-Trent\Apply for Taxi Licences\New Taxi Driver Applications](#)

STEP 1 book your training (use the link above):

STEP 2 Get all the requirements together (use link above with links to how to get the requirements)

STEP 3 Complete the final application form (use link above and scroll to the bottom of the page)

STEP 4 Once you have all the requirements email them to us at hcp.licensing@stoke.gov.uk Put your name and 6 digit number in the subject of the email. Images must be clear and legible and ideally in JPEG or PDF. If to large send a couple of emails with the same subject on the same day

Revising for the New Driver Test

To prepare for the test you should study:

- This Guidance
- The Highway Code
- Private Hire Vehicle Drivers Licence Conditions
- Hackney Carriage Licence Conditions
- Private Hire Drivers Licence Conditions
- Attend the Safeguarding Course and revise the slides
- Attend a Driver Training Session

The New Driver Test is designed to test:

- Your understanding of Safeguarding issues
- Your understanding of Disability Discrimination
- Your English and Arithmetic comprehension
- Your understanding of the Highway Code
- Your understanding of Local Licensing Conditions and Licensing Legislation

The test is computer based and you will have to answer randomly generated questions you will have to read and answer the questions yourself. If you fail the test you will have to arrange an appointment and pay to take another.

The test consists of 5 sections: Understanding Safeguarding, Disability Discrimination Awareness, English Comprehension and arithmetic skills, Highway Code, Local Conditions and Legislation,.

When you have passed the New Driver Test a certificate will be issued. The certificate is valid for one year from the date of issue.

Making a decision on your application

If you have endorsements on your driving licence or DBS certificate your application may be referred to a Licensing Officer. Depending on the issue you may receive an advice letter or be referred to the Licensing and Registration Panel to determine whether you are suitable to hold a licence.

Once an application has been determined your licence will be e-mailed to you and you will be contacted to collect your white badge and lanyard.

Continuing suitability

If we are concerned about your suitability or continuing suitability to drive a licensed vehicle you may be referred to the Licensing and Registration Panel. We may refer you to the panel if:

1. you have any convictions, motoring or otherwise or;
2. you don't declare relevant information such as convictions on your application;
3. you don't comply with hackney carriage or private hire laws or your licence conditions;
4. you don't tell us about changes in your status, including your name and address;
5. you don't tell us about any convictions you have received since we issued your last licence;
6. you are issued with three warnings by a licensing officer within a three year period;
7. any other information which adversely affects your suitability.

To avoid being referred to panel you should:

1. act lawfully at all times;
2. tell us if you have any convictions, old or new, each time you apply;
3. tell us if you are questioned or arrested regarding vulnerable people
4. carefully complete your application form in full;
5. read and comply with your licence conditions and the law;
6. tell us if you change your address or your name;
7. tell us if you receive any new convictions, motoring or otherwise, since we last issued your licence;
8. tell us if you develop any medical condition affecting your ability to safely drive a vehicle.

Because of the high level of trust placed in you as a licensed driver, the panel will adopt a strict approach to any contravention of the standards and requirements expected from you.

If you are referred to the Licensing and Registration Panel, they may suspend, revoke, or refuse your application.

Protect yourself

Licensing Services strongly recommend that you install dash cams within the licenced vehicle you drive where possible, dash cams should face both inward and outward in order to offer some protection from untruthful accusations which could potentially be made against you. If you do install a dashcam you must abide by all CCTV regulations.

Licensing Offences

It is a criminal offence:

- to drive a licensed hackney carriage or private hire vehicle without a current hackney carriage and private hire vehicle drivers licence.
- for any vehicle to act as a hackney carriage or private hire vehicle without the appropriate vehicle licence.
- for any person to act as an operator of private hire vehicles without an operator's licence.
- to fail to wear a drivers badge whilst driving a licensed vehicle.
- to fail to produce documents on request.
- to obstruct an authorised officer.
- to contravene the Council's licensing conditions.
- to unnecessarily prolong a journey, in distance or in time.

Contravention may not only result in prosecution but may also lead to the suspension of, revocation of, or refusal to renew an existing licence.

Drivers Responsibilities, Disabled Persons Act and Guide Dogs

All drivers must wear their Identity Badge issued by the Council in such a manner as to be plainly and distinctly visible at all times when driving a licensed vehicle.

Drivers must not sound their horn to announce their arrival for a pick-up. The horn should only be used to warn other road users of their presence. It is an offence to sound a horn in a stationary vehicle or between the hours of 11.30pm and 7.00am.

Drivers must attend promptly for any hiring and must not unnecessarily prolong the journey, either in distance or time.

Drivers must identify the correct passenger before permitting them to enter their vehicle and must not carry additional passengers without the express consent of the hirer.

You will be asked some questions about these areas within the New Driver Test, so please read the following information carefully.

Drivers and operators must be aware that the Taxis and Private Hire Vehicles (Disabled Persons) Act 2022 gives disabled people certain rights, and drivers and operators certain duties. This act has replaced the Equality Act 2010.



New requirements are expected from drivers and operators. All Taxi and PHV drivers and operators regardless of whether they are wheelchair accessible – are subject to duties under the equalities Act. The main changes are set out below:

Taxi and PHV drivers will be required to:

- Accept the carriage of any disabled person, provide them with reasonable mobility assistance, and carry their mobility aids, all without charging any more than they would for a non disabled passenger.
- Provide any disabled passenger who requests it with assistance to identify the vehicle at no extra charge.

PHV Operators will be required to:

- Accept bookings for and on behalf of any disabled person, if they have a suitable vehicle available.

Further information on these duties can be found in the 2022 Act Access to taxis and private hire vehicles for disabled users - GOV.UK (www.gov.uk)

This Guide has hints and tips on providing the best service for your disabled customers.

Understanding disability – What is a disabled person?

Disabled people are not just wheelchair users. Disabled people are individuals with a variety of needs. Some examples are:

- Difficulties with walking or moving around.
- Difficulties with bending, stretching, carrying or holding things.
- Hidden disabilities such as cancer, heart disease or epilepsy.
- Sensory impairments such as sight, hearing or speech loss.
- Mental health issues such as depression.
- Difficulties with learning or understanding.
- Or elderly and frail.
- Dementia

People with dementia and carers should be treated with dignity and receive care and support that is based on individual need, rather than assumptions about the condition. In the community, the contribution of people with dementia should be valued. Too often, people with dementia experience discrimination and treatment that contravenes their human rights. Poor care and support can breach the rights of people with dementia and carers to not be treated in an inhuman or degrading way, the right to respect for private and family life and the right to liberty.

People with dementia can face discrimination and treatment that contravenes their human rights for three key reasons:

1. Ageism
2. The stigma and discrimination associated with the condition
3. Lack of capacity to challenge and report incidents that occur

Some people may have multiple disabilities. For example a deaf person may have severe arthritis.

Being prepared to help

Disabled people don't wear labels telling you that they may need help and how you can help them, but disabled people have a legal right to expect you to take steps to reasonably assist them under the Disabled Persons Act 2022.

It isn't possible to anticipate everyone's needs but there are some things you can do to make things easier for your disabled customers.

