

Hackney Carriage, Private Hire Drivers, Operator and Vehicle Proprietor Licensing Policy

December 2025

Policy Adopted by Nuneaton and Bedworth Borough Council on 8th December 2025

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Terminology:

Nuneaton and Bedworth Borough Council is under a duty to protect the public funds it administers and detection of crime. It may use the information supplied in connection with individual applications for the prevention and detection of fraud and crime. It may also share this information with other bodies responsible for auditing or administering public funds for these purposes. Further information is contained in Appendix D to this policy (National Fraud Initiative)

1.0 INTRODUCTION

- 1.0.1 Nuneaton and Bedworth Borough Council ("the Council") is the licensing authority for hackney carriage drivers, and private hire drivers and operators for the Borough of Nuneaton and Bedworth.
- 1.0.2 The principal legislation governing the licensing of taxis and private hire is the Town Police Clauses Act 1847 and the Local Government (Miscellaneous Provisions Act) 1976. The Department for Transport (DfT) has national responsibility for hackney carriage and private hire legislation in England and Wales. The Department has produced Statutory Taxi & Private Hire Vehicle Standards and the Best Practice Guidance for licensing authorities which sets out standards which can be considered good practice in this area of licensing, although it also recognises that individual licensing authorities should produce their own policies in relation to specific licensing matters. Both guidance documents have been taken into consideration in preparing this policy.
- 1.0.3 In developing this policy document the Council has set out to achieve the following objectives:
- Promote public safety and good practice by only licensing fit and proper persons
- 1.0.4 In order to meet these objectives, the Council has set minimum requirements for the licensing of drivers and operators. These requirements include:
- Checks on drivers including medicals, criminal record checks (i.e., Disclosure & Barring Service checks), driving licence checks, testing of the applicants' knowledge of the area, together with literacy and numeracy skills and promotion of good practice and knowledge of safeguarding.
 - Checks on private hire operator records and premises.
 - Checks of suitability of vehicle proprietors
- 1.0.5 Furthermore, the Council undertakes to uphold its commitment to the objectives by:
- Carrying out a program of planned inspections and checks and the investigation of complaints to monitor and enforce compliance with legislation and licence conditions, with appropriate action taken in accordance with:
 - the Council's enforcement policy
 - the Hackney Carriage and Private Hire Vehicle Licensing - Policy Relating to Criminal Convictions
 - the Council's Penalty Points Scheme (see Appendix C)
 - Ongoing training and development of Officers and members of the Licensing Committee.
 - Provision of information to the private hire and hackney carriage trades and members of the public through press releases and publications, the Council website and attendance at any relevant forums.

1.1 Regulators Code

- 1.1.1 The Council has had regard to the Code when developing these policies and operational procedures and will equally have regard to the Code when setting standards or giving guidance. If a regulator concludes, on the basis of material evidence, that a specific provision of the Code is either not applicable or is outweighed by another relevant consideration, the regulator is not bound to follow

that provision, but should record that decision and the reasons for it. The code was last updated in 2014.

1.2 Review of Policy

- 1.2.1 The Council has consulted widely on the adoption of this policy. The Council will review the policy every 5 years, or it will be re-assessed following any changes in legislation relevant to the area of taxi and private hire licensing and following any review of relevant DfT Guidance. The Council may at any time review any of the elements of licensing covered by this document and appropriate consultation will be carried out in respect of that element only if it is not part of a comprehensive taxi and private hire policy review.
- 1.2.2 The policy and associated documentation is available on the Council's website at www.nuneatonandbedworth.gov.uk (under taxi and private hire licensing). Hard copies are available from the Licensing Section – contact by email at licensing@nuneatonandbedworth.gov.uk or by telephone on 024 7637 6222 between 9am -1pm.

2.0 HACKNEY CARRIAGE AND PRIVATE HIRE DRIVERS

- 2.0.1 The statutory and practical criteria and qualifications for hackney carriage drivers and private hire drivers are broadly similar. The sections below, therefore, apply equally to both.

2.1 Dual Licences

- 2.1.1 The Council issues both dual driver, that entitles the holder to drive both licensed hackney carriages and private hire vehicles, and private hire only, which allows the driver to driving private hire vehicles only.

2.2 Private Hire Driver Licence (only)

- 2.2.1 We will continue to provide a standalone Private Hire Driver's licence which will alleviate the need to sit the Knowledge test, but the applicant will still need to take and pass the comprehension and numeracy test and all other requirements including safeguarding training. The knowledge test will be allowed to be taken later and upon passing will enable the driver to have a Dual Licence, an additional admin fee will be incurred.

2.3 Period of Licence

- 2.3.1 The maximum duration of a licence is 3 years and this is the period for which the Council will normally issue licences. Exceptions occur however if the applicant does not have 3 years permitted leave to remain in the country or would require a new medical. Yearly licences will be issued for drivers over 65, who are also required to sit an annual medical examination. The Licensing Committee may, considering an applicant's circumstances, convictions etc, issue a licence for a lesser period and request additional checks to be undertaken. We may also consider issuing a shorter licence period if requested by the applicant.

2.4 Age and Experience

- 2.4.1 The Council does not specify a minimum or maximum age for applicants although there is a statutory requirement that applicants must have held a full UK Driving Licence or equivalent if appropriate, for a period of at least 12 months before an

application can be considered. Applicants should note that a provisional licence and pass slip would not be considered to meet this requirement.

- 2.4.2 A DVLA driver endorsement check will be required for all new and renewing applicants to ensure the validity of the applicant's right to drive.
- 2.4.3 There are specific restrictions on non-UK (or equivalent) driving licences depending upon the country of issue. Applicants are therefore advised to contact the DVLA for clarification before applying for a hackney carriage or private hire drivers licence.
- 2.4.4 More frequent medical checks will be required for older applicants – see Section 4.0 on Medicals for further details.

