

Newport City Council

Code of Good Conduct for Hackney Carriage and Private Hire Drivers

This Code should be read in conjunction with the other statutory and policy requirements set out in this document – please note these are not conditions.

1. **Responsibility to the trade**

Licence holders shall endeavour to promote the image of the hackney carriage and private hire trades by:

- Complying with this Code of Good Conduct
- Complying with all the conditions of their licence, byelaws and the council's hackney carriage and private hire licensing policy
- Behaving in a civil, orderly and responsible manner at all times

2. **Responsibility to clients**

Licence holders shall:

- maintain vehicles in a safe and satisfactory condition at all times and carry out frequent checks to ensure compliance with regulations to ensure that the vehicle is in a roadworthy condition before carrying passengers. Where faults are identified, the driver should not drive the vehicle until they have been rectified
- keep the vehicle clean and suitable for hire to the public at all times
- attend punctually when undertaking pre-booked fares
- assist passengers into and out of the vehicle where necessary
- provide passengers with reasonable assistance with luggage
- have no sexual contact or be sexually explicit, either physically or verbally, towards passengers they are transporting. The driver shall at all times ensure that the hirer/passenger is cared for and must not knowingly put them any position that could lead to any physical or moral danger. Any suspicious behaviour or circumstances must be reported to a relevant authority, e.g. police, children's services or licensing officers
- be professional and understanding to other road users
- be polite and courteous to passengers
- not use a hand-held mobile phone or similar devices when driving
- be smart and clean in appearance
- be aware of personal hygiene
- transport passengers by the shortest available route

3. **Responsibility to residents**

To avoid nuisance to residents when picking up or waiting for a fare, a driver shall:

- not sound the vehicle's horn between 11:30 pm and 07:00am unless danger is presented by another road user or from a stationary vehicle
- keep the volume of music or radio to a minimum
- switch-off the vehicle's engine if required to wait
- take any additional action necessary to avoid causing disturbance to residents in the neighbourhood
- Pick-up and drop-off safely and without risk to pedestrians and other road users

4. **Responsibilities at ranks and offices**

Licence holders shall:

- rank in an orderly manner and proceed along the rank promptly
- remain in attendance of the vehicle
- not allow their music or radios to disturb residents
- private hire vehicles are not permitted to park in or block a hackney carriage rank

5. **General**

Drivers shall:

- attend to their personal hygiene and dress to present a professional image to the public
- be polite, helpful and fair to passengers
- drive with care and due consideration for other road users and pedestrians
- obey traffic regulation orders and directions at all time
- not eat in the vehicle in the presence of customers
- respect authorised officers during the execution of their normal duties

6. **Conduct when working with vulnerable passengers**

A vulnerable passenger is someone whose age or disability means that they are more susceptible to harm than a typical passenger.

This may be a child, an elderly person or somebody with learning difficulties.

Additionally a person with a physical or mental illness, or under the influence of drugs or alcohol may be considered as vulnerable.

This code of conduct aims to promote good safeguarding practice for drivers and staff working with vulnerable passengers in the taxi or private hire trade.

The following safeguarding principles should be embedded into driver working practice:

- drivers must carry photo ID at all times and wear it in accordance with the conditions of licence
- a vulnerable passenger should not be transported in the front passenger seat of the vehicle, unless directed to do so by a licensing officer, police officer or the operator
- the driver/operator must confirm that appropriate provision has been made for the vulnerable person before accepting the booking or starting the journey. Although the driver/operator is not necessarily responsible for the provision of appropriate measures, if the measures are not in place then the driver/operator must not undertake the journey
- If a vulnerable passenger is refused service a responsible person should be informed so that alternative arrangements can be made. For example, if the customer has an assistance dog and the driver has a medical exemption granted by the council
- drivers should always ask if a vulnerable passenger needs help and should not make assumptions
- drivers must remain professional at all times
- drivers should not touch passengers inappropriately
- drivers should not use inappropriate or offensive language
- drivers should not cause a passenger to feel intimidated or threatened

- drivers should not attempt to use passenger details recorded by the operator for any reason other than associated with that private hire contract
- drivers should not behave in an over familiar manner with any passenger and under no circumstance provide any gift or gratuity
- drivers should not deviate from the journey allocated to them by their operator

These standards are equally applicable when working with vulnerable and non-vulnerable passengers

- Drivers should keep a record of incidents where a vulnerable person has been refused service recording actions taken
- When a service has been provided to a vulnerable passenger, drivers and operators must remain alert to issues around the safeguarding of children and vulnerable adults. If a driver/operator is concerned about the safety, welfare or behaviour of a vulnerable person, they should report this to the police by telephoning 101 or in appropriate cases by calling 999
- If drivers/operators are concerned about someone else's conduct, they should report the concerns to the council's licensing service or to the police

Newport City Council January 2018