Your customer's responsibility

Your disabled customer should take some responsibility for letting you know how you can help. You can anticipate needs but nobody expects you to mind read.

Your customer can only expect you to take “reasonable steps” to help them. For example some equipment that disabled people have; such as folding wheelchairs are extremely heavy or bulky.

You cannot be expected to lift heavy objects (as a rough guide, object not to exceed 20kg) which may endanger your own health. However, they could reasonably expect help with shopping in and out of the boot of your vehicle, or for you to open the door for them.

Charging

Drivers must not charge disabled people more for a journey than they would charge a non-disabled person for the same trip. This is illegal under the Disabled Persons Act 2022.

Drivers must not impose special conditions on disabled people that they would not impose on non-disabled passengers, for example insisting on payment up front. This is illegal under the Disabled Persons Act 2022.

Drivers cannot charge for transport of wheelchairs or assistance dogs. This is illegal under the Disabled Persons Act 2022.

Basic customer support and care guidelines for drivers and operators

Booking a private hire vehicle

- Most private hire vehicles are booked by telephone. Booking staff should get as much information about the passenger’s potential needs as possible and pass that information to the driver. Booking Staff should be aware of vehicles with equipment or accessibility features matching the customer’s particular needs.
- Booking staff could ask, for example: “Do you or any other passengers have any accessibility needs?”
- Some disabled people, for example, deaf hard of hearing or people with speech difficulties may have problems with making a telephone call. Offering a SMS text, email or an App booking service will make the booking easier for some people.
- Some disabled people like the reassurance of a “ring-back or text service” when their taxi has arrived identifying the vehicle. This provides a measure of security. Disabled people are often seen as vulnerable and a soft target for criminals. For this reason disabled people should be given priority over non-disabled customers wherever possible to reduce their anxiety when waiting for a vehicle. It may also be useful to offer disabled customers the name of the driver who will be picking them up for added security and reassurance.

Picking up your passenger

- Pull up as close to the kerb as possible to make it easier for your passenger to get in and out.
- Always ask your customers if they need any help and how they would like you to help them.
- Give your customer the opportunity to refuse your assistance. Some disabled people prefer to be as independent as they can be.
- It is a condition of your licence that you only sound your horn in an emergency to make other road users aware of your presence.
- Be patient. Some disabled people may need more time to get in and out of your vehicle, and they may need more time to communicate with you.
- Be approachable, polite and courteous. A friendly face is reassuring!
- Deaf and hard of hearing customers will need you to face them and keep your mouth uncovered when you are talking to them so that they can lip read you. Don't raise your voice – unless you are asked to. Speak in your usual way at your normal volume. Use your normal facial expressions as this can help people to understand you.
- Carry a note pad and pen as a means to communicate with people who may have problems with hearing what you are saying or answering you.
- The law requires you to carry assistance dogs in your vehicle unless you have a medical exemption certificate. These working dogs are essential for the safety and independence of many disabled owners. Assistance dogs include guide dogs, hearing dogs and dogs for the disabled. You can identify them by their jackets that bear the charities' logos.
- Be supportive of customers with learning difficulties, but be respectful – remember you are dealing with an adult. Check that the customer is not getting distressed – they may need some reassurance from you. Talk to them during the journey. Make sure that you count change carefully into their hand so that they are confident that they have the right amount.
- Visually impaired people may or may not need your help getting into the vehicle, getting in and out or being guided to a place of safety for example, a pavement. Don't assume that they need help and grab an arm. Ask if they would like to take your arm. Usually they will hold your arm above the elbow and walk to the side and slightly behind you. Let them know if you are coming up to narrow gaps or possible obstructions such as doorways, steps, ramps, kerbs etc.) and walk slightly slower than your normal pace. Place their hand on the vehicle's open door so that they can get an idea of the roof height and help themselves in.
- Passengers who wish to transfer from a wheelchair into your vehicle may need help but always ask how you can help.
- If you carry equipment such as swivel seats, wheelchair restraints or ramps in your vehicle, make sure that you are confident and familiar with the way that they operate.
- If you are carrying a passenger in a wheelchair make sure that the wheelchair brake is on and that it is restrained properly using the

appropriate equipment supplied with your vehicle. If your vehicle is large enough to take a scooter your passenger must not remain seated in the scooter but transfer to a seat. Scooters are not as stable as wheelchairs.

- Where possible avoid routes with speed bumps or other traffic calming measures as the jolting can cause pain for some disabled people. Avoid sudden braking and acceleration for the same reason.
- Once your passenger is in the vehicle, make sure that they are seated and that their seat belt is securely fastened before you set off. Some disabled people are exempt from wearing a seat belt because of their disability. These people carry a certificate to confirm this.
- Please be aware that some passengers' with mental health problems can appear to be under the influence of alcohol because of the medication that they have to take.

What the law says:

Currently, there are a number of ways the law could protect disabled passengers in these situations. For example, a disabled passenger might be able to make a claim of discrimination which could be one or more of the following types, depending on the particular facts:

- Direct discrimination
(An example could be an extra charge if an accessible car is requested)
- Indirect discrimination
(An example could be a policy of always charging everyone more for accessible cars)
- Ageism
(Stereotyping and discriminating against individuals or groups on the basis of their age)
- Discrimination arising from disability
(An example could be running a meter while someone gets in or out)
- Failure to make reasonable adjustments
(An example could be failure to waive an extra charge where there is a policy of always charging more for accessible cars)



The following is in the format of questions that may arise regarding the issue of wheelchairs users being charged a higher fare than an able bodied person does for the same service, and the answers are in relation to the law. In using the term Licensed Vehicles we are referring to Hackney Carriages and Private Hire Vehicles:

Q1) Is it against the law to charge more for wheelchair users using any Licensed Vehicles?

A - Direct discrimination is when a person treats someone less favourably than they treat others because of a protected characteristic such as disability, age or gender. Direct discrimination is unlawful, no matter what the service provider's motive or intention, and regardless of whether the less favourable treatment of the person using that service is conscious or unconscious.

In this case, the question is whether the disabled person has been treated unfavourably because of their disability.

Increasing the charge because a person is disabled is treating him or her unfavourably because of their disability. This is likely to be unlawful.



"I have to travel a greater distance because mine is the only accessible vehicle available. Why can't I charge more for the extra fuel & time?"

See Q2

Q2) Can wheelchair users expect to pay more for Licensed Wheelchair Accessible Vehicles if they need a vehicle which can take their wheelchair?

A - The Disabled Persons Act 2022 prohibits service providers from requiring the customers they have made adjustments for to pay the costs of making those adjustments. A service provider might have a policy which – perhaps unintentionally – places disabled people at a substantial disadvantage in using their services. In such a case, the service provider must take steps to change the policy so it's no longer a barrier for disabled people. Charging more for accessible Licensed Vehicles, even because of greater mileage and time is an example of a policy which creates a barrier, so firms should take steps to address this.

Q3) The larger Licensed Vehicles/adapted Licensed Vehicles are used for able bodied people too, with no extra charge (if they order a small Licensed Vehicle and a larger licensed Vehicles is dispatched). Does this make a difference?