3.0 HACKNEY CARRIAGE and PRIVATE HIRE TRAINING POLICY

- 3.1 The Training Policy which was approved on the 30th September 2021 – The policy is attached to this document as Appendix E

4.0 MEDICAL EXAMINATION

- 4.0.1 The Council requires the physical fitness and eyesight of applicants for a taxi or private hire drivers' licence to be checked both at first application and then as indicated below. Each applicant should meet the Group 2 medical standards that are in force at the time of their medical. These standards are designed for lorry and bus drivers but are suitable for new and existing applicants for Hackney or private hire vehicles.
- 4.0.2 Group 2 medical application forms can be obtained from the Council's Licensing Section or below
- 4.0.3 Please print off form and return with application
- 4.0.4 Completion Notes can be obtained at
https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/818322/inf4d-d4-medical-examination-information-notes.pdf
- 4.0.5 *The above notes apply to drivers of lorries and buses but because we have adopted the standard of Group 2 Medicals, they do relate to the medical application on our website.*

Medical Examination Certificate must be completed and signed by a Medical Practitioner as to the applicant's fitness to be a driver of a vehicle with the initial application and renewal applications.

- 4.0.6 A new Medical Examination Certificate will be required on renewal of a driver's licence at the age of 45 years, unless they have provided a Medical Examination Certificate in the preceding five years. The frequency of the medical will then be every 5 years until the age of 65 unless the driver is restricted to a shorter period for medical reasons. At the age of 65 Hackney or private hire driver's licences are renewable annually without an upper age limit.
- 4.0.7 Licence holders must advise the Council of any deterioration in their health that may affect their driving capabilities.

5.0 DISCLOSURE & BARRING SERVICE (DBS) CHECKS

- 5.0.1 A Disclosure & Barring Service check is an important safety check on a driver and operator and will be required with all new and renewal applications (drivers only). The Council Will require drivers to take up the DBS update service and maintain that service during the duration of the licence and the local authority will carry out a checks every 6 months. If a licence holder does not maintain their DBS subscription service, the matter will be presented to the next available licensing committee to consider what action should be taken.
- 5.0.2 Licensed drivers are obliged to notify the licensing authority within three days of an arrest and release, charge or conviction of any driving endorsement or any offence of any kind (to include any sexual offence, any offence involving dishonesty, drugs or violence and any motoring offence).
- 5.0.3 The Rehabilitation of Offenders Act 1974 sets out the period after which a conviction is regarded as 'spent' and which would not normally necessitate disclosure of that conviction. Licensing authorities can, however, consider any convictions (spent or unspent) that may be relevant to work as a licensed driver. Applicants for licences are, therefore, required to disclose all convictions.
- 5.0.4 Where an applicant is unable to provide the required five-year address history in the UK for the purpose of the DBS check, a certificate of good conduct from the relevant embassy or a statutory declaration of good character must be provided. Guidance on these certificates can be obtained from the Home Office

<https://www.gov.uk/government/publications/criminal-records-checks-for-overseas-applicants/guidance-on-the-application-process-for-criminal-records-checks-overseas>

- 5.0.5 The Council requires all driver applicants to have an DBS check at a **minimum of a 6 month period** and this will be carried out by the local authority via the online subscription service.
- 5.0.6 The Council requires all Operators or **vehicle proprietors** to undertake a basic DBS annually unless they undertake a DBS in another area of licensing within NBBC i.e. NBBC drivers licence.
- 5.0.7 The Council is bound by rules of confidentiality and will not divulge information obtained to any third parties except as required to do so by law. Information arising from disclosures will be kept only for as long as is necessary and then destroyed.
- 5.0.8 A DBS disclosure certificate should be presented to the licensing authority within 4 weeks of issue. If the certificate is presented to the licensing authority at a date that is longer than 4 weeks since its issue, the applicant will be required to apply for a new DBS.

5.1 Disclosure and Barring Service Update Service

- 5.1.1 Because of delays in DBS applications and the need to maintain information as to new prosecutions, the local authority will require all new and renewing applicants to apply and maintain for the period of the licence a live DBS through the DBS Update-

Service. Applicants will need to apply to the Update service and for a small annual subscription (payable to the DBS), have their DBS Certificate kept up to date, which will eliminate the need to complete a new DBS every 3 years on renewal of the drivers licence. Applicants can access the update service online at www.gov.uk/dbs-update-service This also includes guidance on how to apply.

5.2 Proprietors of Vehicles

- 5.2.1 Although vehicle proprietors may not have direct contact with passengers, they are still entrusted to ensure that the vehicles and drivers used to carry passengers are appropriately licensed and so maintain the safety benefits of the licensing regime.
- 5.2.2 The Guidance issued by the Department of Transport Statutory **Taxi & Private Hire Vehicle Standards** requires that all vehicle proprietors of Taxi or Private Hire Vehicles should provide a basic disclosure from the DBS and that a check is undertaken annually. **This is not required if a DBS is supplied to NBBC licensing team for another reason.**

5.3 National Anti-Fraud Network

- 5.3.1 The Statutory Taxi and Private Hire Vehicle Standards guidance requires all Local Authorities to consider and join the National Anti-Fraud Network to provide and receive information to the national register of taxi and private hire vehicle driver licence refusal and revocations (the register is known as the 'NR3'. NBBC has joined this register.

5.4 Relevance of Convictions and Cautions

- 5.4.1 The Council's Policy Relating to the Relevance of Convictions and how they will be considered and is available on the NBBC website.
- 5.4.2 In relation to previous convictions, the Council will have regard to the following:
- Whether the convictions are spent or unspent.
 - The number of convictions and offences.
 - The class of the offences.
 - The age of the offences.
 - The circumstances.
 - The apparent seriousness, as gauged by the penalty.
 - Whether the type of offence is relevant to the type of application.

