

Hackney Carriage/Private Hire Driver Code of Conduct.

This Code should be read in conjunction with the other statutory and Policy requirements set out in this document, it should be noted these are **not conditions. Though as Fit and Proper and Professional drivers should comply with the code.**

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 Authority's Hackney Carriage and Private Hire Licensing Policy.
- Behaving in a civil, orderly and responsible manner at all times.

Responsibility to Clients:

Licence holders shall:

- Maintain their vehicles in a safe and satisfactory condition at all times. Carry out frequent checks of vehicles to ensure compliance with Motor Vehicles Construction and Use Regulations to ensure that the vehicle is in a roadworthy condition prior to carrying passengers. Where faults of any description are identified which undermine the roadworthy condition of the vehicle, the driver should not drive the vehicle until such time as the fault has been rectified.
- Keep their 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 vehicle where necessary
- Provide passengers reasonable assistance with luggage.
- The driver should 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 in 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.
- To be professional and understanding to other road users
- To be polite and courteous to passengers
- Not use a handheld mobile phone or similar devices whilst driving
- Be smart and clean in appearance
- Have awareness of personal hygiene
- Transport passengers by the shortest available route

1. 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 media player or VHF radio to a minimum

- switch-off the vehicle's engine if required to wait.
- Take whatever additional action is 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.

2. 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 media players or radios to cause disturbance to residents of the neighbourhood.
- Private Hire Vehicles are not permitted to park or block a Hackney Carriage Rank or vehicle.

5. General

Drivers shall:

- Attend to their personal hygiene and dress so as 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 all traffic regulation orders and directions at all time
- not eat in the vehicle in the presence of customers; and
- Respect authorised Officers during the execution of normal course of their normal duties.
- Within 48 hours of finding lost property, the driver must either hand or report the item(s) into a police station or report the lost property using Police online or phone systems.
- The licensee shall notify the Council immediately in writing (or in any case within 48 hours) if they are subject to any of the following:
 - Arrest or criminal investigation,
 - summons,
 - charge,
 - conviction,
 - formal/simple caution,
 - fixed penalty or speed awareness course,
 - criminal court order,
 - criminal behaviour order or anti-social behaviour injunction,
 - domestic violence related order,
 - warning or bind over
 - any matter of restorative justice and shall provide such further information about the circumstances as the Council may require.

All Licence holders are required to notify the issuing authority within 48 hours of any arrest and release for any sexual offence, any offence involving dishonesty or violence and any motoring offence. Further notifications to the licensing authority must be made within 48 hours of any charge and any conviction. Failure to disclose an arrest that the issuing authority is subsequently advised of might be seen as behaviour that questions honesty and therefore the suitability of the licence holder regardless of the outcome of the initial

allegation. Drivers should notify the Licensing Authority of any voluntary interview conducted by the Police within 48 hours.

Drivers should inform the Council of any changes of address within 5 working days.

Drivers should inform council of any change of operator within 5 working days.

6. Conduct when working with Vulnerable Passengers

A vulnerable passenger is a passenger 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 should be considered as vulnerable if their condition is such as to render them more susceptible to harm than may otherwise be the case (e.g. physical or mental illness, as a result of being under the influence of drugs or alcohol).

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 or Operator.
- The driver / operator must confirm that appropriate provision has been made for the vulnerable person prior to accepting the booking or commencing the journey. This does not necessarily mean that the driver / operator is responsible for the provision of appropriate measures, however if appropriate 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, this situation may arise 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
- Should not touch passengers inappropriately
- Should not use inappropriate or offensive language (swearing or sexualised discriminatory comments)
- Cause any passenger to feel intimidated or threatened.
- Attempt to use any 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 circumstances 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.

- A log should be kept by drivers where there has been an incident occurring / actions taken or refusals of service involving a vulnerable person.

- 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 Local Police.