A - This shows that private hire firms can be flexible about what they charge for these Licensed Vehicles. This shows it could be possible to do the same for disabled passengers, as a reasonable adjustment.

It also shows that firms are not running two services; one with regular Licensed Vehicles and another one with accessible ones. The nature of the service is the same. It goes to show that sending an accessible car with no extra charge is likely to be a reasonable thing for a firm to do.

Q4) Licensed Vehicle companies argue that they have to provide larger Licensed Vehicles/adapted Licensed Vehicles to wheelchair users and that this costs more. Is this a 'reasonable adjustment' or discrimination?

A – Any company or organisation providing a service to the public has a legal duty under the Disabled Persons Act 2022 to make reasonable adjustments or changes for disabled people to ensure they can use and access services in the same way an able bodied person would. This goes beyond simply avoiding discrimination. Service providers must consider the needs of disabled customers and remove any barriers that may prevent them from using that service. Failure of a service provider to make a reasonable adjustment to their service could be used as the basis of claim in court. This could result in an order to pay compensation and make the reasonable adjustments. The Disabled Persons Act 2022 also prohibits service providers from passing the costs of making an adjustment on to a customer. Many of the adjustments will not be particularly expensive. The costs should be absorbed as part of the running of the business. Service providers are not required to do more than it is reasonable for them to do. What is reasonable depends on the size and nature of an organisation, and facilities or services provided.



"It takes longer to load a passenger in a wheelchair. Why can't I charge more for the time and extra effort it takes?"

See Q5

Q5) Should the Driver of the Licensed Vehicle have it's meter running while they are getting the wheelchair into the vehicle?

A - If the service provider has not complied with its duty to make reasonable adjustments, it will be difficult for them to justify this. Discrimination includes charging more for services. Drivers who do run the meter like this are charging more for a service because of a person's disability. This is likely to be unlawful discrimination.

Q6) If we can't charge extra for wheelchair accessible vehicles. Wouldn't it be better for us if we just don't offer the service to wheelchair users at all?

A – Any company or organisation providing a service to the public has a legal duty under the Disabled Persons Act 2022 to ensure that disabled people can use and access services in the same way an able bodied person would. Removing these services specifically for wheelchair users, especially when these sorts of vehicles are available (Contracts etc.) is likely to be unlawful discrimination.

Q7) Should the driver be responsible for securing wheelchair users, or expect them to take on the responsibility themselves?

A – Under the law, it is the drivers' responsibility to ensure that wheelchair users are secured properly in their Licensed Vehicle and could be prosecuted for failure to do so. They are also required to conform to the following:

- a) Carry all the necessary equipment to safely convey all passengers
- b) Comply with all current standards and legislation in force
- c) Ensure that lift/ramps are in working order at all times



I have a medical condition that makes it impossible to assist wheelchair users in and out of my vehicle. What should I do?

See Q8

Q8) Some drivers may have a medical condition , disability or physical condition which makes it impossible or unreasonably difficult for them to provide the sort of physical assistance which these duties require. What should they do?

A – Section 166 allows Local Authorities to exempt drivers from the duties to assist passengers in wheelchairs if they are satisfied that it is appropriate to do so on medical or physical grounds, bearing in mind the nature of the medical issue. If exempt, the driver will not be required to perform any of the duties.

Drivers can apply for a temporary exemption of up to 3 months from the requirement to provide physical assistance to the passenger if they provide a letter from their own doctor detailing a temporary medical condition, disability, or physical impairment which makes compliance impossible or unreasonably difficult.

Applications for longer or permanent exemptions need to be accompanied by a report from a specialist doctor or consultant providing information detailing a medical condition, disability, or physical impairment, how this makes compliance impossible or unreasonably difficult and an opinion regarding whether the condition will improve. Applications for longer or permanent exemptions will be determined by the Licensing & Registration Panel. If passed, he/she will be issued a certificate and a badge which has to be displayed in the vehicle window. Be mindful however that although a driver may be exempt from the above duties, it would be illegal to refuse to carry a wheelchair user if they have anyone accompanying them who are willing to assist the wheelchair user both in and out of the vehicle instead of you. In these circumstances refusing could get you prosecuted.

Wheelchair loading

1. Parked vehicle:

If the ground close to the wheelchair user's pickup point is not firm or level then a suitable site nearby should be sought.

If there is no suitable alternative nearby and a lift/ramp has to be used whilst the vehicle is parked on a gentle gradient, ensure that the platform slopes towards the vehicle interior and the front of vehicle facing downhill.

Ensure that there is sufficient clear space to allow the lift/ramp to fully deploy including adequate access space for the wheelchair

When deploying the lift/ramp, ensure there is adequate access space for wheelchair movement to and from the platform at ground level

Do not use a lift/ramp platform that is tilted at an angle of more than 5° from the horizontal in any direction.

Protect platform surfaces and vehicle doorways from rain if possible and take extra care when the lift/ramp platform and vehicle floors are damp, wet or slippery to reduce the risk of slips, trips or falls.

2. Operating the lift/ramp:

Procedures and written instructions should be available for entering

and exiting a vehicle, covering the following as a minimum:

- Observe the manufacturer's instructions for use at all times.
- Personnel operating the lift/ramp must be trained to a competent standard
- Ensure that vehicle doors are secured in the open position before

Operating the lift/ramp.



NOT KNOWING THE LAWS IS NO EXCUSE!

Taxi & Private Hire Operators and Drivers with accessible vehicles have a duty to provide and to carry wheelchair users without extra charge. As well as the legal obligation, there is a serious moral obligation not to make those less fortunate than the majority of us feel penalised because of their disability.

Please make sure controllers, telephonists and drivers are aware of their responsibilities and they know the consequences of failing to provide will be expensive. The following is regarding the issue of assistance dogs and questions that may arise.

Guide and assistance dogs



Q9) Should the assistance dog owner be responsible for informing the Operator when booking a Licensed Vehicle that an assistance dog needs to be carried?

A – Under the law, although it doesn't harm to be informed, it shouldn't make any difference whether there will be an assistance dog being carried or not. This negates the need for the operator to be informed beforehand. A driver being unaware that there will be a necessity to carry an assistance dog is not an excuse for refusal.

Q10) I have an Allergy / Phobia to dogs. Can I refuse to take them?

A – Under the law, it is unlawful for the driver to refuse to take an assistance dog unless he/she has an exemption certificate from the Local Authority. Drivers in making an application for a medical exemption will need to provide supporting medical evidence. An independent medical practitioner, other than their General Practitioner must provide this. If the exemption is being applied for on the grounds of a chronic phobia to dogs the report must be provided by a psychiatrist or clinical psychologist. If passed, he/she will be issued a certificate and a badge which has to be displayed in the vehicle window.

Q11) Can I charge extra for taking an assistance dog?

A – No you cannot charge extra and the dog must travel with the person. The dog does not count as a passenger.

Q12) Do I have to carry a dog if it's not an assistance dog?

A – There is no legislation that obligates a driver to carry pets. It is entirely at their own discretion. Operators should ask the driver if they're willing to carry these and explain to customers that not all drivers are willing to carry them. They should also explain that drivers who are willing to may make a small extra charge for this service.