5.5 Leave to Stay and Work in the UK

- 5.5.1 An increasing number of applicants have only a limited leave to stay and work in the UK. In such cases a licence will not be issued to expire beyond the end of the period during which the applicant has entitlement to work in the UK. In some cases, the Council may need to make separate enquiries of the UK Border Agency.

5.6 Renewal of Licences

- 5.6.1 It is the responsibility of the licence holder to ensure that any renewal application and all required paperwork are submitted sufficiently in advance of the expiry of the current licence to enable it to be processed and for medical and criminal record checks to be carried out.

- 5.6.2 When renewals are undertaken if the applicant has not maintained their DBS update service, then the application will be rejected, until a new DBS is completed.
- 5.6.3 A late application for the renewal of a licence will only be considered with exceptional circumstances and no later than 4 weeks after the date of expiry.

5.7 Conditions of Licence

- 5.7.1 The conditions attached at Appendix A will be attached to all dual hackney carriage and private hire driver licences.

6.0 PRIVATE HIRE OPERATORS

6.1 Requirements and Obligations

- 6.1.1 Private hire vehicles and driver must be pre-booked, and a private hire vehicle may only be despatched to a customer by a private hire operator who holds an operator's licence. Such a licence permits the operator to make provision for the invitation or acceptance of bookings for a private hire vehicle. A private hire operator must ensure that every private hire vehicle is driven by a person who holds a private hire driver's licence. All three licences must be licenced through Nuneaton and Bedworth Borough Council.
- 6.1.2 The applicant for operators' licences must be a 'fit and proper' person. To be considered as such, applicants will be expected to demonstrate that they have complied with other legal requirements connected with running a business. Failure to do so could result in the refusal of an application. Where licences have been issued and breaches of such requirements are found, so that the licence holder is no longer considered 'fit and proper', the licence could be suspended or revoked.
- Convictions: subject to the Rehabilitation of Offenders Act 1974 applicants * must declare any convictions.
 - Bankruptcy: applicants must declare whether they have had a discharge suspended for failing to cooperate with the Official Receiver.
 - Company directorship: applicants must declare whether they have ever had a disqualification order under the Company Directors Disqualification Act 1986 made against them, thereby disqualifying them from being a director, or taking part in the management, of a limited company.
 - All new or existing operators will be required to submit a basic DBS on a yearly basis. This is not required if a suitable DBS is supplied to NBBC licensing team for another reason. It is important to note that the fit and proper test is also extended to any directors or partners in any company or partnership and would require a basic **DBS for those persons yearly** or if a new partner or director is appointed to the company.
- 6.1.3 Checks will be made with the Development Control Section of the Council as to whether planning permission exists or is needed for the use of the premises where the facilities for booking are being made available, but it will be the sole responsibility of the operator to ensure that any necessary planning consent exists for the operational address to be used for that purpose. The grant of a private hire

operators' licence will not imply that such consent is necessary or likely to be granted.

6.2 Conditions

- 6.2.1 The Council has power to impose such conditions on an operator's licence as it considers reasonably necessary. The standard conditions set out in Appendix B are those approved by the Council as being reasonably necessary and will be attached to all operator licences. Additional conditions may be applied to individual licences if considered necessary.

6.3 Record Keeping including Booking and Dispatch Staff

- 6.3.1 Operators are required to keep records of each booking, including the name of the passenger, the destination, the name of the driver and the number of the vehicle is accepted as good practice. This would, for example, enable police checks to be made if any mishap should befall a passenger and assist with the recovery of lost property to the rightful owner.
- 6.3.2 Operators must keep records in respect of all bookings, vehicles or drivers, in accordance with the conditions of licence referred to above.
- 6.3.3 As a condition of licence, the operator will be required to keep a register of all staff that will take bookings or dispatch vehicles. In addition, all booking or dispatch staff should provide to the operator a recent basic DBS certificate which should be recorded in the register. This can be undertaken by the operator or via a responsible organisation to request this check on their behalf. The register should be available for inspection by a duly authorised officer of the council or Police Officer.
- 6.3.4 Operators may wish as part of the booking and dispatch staff contract of employment to require the employee to advise the operator of any convictions while they are employed in this role.
- 6.3.5 Operators may outsource booking and dispatch functions but the obligation to protect children and vulnerable adults remains. Operators are required to evidence those comparable protections are applied by the company to which they outsource these functions and maintain that evidence for inspection by an authorised officer.

6.4 Licence Duration

- 6.4.1 The Council will issue a five or three year Operator's licence as requested by the applicant. However, the authority may issue a one-year licence on first application if any specific reasons are appropriate.

6.5 Address from Which an Operator May Operate

- 6.5.1 Upon grant of an operator's licence, the Council will specify the address from which the operator may operate (i.e., where provision is made for the invitation and acceptance of bookings for a private hire vehicle). This will be the premises where the records referred to above are kept and at which they may be inspected by Council officers.

6.6 Bases Outside the Nuneaton and Bedworth Borough Council Area

- 6.6.1 The Council will not grant an operator's licence for an operator with an operating base that is outside the Council's area. This is to ensure that proper regulation, inspection and enforcement measures may be undertaken by the Council.

7.0 DISCIPLINARY AND ENFORCEMENT MEASURES

7.1 Enforcement

- 7.1.1 It is recognised that well-directed enforcement activity by the Council benefits not only the public but also the responsible members of the hackney carriage and private hire trades.
- 7.1.2 Enforcement will be carried out in accordance with any corporate or departmental policies in force at the time together with the Penalty Points Scheme referred to below. The overriding principle is that any action taken will be reasonable and proportionate.
- 7.1.3 Matters of a serious nature where formal action may be taken on a licence will generally be referred to Licensing Committee for consideration. Only where there is evidence of an immediate risk to the public will Officers immediately suspend or revoke a licence.