Please Remember

- Not all assistant dogs are for the blind. There are other assistant dogs that are there to assist their users in many different ways according to their owners' disabilities, so you must be prepared to take any of these.
- It is best practice to ask the passenger where they want themselves and their dog to sit in the vehicle. You are NOT allowed to charge extra for assistant dogs.

If you have an allergy you would need to provide us with appropriate medical evidence from a specialist in order to obtain an exemption certificate.



NOT KNOWING THE LAWS IS NO EXCUSE!

Taxi & Private Hire Operators and Drivers now have a duty to carry assistance dogs. As well as the legal obligation, there is a serious moral obligation to carry assistance dogs for those less fortunate than the majority of us.

Assistance dogs are well behaved, highly trained animals that will sit quietly in the 'footwell' area of most PHV's and taxis.

Please make sure controllers, telephonists and drivers are aware of their responsibilities and they know the consequences of failing to provide will be expensive.



Guide and assistance dogs

Under the Equality Act 2010 taxi and private hire drivers are still obliged to carry guide dogs and assistance dogs at no extra cost to the passenger. Only Drivers who have a medical condition that means they are unable to carry dogs in their vehicle may apply for an exemption from these duties



The Government and Transport for London are committed to an accessible public transport system in which disabled people can enjoy the same opportunities to travel as other members of society.

Private Hire Vehicles (PHV) and taxis are a vital link in the accessible transport chain and it is important that disabled people who use guide, hearing or other assistance dogs have confidence that they can book a PHV or hire a taxi, which will carry them and their dog at no extra charge.

Guide, hearing and other assistance dogs have given many disabled people the confidence to travel independently and, for these people, PHV's and taxis can often be a lifeline.

Private Hire Vehicle Operators

A PCO Notice 1/04 advised of the legal requirement, from 31st March 2004, for PHV operators to:

- Accept bookings made by or on behalf of a disabled person who is accompanied by a guide, hearing or other assistance dog;
- Accept bookings made by a person who will be accompanied in the PHV by such a disabled person; and
- Not make an additional charge for carrying the disabled passengers' assistance dog.

Private Hire Vehicle Drivers

Since 31st March 2004, a driver of a licensed PHV which has been hired by or for a disabled person with their guide, hearing or prescribed assistance dog; or by a person who will be accompanied in the PHV by such a disabled person; has been required to:

- Carry the disabled passenger's assistance dog and allow it to remain with the passenger; and do so without an additional charge

Exemptions

Drivers can seek exemptions from these duties only on medical grounds (there is no exemption available to operators). If you have a medical condition, such as severe asthma, which is aggravated by contact with dogs, or if you are allergic or have an acute phobia to dogs, it may be possible for you to qualify for an exemption. Applications should be made to the Local Authority using the appropriate form which can be obtained from the Licensing Department on 01782 232774

Taxi Drivers

It has been a legal requirement since March 2001 for taxi drivers to carry guide, hearing and assistance dogs accompanying disabled people and to do so without any additional charge.

All operators and drivers are reminded of these obligations under the Disability Discrimination Act 1995 and the Equality Act 2010.

If you fail to comply with these duties, you will be guilty of an offence and, on conviction, liable to a fine currently up to £1,000.

The legislation covers the following types of dog:

Guide dogs: trained by the Guide Dogs for the Blind Association to guide a visually impaired person. These dogs wear a harness.

Hearing dogs: trained to assist a deaf person. These dogs wear a jacket with the words 'Hearing Dogs for Deaf People'.

Other assistance dogs: those trained by 'Dogs for the Disabled', 'Support Dogs' or 'Canine Partners' to assist a disabled person with a physical impairment. These dogs should be wearing a jacket inscribed with the relevant charity.

In addition, the owners of all these dogs carry an identity card with the name of the relevant charity. It is important to remember that assistance dogs are highly trained animals and will remain on the floor of your vehicle. They are unlikely to damage or dirty it in any way.

Dogs and Islamic Law

Guidance from the Sharia Council in 2002 confirmed that trained assistance dogs may accompany disabled people in taxis and private hire vehicles managed or driven by Muslims. The Council's guidance helps to clarify religious law and prevent any possible conflict with secular law.

Lord Ahmed, a Muslim spokesperson in the House of Lords said, *"Islam is a religion that cares for people. Although it is not encouraged to keep a dog in the house, if the dog is owned for reasons of safety then it is permitted. When a disabled person is accompanied by a trained dog, such a dog becomes the blind person's eyes and therefore should not be stopped from entering with a blind person."*

A spokesman for the **Disability Rights Commission (DRC)** commented: *"Disabled people will welcome the positive approach taken by leading members of the Muslim community to ensure that disabled people do not face discrimination because of a misunderstanding of Islam."*

Remember, making your private hire vehicles and taxi services easier for disabled people to use is good for your customer and sound business sense for you.

Other sources of useful information

Disabled Persons Transport Advisory Committee (DPTAC)

<https://www.gov.uk/government/organisations/disabled-persons-transport-advisory-committee>

Mencap - www.mencap.org.uk “Am I making myself clear? Guidelines”

Department for Transport –

<https://www.gov.uk/government/organisations/department-for-transport> Carriage of Guide, Hearing and other Assistance Dogs – advice for Operators and Drivers (Literature code DPPDV2)

Commission for Equality of Human Rights (CEHR)

<https://www.equalityhumanrights.com/en>

Stoke-on-Trent City Council – 01782 232774

www.stoke.gov.uk

Appendix I Drivers Licence Code of Conduct

Definitions for this Appendix only

'You' means the licensed driver.

'Your' means of the licensed driver.

'We', 'Us', 'Our' means Stoke on Trent City Council

'Vehicle' and 'Vehicles' means the licensed Private Hire vehicle.

'Badge' means the badge issued to you with your driver's licence

'Health' means physical and mental wellbeing.

1. Things you MUST Tell Us (on-line forms are on this link: [Taxis](https://stoke.gov.uk/taxis), otherwise email hcp.licensing@stoke.gov.uk)

1.1 Change of details

You must tell us within 7 days of any change in details given in your latest application form. To tell us about a change of address or name using the on-line form. Tell us about change of email address by e-mailing us hcp.licensing@stoke.gov.uk

1.2 Accidents/Damage to your vehicle

You must tell us within 72 hours of any accident to a licensed vehicle causing damage affecting the safety, performance or appearance of the vehicle or the comfort or convenience of persons using the vehicle.

1.3 Arrests, Questioning Charges, caution or convictions

You must tell us immediately on our on-line form or at least within 48 hours, if you are questioned, interviewed voluntarily under caution, or arrested by the police for any reason. Full details must be provided as listed on the form.

1.4 Fixed Penalty Endorsements

If you accept the fixed penalty endorsement you MUST tell us via our on-line form **WITHIN SEVEN DAYS OF YOUR DEADLINE TO ACCEPT THE ENDORSEMENT**. Full details must be provided as listed on the form plus any other information regarding the matter we may request from you.

Once your points appear on your licence you need to email us a new DVLA summary screen shot displaying the points.