7.2 Disciplinary Hearings

- 7.2.1 Disciplinary matters, except in the case of breaches of vehicle requirements, will normally be referred to the Licensing Committee / Sub-Committee or dealt with by officers via the Magistrates Court or Penalty Points Scheme. One of the functions of the Committee is to consider the impact of transgressions of the law on the fitness of an individual to hold a hackney carriage or private hire licence and to take the action appropriate to the circumstances. This could ultimately result in suspension or revocation of a licence.
- 7.2.2 Where a licence holder or applicant is invited to Committee, they will be entitled to bring with them a representative, either for legal advice or support.

7.3 Drivers

- 7.3.1 Refusal / Revocation / Suspension of Licence
- 7.3.2 The decision to refuse / suspend / revoke a driver's licence may be taken by the Licensing Committee or an authorised officer of the Council. In certain circumstances involving public safety it may be appropriate to revoke a licence with immediate effect. This decision can be taken by Officers but will require liaison with the Chair of Licensing Committee. Where such action is taken, basic information will be posted on the National Anti-Fraud Network (NR3 Register), and detailed information will only be released if another local authority contacts Nuneaton and Bedworth Borough Council where the person in question is applying for a licence in that area or is already a licenced driver in that local authority area.

7.4 Penalty Points Scheme

- 7.4.1 In order to assist with enforcement, and as a method of dealing with less serious matters the Council is proposing to adopt a penalty points scheme relating to driver, vehicle proprietor and private hire operator offences and conduct and this is attached as Appendix C to this policy. It is envisaged that penalty points (if awarded following investigation) will be attached to the appropriate licence or in certain circumstances e.g., a proprietor's licence and drivers licence.

7.5 Fees

- 7.5.1 Fees for private hire and hackney carriage licensing are levied on a cost-recovery basis. These fees are reviewed yearly and operate on a three-year rolling basis to ensure that the service is cost neutral.

APPENDIX A



PRIVATE HIRE DRIVERS' LICENCE CONDITIONS

PRIVATE HIRE DRIVERS' LICENCE

CONDITIONS OF LICENCE

These conditions to be read in conjunction with the appropriate provisions of the Local Government (Miscellaneous Provisions) Act 1976.

1.0 INTRODUCTION

- 1.1 The Private Hire Driver's Licence is granted to you subject to you complying with the relevant Policies and the following conditions of licence. Failure to comply with any of the policies or conditions could lead to a prosecution and/or your licence being suspended, revoked or not renewed by a Licensing Committee or Sub Committee.

1.2 Variation of Licence Conditions

- 1.2.1 The Council may vary any or all of the conditions herein contained at any time, following approval by the Licensing Committee and following a consultation process. The Council may change the wording of any condition with approval of the Director of Democracy, Planning and Public Protection for purely clarification purposes only and a record of this change will be kept on record.

2.0 CONDUCT OF DRIVER

- 2.1 The Driver shall:-

- (a) Not congregate with more than 2 other private hire drivers/vehicles in residential areas and cause a nuisance by your parking, noise or activities whilst waiting to be allocated a booking.
- (b) You must not park in such a position or location to be in the vicinity of premises such as bars, restaurants, takeaways, public houses, clubs, hotels, casino's, gaming and amusement arcades, which could give the appearance of being available for hire unless you have been allocated a booking by your operator.
- (c) Not park or wait in your vehicle on a Hackney Carriage Stand – "Taxi Rank".

- (d) Ensure that when booked, you are in attendance with the vehicle at the appointed time and place unless delayed or prevented by some sufficient cause.
- (e) Not use the horn to signal the vehicles presence to any passenger(s) awaiting the vehicle.
- (f) Convey a reasonable quantity of luggage and afford reasonable assistance in loading and unloading, including assistance in moving luggage to and from the entrance of any premises where you collect or set down your passenger(s).
- (g) Have a good standard of personal hygiene, be clean and respectable in your appearance and behave in a civil and orderly manner at all times whilst your vehicle is in use or available for hire.
- (h) Take all reasonable steps to assist with and ensure the safety of your passenger(s) when entering, being conveyed in and alighting from your vehicle.
- (i) Unless otherwise directed by your passenger(s), or for reasonable cause, explained to the passenger prior to proceeding on the journey take any other route to the destination other than the shortest possible route and shall not without reasonable cause unnecessarily prolong, in distance or in time, the journey for which the private hire vehicle has been hired.
- (j) You must not **PLY FOR HIRE** or accept any booking, which is not made via your operator. You must not tout or solicit any person to hire or be carried for hire in any private hire vehicle or cause or procure any other person to tout or solicit any person to hire or be carried for hire in any private hire vehicle.
- (k) Not eat or drink in your vehicle whilst carrying a passenger or driving.
- (l) Not without the express consent of your passenger(s) play any radio or sound producing instrument or equipment in the vehicle other than for the purpose of sending or receiving messages in connection with the operation of the vehicle. Not cause or permit the noise emitted by any radio or previously mentioned equipment in the vehicle which you are driving to be a source of nuisance or annoyance to any person, whether inside or outside the vehicle.
- (m) ensure that any licensed private hire vehicle to be driven by him/her is in a roadworthy condition, and thoroughly cleaned before the commencement of his/her journey;
- (n) not importune any person to hire the private hire vehicle nor make use of any other person for that purpose

2.2 Prompt Attendance

- 2.21 The driver of a private hire vehicle shall, if he/she is aware that the vehicle has been hired to be in attendance at an appointed time and place or he/she has otherwise been instructed by the operator or proprietor of the vehicle to be in attendance at an appointed time and place, punctually attend at that appointed time and place, unless delayed or prevented by some sufficient cause.

2.3 Fare to be Demanded

- 2.3.1 Not demand a fare in excess of any previously agreed for that hiring. If no fare has been previously agreed then you must not demand a fare in excess of that prescribed by your operators fare table displayed in the vehicle. If the vehicle is fitted with a meter and no fare has been previously agreed then you must not demand a fare in excess of that shown on the meter.
- 2.3.2 The driver of a private hire vehicle undertaking for any hirer a journey ending outside the Borough of Nuneaton and Bedworth (and in respect of which no fare and no rate of fare was agreed before the hiring was effected) shall not require for such a journey a fare greater than that indicated on the taximeter with which the private hire vehicle is equipped or, if it is not so equipped with a taximeter, greater than that which, if the table of fares deposited with the Nuneaton and Bedworth Borough Council had been applied for the journey, would have been authorised by the table.
- 2.3.3 If requested to do so by your passenger(s), provide a written receipt for any fare paid, on stationery bearing the name of your operator, which includes your call sign, details of the journey and the fare paid, drivers name and badge number
- 2.3.4 keep proper records in the form approved by the Council of all journeys undertaken by him/her, such records to include the date and time of the journey, pick up and destination points fare charged and number of passengers (records to be retained for a period of 6 months and produced to an authorised officer, Police or Council on request);

2.4 Change of Address

- 2.4.1 The driver shall notify the Council in writing of any change of his / her address during the period of the licence within 3 days of any such change taking place.

2.5 Convictions

- 2.5.1 The driver shall, within 3 days, disclose to the Council in writing or by email details of being arrested, cautioned or convicted for any offence or you receive an endorsement for a motoring offence, including an endorse able fixed penalty, attend a speed awareness course or similar. In the case of a motoring endorsement you do not need to wait for your licence to be returned from the DVLA. This will include any speed camera penalty point offences for speeding.

2.6 Drivers Badge / Licence

- 2.6.1 The driver shall ensure that the badge is current and worn on his / her clothing or is displayed in the vehicle so it is clearly visible to customers when discharging his duties as a driver of a vehicle. You must not wilfully obstruct or refuse any person from viewing your private hire badge or taking the number of your badge.
- 2.6.2 The driver shall, upon expiry (without immediate renewal), revocation or suspension of his/her licence, forthwith return to the Council the driver's badge issued to him/her by the Council when granting his/her licence. **This badge shall always remain the property of the Council.**
- 2.6.3 The driver shall report the loss of his licence or badge to the Council in writing as soon as the loss becomes known. A duplicate may be issued upon payment of a fee.
- 2.6.4 The licence holder will at all times ensure the photo that is displayed on the badge is a true and accurate reflection of their appearance. It is the licence holder's

responsibility to provide the licensing authority with a new photo of their updated appearance if it changes so their badge can be updated.

2.7 Working for Other Local Authorities

2.7.1 If you apply for or hold any hackney carriage or private hire operator, vehicle or driver licence(s) with any other council you must inform the Licensing Office, in writing and within **7 days** of any application being refused or licence(s) being suspended or revoked and provide the following information:

- The name of the council.
- The licence number(s) of the licence(s) suspended or revoked.
- The date of the decision.
- A copy of the decision notice issued by the other council giving the grounds for the action taken.

2.8 Accidents

2.8.1 The driver, not being the Proprietor of the licenced private hire vehicle, shall report or cause to be reported to the Proprietor of that vehicle and the Council any accident in which may affect the condition of the vehicle, either mechanically or in appearance in any way is involved as soon as is reasonably practicable after the occurrence. In relation to the Council this shall be within 3 days.

2.9 Copy of Conditions

2.9.1 The driver shall at all times when driving a licenced private hire vehicle carry with him a copy of these conditions and shall make it available for inspection by the hirer or any other passenger if requested to do so.

2.10 Smoke Free Legislation

2.10.1 Private Hire Vehicles and 'Taxis' are smoke free vehicles, and nobody may smoke within these vehicles. Appropriate 'No Smoking' signage must be displayed in the vehicle. Furthermore, any enclosed premises that is used as a workplace or is used by the public, for example, making bookings, must be smoke-free. Failing to prevent smoking in a smoke free place can lead to prosecution and a maximum fine of £2,500 being imposed on whoever manages or controls the smoke-free premises or vehicle.

2.10.2 Vaping or the use of e-cigarettes is not permitted in licensed vehicles by either driver or passenger. Every reasonable effort should be made by the driver of a licensed vehicle to ensure their passenger does not smoke or vape.

2.11 Taximeter

2.11.1 If a private hire vehicle being driven by the driver is fitted with a taximeter, the driver should not cause the fare recorded thereon to be cancelled or concealed until the hirer has had reasonable opportunity of examining it and paid the fare.

2.11.2 Any taximeter that is fitted will be set to the local authorities set tariffs only.

2.12 Driving Licence Verification

- 2.12.1 All new applicants and each applicant on their renewal of their licence will be required to sign an authorisation under data protection law for this Council to verify the particulars that are disclosed on an applicant's driving licence with either the DVLA or other suitable body.

3.0. PASSENGERS

- 3.0.1 The driver shall not convey or permit to be conveyed in a private hire vehicle a greater number of persons than that prescribed in the licence for the vehicle.
- 3.0.2 The driver shall not without the consent of the hirer of a vehicle convey or permit to be conveyed any other person in that vehicle.

3.1 Children

- 3.1.1 The following is an extract from guidance issued by the Department for Transport regarding Regulations that came into force in September 2006 .
- 3.1.2 It is impracticable to expect the appropriate/correct child seat or booster to be available in a taxi unless parents have brought one with them. Therefore, there is an exception, so that if child seats or boosters are not available in a taxi:
- under 3s must travel unrestrained in the rear only
 - those 3 years and above must use an adult belt in the rear seat only
 - remember that a child up to 135 cm in height travelling in a front seat of any vehicle must use the correct child seat or booster
- 3.1.3 No child should be allowed to travel in any form of pram or buggy unless the pram or buggy is adequately secured by a suitable method.