1.5 Refusals, Suspensions, Revocations

You MUST tell us via email WITHIN SEVEN DAYS OF ANY SUSPENSION, REVOCATION OR REFUSAL TO ISSUE A LICENCE BY ANY OTHER COUNCIL YOU HOLD LICENCES WITH OR APPLY TO. You must tell us the date of decision, the name of the council, the licence number(s) of the licences suspended or revoked, and provide us with a copy of the decision notice issued by the other council giving the grounds for their action.

1.6 Changes to Your Health

You must notify us as soon as possible via email and always within seven days if your health changes and you develop or suffer from:

A Heart Condition

Abnormal Blood Pressure

Diabetes

Epilepsy

Sudden Attacks of Giddiness or Fainting

Deterioration of Eyesight or Hearing

Alcohol or Drug Dependency

Mental or Psychological Disorder

Serious Physical Injury or Disability

Any other condition which will or might affect your ability to drive

1.7 You must replace your drivers badge immediately, if it is lost or stolen.

2. Things you MUST Do

2.1 You must comply with these conditions and all the requirements of your licences and not commit any offences under the Town Police Clauses Act 1847, Local Government (Miscellaneous Provisions) Act 1976, Equality Act 2010, and General Road Traffic Laws and Construction and Use Regulations or any other enactment.

2.2 You must respond to questions from the council's designated safeguarding Lead Officer for the management of allegations against individuals (LADO) and participate in their investigatory meetings if asked.

2.3 You MUST conduct yourself in a professional manner at all times while acting as a taxi driver and not engage in behaviour that will damage the reputation of the trade. Such behaviour includes but is not limited to the use of verbal or physical abuse to other road users, taxi drivers, passengers or members of the public

2.4 You must wear clean, sensible clothing and footwear which assists with safe driving, presents a professional image, allows customers and officers to compare your face to your identity badges, and does not offend customers. In particular:

Footwear must fit to your heel

Headwear must not obscure any part of the face

Wording, graphics and logos on clothing should not be of an offensive or suggestive nature

2.5 You must be capable of offering reasonable assistance to customers entering/exiting your vehicle and assist them, where appropriate with bags / suitcases or any other luggage.

2.6 You must provide us with a certificate signed by your own Doctor saying you meet the Group II medical standard for professional drivers and are fit to drive a Hackney Carriage or Private Hire vehicle after any period of absence from work due to sickness which lasts for more than 6 weeks.

2.7 You must provide your drivers licence to the vehicle licensee before taking your first hiring. You must repeat this each time your licence is renewed.

2.8 You must keep your drivers badge and secure and not lend them to anyone else.

2.9 Whenever you are driving a licensed vehicle, you must wear your badge so that it is plainly visible to passengers.

2.10 You must provide any customer who asks you with your name and badge number.

2.11 You must check your vehicle every day before starting work, to ensure that it is roadworthy, tyres have sufficient tread and are correctly inflated, signs are all present, legible, and in the correct place.

2.12 If applicable you must make sure an up-to-date rate of fares card is present in the vehicle before starting work.

2.13 You must know the maximum number of passengers you may carry at any one time before starting work.

2.14 You must make sure the vehicle is clean and that suitable luggage space is available before starting work.

2.15 You must take all reasonable precautions to ensure the safety of persons getting into, travelling in, or getting out of your vehicle.

2.16 Taxis and Private Hire Vehicles (Disabled persons) Act 2022 and Equality Act 2010:

If you drive a designated wheelchair accessible vehicle you must become familiar with all equipment fitted to enable hire by a wheelchair user, and its correct operation, before using the vehicle.

Whether your vehicle is wheelchair accessible or not you must accept the carriage of any disabled person, provide them with reasonable mobility assistance, and carry their mobility aids, all without charging any more than they would for a non-disabled passenger.

Provide any disabled passenger who requests it with assistance to identify the vehicle at no extra charge. You must also comply with Taxis and Private Hire Vehicles (Disabled persons) Act 2022 and Equality Act 2010 unless you have been granted an exemption by the Council and are displaying the Council's exemption notice on your vehicle. You must carry the exemption certificate issued to you by the Council with you while working to show to customers if challenged.

2.17 You must drive your customer to their requested destination by the shortest route, unless instructed otherwise by your customer.

2.18 When driving a Private Hire vehicle, you must charge the journey fare at your operator's agreed rates, or if the customer has requested you be engaged by time at the agreed rate per unit of time.

2.19 Any taximeter must not be activated until the passenger is seated in the vehicle and the driver is seated and ready to move the vehicle to commence the journey. Once the journey is concluded by reaching the destination requested by the passenger, the taximeter should be stopped, and the fare displayed on the taximeter should be stated to the passenger and they or the customer should be requested to pay no more than the fare shown on the meter.

2.20 When carrying a passenger who remains in their wheelchair, any taximeter must not be activated until the passenger is properly secured in the vehicle, the ramps and/or lift have been properly stowed in the vehicle and the driver is seated and ready to move the vehicle to commence the journey. Once the journey is concluded by reaching the destination requested by the passenger, the taximeter should be stopped before the ramps and/or lift are prepared for unloading. The fare displayed on the taximeter should be stated to the passenger and they or the customer should be requested to pay no more than the fare shown on the meter.

2.21 You must permit any guide, assistance or hearing dog to remain with the person whose control it is under when they hire your services. This includes other animals which are deemed to assist the passenger. Such dogs/animals must be permitted to remain with the passenger. The only exception to this would be if the vehicle is an estate type or hatchback type (with parcel shelf removed) – which may be used to transport the animal with the customer's permission prior to the commencement of the journey.

2.22 Any driver with a medical condition that would be aggravated by carrying dogs must apply to the Council for an exemption from this condition.

2.23 It is your responsibility to make the customer aware that you have arrived to pick them up.

2.24 You must if requested provide a written receipt at the request of the customer showing:

- The date and time
- The pickup location
- The destination location
- The fare charged
- Your operator (if applicable)
- Your plate number
- Your signature

2.25 You must check your vehicle for property left by customers after every hiring and hand any property found to your operator immediately, if applicable.

2.26 If you are picking up additional passengers on the same journey at the same time you must get the permission of all the passengers.

2.27 Drivers are required to contact Licensing regarding any safeguarding and or wellbeing concerns about their customers.

3.Things you MUST NOT Do

3.1 You must not drive your vehicle unless you are licensed by us to drive Private Hire vehicles.

3.2 You must not display more than one driver badge in any licensed vehicle you are driving.

3.3 You must not engage in any inappropriate behaviour or conduct the following behaviour or actions when driving or having control of a licensed vehicle. This includes but is not limited to:

Inappropriate touching

Sexual activity

Taking personal property or any substance (illegal or otherwise) from customers in lieu of payment or as a deposit for payment

Making offensive, racist, religious, abusive or inappropriate comments

Actions or language that could be interpreted as coercive, threatening, or aggressive

Providing cigarettes, alcohol, drugs or other gifts of any sort

Providing free of charge journeys as an inducement to inappropriate behaviour

Showing to passengers any video or pictures

Engaging with children or vulnerable adults via social media.

Inquiring about passengers personal and family circumstances and relationships

Phoning or sending text messages to a passenger other than directly concerning the hiring of the vehicle

Stopping the vehicle other than at a destination requested by the passenger unless there are exceptional or emergency circumstances.