3.2 Lost Property

- 3.2.1 The driver shall immediately after the termination of any hiring of a private hire vehicle or as soon as practicable thereafter carefully search the vehicle for any property which may have been accidentally left there.
- 3.2.2 If any property accidentally left in a private hire vehicle by any person who may have been conveyed therein is found by or handed to the driver, he/she shall deliver such property to the operator of the private hire vehicle as soon as possible.

3.3 Animals

- 3.3.1 The driver shall not convey in a private hire vehicle, when plying for hire or during a hiring, any animal belonging to or in the custody of himself / herself or the proprietor or operator of the vehicle and he/she shall ensure that any animal belonging to or in the custody of any passenger is conveyed in the rear of the vehicle and that it is suitably contained or restrained so as not to cause a nuisance or hazardous to the occupants of the vehicle.
- 3.3.2 Notwithstanding (a) above a private hire vehicle must carry a guide dog or assistance dog belonging to a passenger free of charge unless the driver has a proven medical condition that would preclude such action. For such exemption an application must be made to NBBC licensing team. Operators have the responsibility to ensure that their drivers / employees are aware of such condition when they are first employed.

4.0 DISCLOSURE OF INFORMATION (TO DETERMINE FIT AND PROPER PERSON)

- 4.0.1 It is a requirement that all new drivers have to submit, via a recognised body, a

Disclosure of Information form to the Disclosure and Barring Service (DBS) It should be noted that new drivers will not be issued with a licence until all appropriate documentation is completed and the DBS form is returned to the Council Offices. The time taken for this search to return is not in Council's control. Applicants will have to pay separately for the DBS application and a separate fee will be charged for administration purposes.

- 4.0.2 Applicants will need to apply to the Update service and for a small annual subscription (payable to the DBS), have their DBS Certificate kept up to date, which will eliminate the need to complete a new DBS every 3 years on renewal of the drivers licence.
- 4.0.3 Those drivers that fail to take up DBS Update Service will be required to undertake and to pay for a manual DBS check **every 6 months**, with an associated NBBC administration charge.

5.0 **DEPOSIT OF LICENCE AND CHANGE OF OPERATOR**

- 5.01 If the driver is permitted or employed to drive a private hire vehicle of which the operator is someone other than himself/herself, he/she shall before commencing to drive that vehicle deposit his/her private hire drivers' licence either originals or copies) with that operator for retention by him/her until such time as the driver ceases to be permitted or employed to drive the vehicle.
- 5.02 If you decide to work for an operator different from that supplied at the time of your licence application, then before commencing work with the new operator, you must notify the Licensing Office, in writing, with details of your previous operator, new operator, new call sign and start date. The driver must also return his or her drivers' badge and licence for amendment.

6.0 **MEDICAL CONDITION**

- 6.1 The driver shall comply with the policy regarding Medical Examination in relation to his fitness to drive and shall:-
 - (1) notify the Council in writing of any deterioration of their medical or ophthalmic condition arising during the period of the licence which may affect your ability to drive safely or requires you to notify the DVLA, you must notify the Licensing Office, in writing, within **3 days**
 - (2) if required to do so by the Council produce a certificate signed by a Medical Practitioner as to his/her fitness to be a driver of a vehicle
 - (3) if they are private hire drivers who also hold a PSV or HGV licence, they may submit a certified copy of their HGV or PSV medical certificate which runs within the same period

APPENDIX B



PRIVATE HIRE OPERATORS' LICENCE CONDITIONS

Local Government (Miscellaneous Provisions) Act 1976

1.0 INTRODUCTION

- 1.1 The Private Hire Operators Licence is granted to you subject to you complying with the relevant Policies and the following conditions of licence. Failure to comply with any of the policies or conditions could lead to a prosecution and/or your licence being suspended, revoked or not renewed by a Licensing Committee or Sub Committee.

1.2 Variation of Licence Conditions

- 1.2.1 The Council may vary any or all of the conditions herein contained at any time, following approval by the Licensing Committee and following a consultation process. The Council may change the wording of any condition with approval of the Director of Democracy, Planning and Public protection for purely clarification purposes only and a record of this change will be kept on record.

2.0 CONDUCT OF OPERATOR

2.1 The operator Shall

- (1) not transfer this licence to any other person nor does it authorise the licensee to operate from any address other than that specified herein.
- (2) The Operator must notify any change of his/her address to the Council's Licensing Section within 3 days from the time thereof.
- (3) The operator shall ensure that any vehicle operated for hire by him/her in the Borough of Nuneaton and Bedworth and any driver of such vehicle complies with the licensing conditions imposed by the Council.
- (4) This licence must be produced on request to an authorised officer of the Borough Council or Police Officer.
- (5) The Operator shall provide a prompt, efficient and reliable service to members of the public at all reasonable times and for this purpose shall in particular:-
 - (a) ensure that when a private hire vehicle has been booked to be in attendance at an appointed time and place, the vehicle shall, unless delayed or prevented by some unforeseeable cause, attend punctually at the appointed time and place;
 - (b) keep clean, adequately heated, ventilated and lit any premises which

the Operator provides and to which the public have access, whether for the purpose of booking or waiting.

- (6) The premises from which the licence holder operates his business shall have planning permission for office or commercial use if appropriate, and the Operator must comply in every respect with the requirements of current Planning Legislation.
- (7) If the driver of a private hire vehicle delivers to the Operator any property accidentally left in the vehicle by a passenger, the Operator shall keep a record of such property (including when it was discovered) and as soon as possible, and in any event within 3 days, return it to the passenger if known or otherwise deliver such property to convenient police station and obtain a receipt for it.
- (8) The Operator shall notify the Council of any discharge of circumstances relating to the business including changes of vehicles and the engaging and discharge of drivers.
- (9) The Operator shall within 3 days disclose to the Council in writing details of any conviction imposed on him/her (or if the Operator is a company or partnership, on any of the directors or partners) during the period of the Licence.
- (10) The Operator shall not accept a booking for, or permit to be conveyed in any vehicle operated by him/her, a greater number of passengers than that specified in the vehicle licence.
- (11) The Council may vary any or all of the conditions herein contained at any time, following approval by the Licensing Committee and following a consultation process. The Council may change the wording of any condition with approval of the Director of Democracy, Planning and Public Protection for purely clarification purposes only and a record of this change will be kept on record.