Any behaviour or conduct which makes any other person feel threatened, uncomfortable or ill at ease.

3.4 You must not start the meter (where fitted) until the passenger(s) is seated and ready to commence the journey.

3.5 No passengers must be charged discriminatory fares as a result of disability, race, religion, gender, sexual orientation or any other factor.

3.6 You must not carry a child under the age of 10 in the front seat of the vehicle nor allow more than one person to travel in the front seat of the vehicle, unless the vehicle is specifically designed for such use.

3.7 When driving any Hackney Carriage or Private Hire vehicle, you must not tout for business by calling out to nearby persons or by inviting them to hire you.

When driving a Private Hire vehicle, you must not stand or ply for hire

When picking up any pre-booked hiring (all Private Hire passengers and pre-booked Hackney Carriage hiring's) you must ensure that the passenger you are collecting is the person to whom the booking relates.

3.8 You must not / or allow any passengers to smoke or vape in the licensed vehicle.

3.9 You must not park or linger in any of the following locations:

Transport Lane, Longton
Station Road, Stoke
Pickford Place and Saracen Way, Meir
Church Street and Eleanora Street, Stoke
Market Place including St John's Square and Westport Road, Burslem
Piccadilly, Marsh Street North and South, the entire length of Trinity Street, Stafford
Street and Town Road, Hanley
Lichfield Street, Hanley, neighbouring the Bus Station
Within the vicinity of any authorised Hackney Carriage rank
At any other location notified to you in writing

3.10 You must not use your horn other than in situations permitted under the Highway Code.

3.11 You must not without the hirer's permission play any radio or other audio equipment in your vehicle other than for the purposes of sending or receiving messages in connection with the operation of that vehicle.

3.12 You must not allow the noise emitted by any equipment in your vehicle to be a source of nuisance or annoyance to any person, whether inside or outside the vehicle.

Appendix F Proprietors Vehicle Licence Conditions – Private Hire

Definitions for this Appendix only

'You' means the licence holder(s)

'Your' means of you

'We', 'Us', 'Our' means Stoke-on-Trent City Council

'Vehicle' and 'Vehicles' means the vehicle to which the Private Hire proprietors' (vehicle) licence relates

'Driver' means a person licensed by us to drive the vehicle

1. Things you MUST tell us

1.1 Changes to your details

You must tell us on our form [Tell us about a change](#) within seven days of the change, if your details change from those given in your original licence application.

These changes include any to:

- Your name
- Your address
- Your operator
- Who is driving your vehicle
- If you are a claims company then you must notify us when a driver stops driving the vehicle.

1.2 Changes to insurance

You must email us within 7 days of any changes to the vehicle insurance policy including to the provider, the cover, limitations to use, and named drivers.

1.3 Accidents/Damage to your vehicle

You must tell us on our on-line form [Tell us about a change | Stoke-on-Trent](#) as soon as possible, and always within 72 hours of any accident to a licensed vehicle causing damage affecting the safety, performance or appearance of the vehicle or the comfort or convenience of persons using the vehicle.

We are unable to suspend a vehicle without either an inspection or photographs of the damage.

1.4 Transfers

You must tell us on our form [Tell us about a change | Stoke-on-Trent](#) within 14 days if you transfer the proprietors' (vehicle) licence to another person, or add another person onto the licence as a part proprietor.

2. Things you MUST NOT do

2.1 You must not drive your vehicle or allow anyone else to drive it unless you or they are licensed by us to drive Private Hire vehicles.

2.2 You must not transfer any sign bearing the proprietors' (vehicle) licence number to another vehicle.

2.3 You must not attach signs to your vehicle unless they have been approved by us first.

2.4 You must not use your vehicle if it has any damaged or missing plates.

2.5 You must not modify the specification, design, condition or appearance of your vehicle unless you have our written approval.

2.6 You must not carry any fare paying passengers if you convert your vehicle to run on LPG or any other non-standard fuel during the licence period, unless you have shown us a certificate confirming satisfactory installation by a competent body.

2.7 Converted vehicles must retain a reasonable amount of luggage space.

2.8 You must not licence your vehicle with any other authority whilst it is licensed by Stoke-on-Trent.

2.9 You must not leave your car running whilst you are parked up (idling)

3. Things you MUST do

3.1 You must ensure that your vehicles comply with all the requirements of their licences and are not in such condition as to commit any offences under the Local Government (Miscellaneous Provisions) Act 1976, Equality Act 2010 and General Road Traffic Laws and Construction and Use Regulations.

3.2 You must have a valid policy of insurance or such security as complies with the requirements of Part VI of the Road Traffic Act 1972 during the period of the proprietors' (vehicle) licence covering the vehicle for Private Hire use but not public hire use.

3.3 You must show your current vehicle insurance certificate to your operator if they ask you for it.

3.4 You must provide your vehicle licence to your operator before the vehicle is used to undertake its first booking with that operator. You must repeat this each time your licence is renewed.

3.5 You must demand driver's licence/s and inspect the driver's badge before allowing any person to drive your vehicle the first time. You must retain the licence/s in a safe and secure location for at least 12 months and show us each driver licence or any other alternative document we request which contains the same information when asked by us.

3.6 You must systematically check your records for expiring driver licences and demand from any driver their licence to continue to be satisfied as to the driver's licence status.

3.8 You must comply with the signage requirements detailed in Appendix D at all times your vehicle is licensed.

3.9 Plates and all signage must be removed from the vehicle once the licence has expired.

3.10 If your operator uses a table of fares, a copy must be displayed plainly and distinctly in the cabin of the vehicle and maintain it so that the information on the card is clearly visible to the passengers.

3.11 You must notify your operator if you transfer your proprietors' (vehicle) licence to another person.

3.12 You must return any plates and licences as requested and within the timescales specified.

4. Maintaining your Vehicle

4.1 You must maintain the vehicle to the pre-licensing specification at all times.

4.2 You must keep the inside and outside of your vehicle in a clean, safe and presentable condition.

4.3 You must the vehicle free from dents and rust with even paintwork matching that applied by the manufacturer. Any accident damage must be repaired as soon as practicable.

4.4 You must keep the inside of the vehicle free of stains, splits, and tears to the upholstery, trim panels, carpets and head-linings.

5. Your Taximeter (if fitted)

5.1 If fitted to your vehicle the taximeter must be:

- Set to the current rate of fares for your operator
- Located where it is plainly and distinctly visible to all passengers
- Sealed so that it is not practicable to tamper with the meter or its fittings except by breaking, damaging or permanently displacing the seals
- Illuminated when the meter is on

5.2 You must not allow anyone to drive your vehicle for hire purposes until you are satisfied that they know how to properly use the taximeter.

5.3 You must notify us of any damage to the taximeter, and repair it and any seals as soon as possible after any damage.

Appendix E Proprietors' (Vehicle) Licence Conditions – Hackney Carriage

Definitions for this Appendix only

'You' means the licensed proprietor(s)

'Your' means of you

'We', 'Us', 'Our' means Stoke on Trent City Council

'Vehicle and Vehicles' means the vehicle to which the Hackney Carriage proprietors' (vehicle) licence relates

'Driver' means a person licensed by us to drive the vehicle

1. Things you MUST Tell Us

1.1 Changes to your details

You must tell us on our on-line form [Tell us about a change](#) within seven days of the change, if your details change from those given in your original licence application.