3.0 KEEPING OF RECORDS

- 3.1 The record required to be kept by the Operator under Section 56(2) of the Local Government (Miscellaneous Provisions) Act 1976 shall be kept in a suitable book, the pages of which are numbered consecutively and the Operator shall enter or cause to be entered therein, before the commencement of each journey, the following particulars of every booking of a private hire vehicle invited or accepted by him:-
 - (a) the time and date of the booking.
 - (b) the name and address of the hirer / passenger.
 - (c) how the booking was made (i.e. by telephone, personal call, etc.);
 - (d) time of the pick-up;
 - (e) the point of pick-up;
 - (f) the destination;
 - (g) the time at which the driver was allocated to the booking;
 - (h) the name of the individual who responded to booking request.
 - (i) the name of the driver and record of driver number
 - (j) the registration number of the vehicle allocated for booking;
 - (k) remarks (including details of any sub-contract).
 - (l) the name of the individual that dispatched the vehicle
- 3.2 The operator shall also keep a record of any private hire vehicle operated by him showing the following details:-

- (a) make of vehicle;
- (b) model of vehicle;
- (c) manufacturer of the vehicle;
- (d) registration number of the vehicle;
- (e) Proprietor and driver(s) of the vehicle;
- (f) any radio call sign of the vehicle;
- (g) Private hire vehicle licence number;
- (h) the issuing authority of the licence;
- (i) the date of expiry of the private hire vehicle licence.

3.3 All records kept by the Operator shall be produced upon request to any Officer authorised by the Council or to any Police Officer for inspection.

3.4 All records kept by the Operator, including the register for booking and dispatch staff shall be preserved for a period of not less than 6 months following the date of the last entry and kept at the premises where the provision is / was made for the invitation and acceptance of the booking for a private hire vehicle.

N.B. Electronic records may be kept instead of manual records, but they must include all information required by paragraphs (3.1) and (3.2) above. They must also record bookings in the order received and not be capable of allowing records to be inserted out of sequence.

4.0 OPERATORS BASIC DISCLOSURE and BARRING SERVICE

4.1 All new or existing operators will be required to submit a basic DBS on a yearly basis. This is not required if a suitable DBS is supplied to NBBC licensing team for another reason. It is important to note that the fit and proper test is also extended to any directors or partners in any company or partnership and would require a basic **DBS for those persons yearly** or if a new partner or director is appointed to the Company

5.0 BOOKING and DISPATCH STAFF

5.1 The operator will be required to keep a register of all staff that will take bookings or dispatch vehicles. In addition, all booking or dispatch staff should provide to the operator to view only a recent basic DBS certificate which should be recorded in the register. This can be undertaken by the operator or via a responsible organisation to request this check on their behalf. The register should be available for inspection by a duly authorised officer of the council or Police Officer. These records should be retained as per paragraph 3.4

APPENDIX C



Hackney Carriage and Private Hire Licensing

Penalty Points Scheme

Introduction

1. Hackney carriage and private hire operators, drivers and vehicles are primarily governed by the Local Government (Miscellaneous Provisions) Act 1976, Town Police Clauses Act 1847, and conditions set by the Council.
2. Should operators, drivers or proprietors of vehicles commit an offence or breach conditions of licence, persons involved will be asked to attend a meeting at Council offices for an interview and then once investigations are completed, letters will be sent out detailing the outcome and a permanent record kept on the person's file. The outcome of investigations may result in no further action being taken, penalty points being awarded, a formal warning, referral to the Licensing Committee and/or prosecution.
3. The aim of a penalty point scheme is to work in conjunction with other enforcement options. It provides a formalised stepped enforcement approach. The purpose of the scheme is to record misdemeanours and to act as a record of a driver's behaviour and conduct to ascertain whether they are a fit and proper person. It does not prejudice the Council's ability to take other actions.
4. The primary objectives of the penalty points scheme are to provide consistency in methods of enforcement and to improve the levels of compliance, so helping improve the standards, safety and protection of the travelling public.
5. Penalty points remain in force for twelve months. The period is on a roll forward basis, to allow any older points to be considered as spent and therefore excluded from the running total recorded against any individual. Penalty Points will cease at the end of a licence and not be carried over but may be considered by future committee's if there is a concerning pattern regarding a licence holder.

Issue of Penalty Points

6. Complaints from the public concerning breaches of licence conditions or standards of conduct will be subject to investigation by Officers and may be reported to the Licensing Committee for the issue of discretionary points.
7. Where a licence holder accumulates more than 12 penalty points in any 12 month period, the matter will be referred to the Council's Licensing Committee for a decision on what action (if any) is to be taken. The Licensing Committee may, if appropriate, suspend or revoke a licence, or issue a warning to the licence holder,

depending upon the circumstances. Periods of suspension of a licence by the Committee will be dependent on the nature of the breaches of the legislation/ conditions and the compliance history of the individual.

8. Penalty points will remain current for 12 months from the date they were issued. Points issued to either the proprietor of a vehicle or a driver will be confirmed in writing within 10 working days from the discovery of the contravention by the Council.

9. The system will operate without prejudice to the Council's ability to take other action that it is entitled to take under legislation.

10. Any disputes regarding the issuing of penalty points will be referred to the Licensing Committee who will have the discretion to award a greater number of points than displayed on the tariff, if the complaint is upheld. Drivers must submit appeals against any points issued by Officers to the Licensing Committee within 21 days of notification.