These changes include any to:

- Your name
- Your address
- Who is driving the vehicle
- If you are a claims company then you must notify us when a driver stops driving the vehicle or you start hiring the vehicle to a different driver.

1.2 Changes to insurance

You must tell us in writing on our form, and within 7 days of any changes to the vehicle insurance policy including to the provider, the cover, limitations to use, and named drivers.

1.3 Accidents/Damage to your vehicle

You must tell us in writing on our form, as soon as possible, and always within 72 hours of any accident to a licensed vehicle causing damage affecting the safety, performance or appearance of the vehicle or the comfort or convenience of persons using the vehicle.

We are unable to suspend a vehicle without either an inspection or photographs of the damage.

1.4 Transfers

You must tell us in writing on our form, as soon as possible and always within 14 days if you transfer the proprietors' (vehicle) licence to another person, or add another person onto the licence as a part proprietor.

The form must be completed by you and the proposed licensee with the vehicle insurance document and the appropriate transfer fee within the 14-day deadline.

2. Things you MUST NOT do

2.1 You must not drive your vehicle or allow anyone else to drive it unless you or they are licensed by us to drive Hackney Carriages.

2.2 You must not transfer any sign bearing the proprietors' (vehicle) licence number to another vehicle.

2.3 You must not use your vehicle if it has any damaged or missing signs.

2.4 You must not modify the specification, design, condition or appearance of your vehicle unless you have our written approval.

2.5 You must not carry any fare paying passengers if you convert your vehicle to run on LPG or any other non-standard fuel during the licence period, unless you have shown us a certificate confirming satisfactory installation by a competent body.

Converted vehicles must retain a reasonable amount of luggage space.

2.6 You must not licence your vehicle with any other authority whilst it is licensed by Stoke-on-Trent.

2.7 You must not leave your car running whilst you are parked up (idling)

3. Things you MUST do

3.1 You must ensure that you, and your drivers comply with all the conditions of their licences and do not commit any offences under the Local Government (Miscellaneous Provisions) Act 1976, Town and Police Clauses Act 1847, Equality Act 2010 and General Road Traffic Laws and Construction and Use Regulations.

3.2 You must have a valid policy of insurance or such security as complies with the requirements of Part VI of the Road Traffic Act 1972 which covers the period of the proprietors' (vehicle) licence and permits for public hire use but not Private Hire use.

3.3 You must demand the Driver's licence and inspect the driver's licence before allowing any person to drive your vehicle for the first time. You must retain licence in a safe and secure location for 12 months. You must show us each driver's licence or any other alternative document we request which contains the same information when asked by us.

3.4 You must systematically check your records for expiring driver licences and demand from any driver of your vehicle a replacement licence to continue to be satisfied as to the driver's licence status.

3.5 You must comply with the signage requirements detailed in Appendix D at all times your vehicle is licensed.

3.6 You must display a roof sign on the vehicle bearing the word 'TAXI' and illuminate it from inside the vehicle only when the vehicle is standing or plying for hire.

3.7 You must display an up to date approved rate of fares card plainly and distinctly in the cabin of the vehicle and maintain it so that the information on the card is clearly visible to the passengers.

3.8 Plates must be removed once the licence has expired.

4. Maintaining your Vehicle

4.1 You must maintain the vehicle to the pre-licensing specification at all times.

4.2 You must keep the inside and outside of your vehicle in a clean, safe and presentable condition.

4.3 You must keep the vehicle free from dents and rust with even paintwork matching that applied by the manufacturer. Any accident damage must be repaired as soon as practicable.

4.4 You must keep the inside of the vehicle free of stains, splits, and tears to the upholstery, trim panels, carpets and head-linings.

5. Your Taximeter

5.1 Your taximeter must be:

- set to the current rate of fares, or lower allowed by us
- located where it is plainly and distinctly visible to all passengers
- sealed so that it is not practicable to tamper with the meter or its fittings except by breaking, damaging or permanently displacing the seals
- illuminated when the meter is on.

5.2 If your taximeter has a flag or other device fitted, bearing the words 'FOR HIRE' then the flag or other device must:

Plainly and distinctly display the words 'FOR HIRE' on each side in plain letters at least one and a half inches in height only when the taximeter is not in active use.

Be capable of being locked in a position in which the words are horizontal and legible, and in this position, no fare shall be displayed on the meter.

5.3 If your taximeter does not have a flag or other device bearing the words 'FOR HIRE'

It must be fitted with a key or other device which, when turned shall lock into position, start the meter and cause the word 'HIRED' to appear on the face of the taximeter

You must provide a sign bearing the words 'FOR HIRE' in plain letters at least one and a half inches in height which can be safely operated by the driver to indicate clearly and conveniently to persons outside the carriage whether or not the carriage is for hire

5.4 You must ensure that when your taximeter is in action that the chargeable fare is plainly and distinctly legible and that the word 'FARE' is printed on the face of the taximeter in plain letters and cannot easily be confused with any other figures or letters displayed on the meter.

5.5 You will not allow anyone to drive your vehicle for hire purposes until you are satisfied that they know how to properly use the meter.

5.6 You must notify us of any damage to the meter, and repair it and any seals as soon as possible after any damage.

Appendix D Signs and Signage

Definitions for this Appendix only

'You' means the licensee(s)

'We', 'Us', 'Our' means Stoke on Trent City Council

'Vehicle' and 'Vehicles' means the licensed vehicle

All images of signs below are not to scale and are for illustrative purposes only.

1. General Matters

1.1 We will provide front and back plates, one internal sign and no smoking/vaping signs. You must ensure they are maintained in a sound and clean condition, and unobstructed, such that the sign information can be read.

1.2 All plates issued remain our property.

1.3 All plate signs on the outside of the vehicle must be fitted onto a bracket/platform which is permanently attached to your vehicle and NOT be directly fixed to the vehicle itself.

1.4 You must report any lost or stolen plate or signage to us.

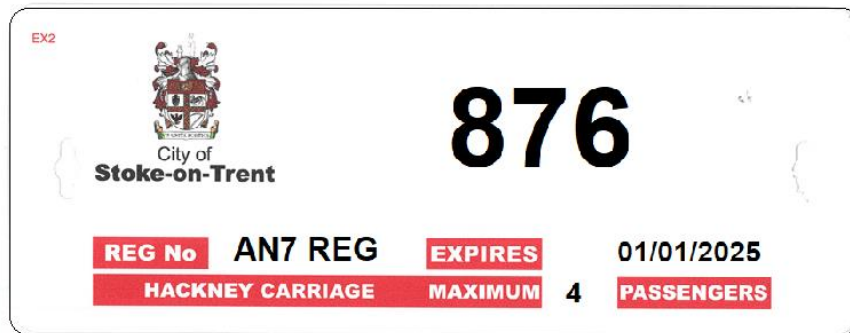
1.5 Where any plate is lost, damaged or stolen then you must obtain and fit a replacement sign from us at your own expense without delay. Until such time as the correct signs are fitted to the vehicle, it cannot be used as a Private Hire vehicle

1.6 If the proprietors' (vehicle) licence expires, is revoked or suspended, an authorised Council officer or Police Constable may:

- Immediately remove and retain the plates (except the rear plate for exterior fixing) until the licence is reinstated.
- Attach a sign to the rear plate of the vehicle to show that the proprietors' (vehicle) licence is suspended. Any tampering or removal of this sign during a period of suspension will be viewed as obstruction. This can be avoided by voluntary surrender of the rear plate.

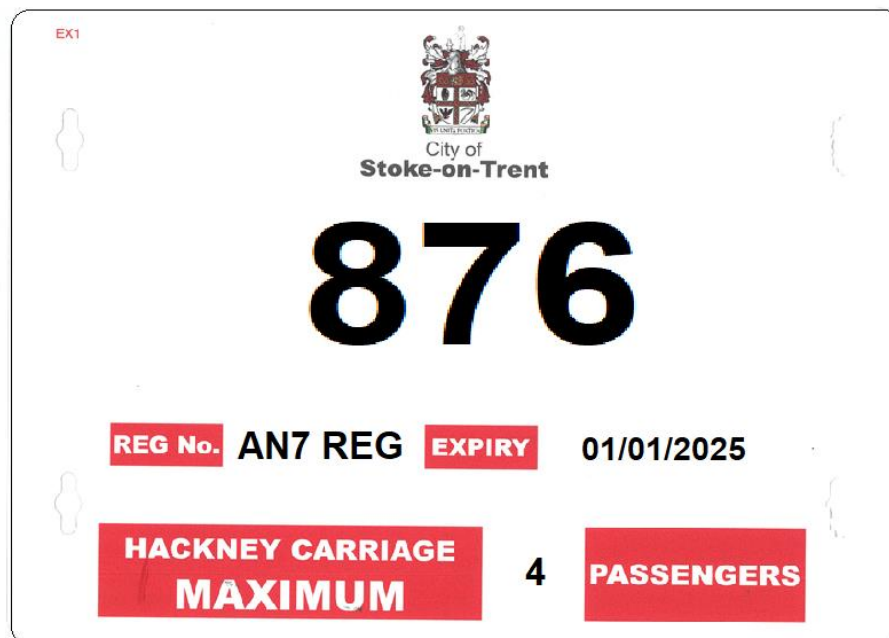
2. Hackney Carriages – Outside

2.1 Front Plate



You must fix the Front Plate on or above the bumper with at least 5cm gap to the vehicle registration number plate.

2.2 Rear Plate



You must fix the Rear Plate sign on or above the rear bumper either:
Side by side with the vehicle registration number plate with at least 5cm distance apart

OR

In any other position, on or above the bumper where the vehicle registration number plate of standard design with all the letters and numbers on one row

2.3 All plate signs on the outside of the vehicle must be fitted onto a bracket/platform which is permanently attached to your vehicle and NOT be directly fixed to the vehicle itself. Proprietor's Name

2.4 All Hackney Carriages must have permanently affixed to the two front doors of the vehicle the Proprietor's name in full in white or gold lettering, or another colour previous agreed with us. The lettering shall be a minimum of one inch and a maximum of two inches in height and width. The Proprietor may also display on the two front doors the company name in addition to the Proprietor's name but not in place of it. No other signs, advertisements or distinguishing marks may appear on the vehicle without our prior approval.

3. Hackney Carriages – Inside

3.1 No Smoking or Vaping Sign

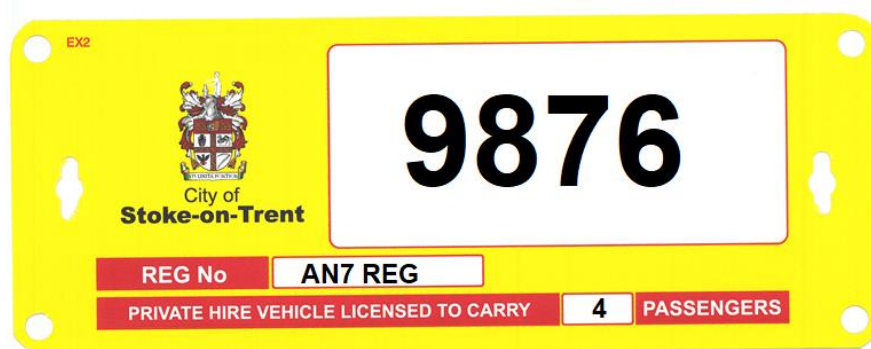


You must display in each compartment of the vehicle 1 NO SMOKING OR VAPING sign at least 85mm in diameter.

3.2 One internal sign provided by licencing which must be displayed anywhere that backseat passengers can see it clearly.

4. Private Hire – Outside

4.1 Front Plate



You must fix the Front Plate on or above the bumper with at least 5cm gap to the vehicle registration number plate.

4.2 Rear Plate



You must fix the Rear Plate sign on or above the rear bumper either:
Side by side with the vehicle registration number plate with at least 5cm distance
apart

OR

In any other position, on or above the bumper where the vehicle registration number
plate of standard design with all the letters and numbers on one row

4.3 All plate signs on the outside of the vehicle must be fitted onto a platform
which is permanently attached to your vehicle and NOT be directly fixed to the
vehicle itself.

4.4 No Smoking or vaping Sign



You must display in each compartment of the vehicle 1 NO SMOKING / VAPING
sign at least 85mm in diameter.

4.5 One internal sign provided by licencing which must be displayed anywhere that backseat passengers can see it clearly.

4.6 Illegal Hire Stickers



You must place the illegal hire signs on the outside of the rear passenger doors on the upper part of the door of the vehicle with the information clearly displayed and in a vertical place so that they are plainly and distinctly visible to any passenger entering the rear of the vehicle.

4.9 Approved Door Signs

You must attach and display approved door signs of your nominated operator on the upper half of the driver's door and front passenger's door. Magnetic or permanent signs can be used.

4.7 For guidance, door signs must comply with the following guidelines and officers have the discretion to refuse to approve signs that do not meet these requirements.

To attract automatic approval by a licensing officer, door signs should:

1. contain the trading name and telephone number of the firm to a minimum font size of 4cm;
2. the word "Private Hire" to a minimum font size of 3.5cm; use a legible font;
3. use the same font throughout and no variation of sizes of letters in words;
4. not contain graphics except a minor border around the perimeter. Minor is defined as 'not diverting attention from the text of the sign'; and
5. not resemble any door sign already approved

6. The trading name must not contain the word "Taxi", "Hackney" or "Cab" or alternative spellings which convey the same sound, such as "Taksi", "Acne" or "Kab". (except Operators licensed on 01 September 2007 who can continue to use the word 'Cab' in their trading name and door sign if the respective private hire operators' licence remains in force and uses the same trading name.)
7. Must not contain national, political, racial, cultural, sexual or potentially offensive language or symbols
8. be designed to be permanently fixed to a vehicle.

Signs which do not comply with these guidelines may be refused and if necessary referred to the Licensing and Registration Panel for approval or refusal.