11. If points are issued to a proprietor, driver or operator, or a matter which is also a criminal offence, e.g. bald tyres, no badge, those person(s) will not then be the subject of a prosecution by the Council for breach of licence conditions.

12. Certain infringements may result in drivers, proprietors and operators receiving penalty points – Points may be awarded to one or several persons depending upon the nature of the infringement. However, each case must be determined on its own merit.

PENALTY POINTS SCHEME

Where an Officer believes that an offence / breach of condition is so serious the matter may be referred direct to the Licensing Committee.

X: offence means this is relevant to the licence holder (driver, vehicle proprietor or operator).

	Offence/Breach of Condition	Maximum Points Applicable	Driver	Vehicle Proprietor	Operator
1	Providing false or misleading information on licence application form / failing to provide relevant information or the relevant fee	6	X	X	x
2	Failure to notify, in writing, the Council of change of address within 3 calendar days.	3	X	X	X
3	Refusal to accept hiring without reasonable cause e.g. drunk or rude customer (may be referred to the Committee)	10	X		
4	Unreasonable prolongation of journey(s) or any misconduct regarding the charging of fares.	6	X		
5	Plying for hire by Private Hire drivers	9	X		
6	Failure to produce relevant documents within timescale when requested by an Authorised Officer	6	X	X	X
7	Unsatisfactory condition of vehicle, interior or exterior- Vehicle and all fittings and equipment not in an efficient, safe or tidy & clean condition (interior & exterior)	4	X	X	X
8	Vehicle being presented for MOT which fails on 3 safety-related items	4		X	X
9	Failure to provide proof of insurance cover when requested	6	X	X	X
10	Failure to produce hackney carriage or private hire vehicle for testing when required	6		X	X
11	Failure to report, in writing and within 3 days , an accident or damage to licensed vehicle, which would cause the vehicle to breach licence conditions	4	X	X	X
12	Failure to display external/internal licence plate or signs as required.	4	X		
13	Failure to notify transfer of	4		X	X

	private hire or hackney carriage vehicle licence outside of specified period.				
14	Failure to carry fire extinguisher	4	X	X	X
15	Failure to carry first aid kit	3	X	X	X
16	Displaying unsuitable, inappropriate, or inappropriately sited signs or advertisements in or on the vehicle	3	X	X	X
17	Failure to fix, maintain and use authorised roof light (hackney carriages)	4	X		
18	Failure to produce on request records of driver's work activity	6			X
19	Using a non-approved or non-calibrated taximeter	6		X	X
20	Obstruction of an authorised officer or police officer	6	X	X	X
21	Failure to assist or provide any relevant information concerning any potential offence, breach of licence conditions, and investigation of a complaint.	10	X	x	x
22	Evidence of driver or passenger smoking or vaping in vehicle	3	X		
23	Eating or drinking in vehicle when driving or whilst carrying passenger(s)	3	X		
24	Displaying any feature on private hire vehicle that may suggest that it is a taxi	6	X	X	X
25	Using a vehicle, the appearance of which suggests that it is a taxi.	6	X	X	X
26	Failure to carry an assistance dog without requisite exemption	6	X		
27	Failure to display driver's badge	4	X		
28	Failure to notify, in writing, within 3 days a change in medical circumstances	6	X		
29	Unsatisfactory appearance of driver, which has safety implications i.e. inappropriate footwear.	3	X		
30	Failure to observe rank discipline (hackney carriage)	3	X		
31	Failure to maintain proper records of private hire vehicle	6	X	X	X
32	Failure to keep or produce records of private hire bookings or other documents required to be kept or produced	6		X	X
33	Failure to issue receipt on request (may be referred to the Committee)	6	X		

34	Failure to return vehicle licence plate within 7 days after due notice following expiry, revocation, surrender or suspension of such licence	4		X	X
34	Unsatisfactory behaviour or conduct of driver to any officer, police, member of the public or passenger (may be referred to the Committee)	10	X		
35	Failure to notify the Council, in writing or by email, of any motoring or criminal convictions, cautions, arrests, or DVLA licence points endorsements (endorseable fixed penalties within 3 days of receiving, during period of current licence	6	X	X	X
36	Failure to behave in a civil and orderly manner to member of the public, member of staff or other driver	10	X		
37	Failure to give assistance with loading/unloading luggage	10	X		
38	Failure to display fare chart	6	X		
38	Failure to attend punctually at appointed time and place without sufficient cause	4	X		
39	A licensed vehicle with a bald, illegal or damaged tyre	4 per tyre & suspension	X	X	X
40	Failure to submit licence renewal application including documents and attendance at a vehicle inspection	6	X	X	X
41	Failure to comply with any other conditions	3	X	X	X
42	Waiting or stopping on a double yellow area, bus stop or private land (without the owner's permission) unless loading or unloading passengers	3	X	X	X
43	On appeal the Committee may add additional points if it considers the appeal to be frivolous or vexatious.	10	X	X	X
44	Failure to maintain active DBS Update service account	4	X		

APPENDIX D

National Fraud Initiative

Fair Processing Statement

This authority is required by law to protect the public funds it administers. It may share information provided to it with other bodies (Councils, government agencies and associated partners) responsible for; auditing, or administering public funds, or where undertaking a public function, in order to prevent and detect fraud.

Data matching involves comparing computer records held by one body against other computer records held by the same or another body to see how far they match. This is usually personal information. Computerised data matching allows potentially fraudulent claims and payments to be identified. Where a match is found it may indicate that there is an inconsistency which requires further investigation. No assumption can be made as to whether there is fraud, error or other explanation until an investigation is carried out.

National Fraud Initiative

The Cabinet Office is responsible for carrying out data matching exercises.

We participate in the Cabinet Office's National Fraud Initiative: a data matching exercise to assist in the prevention and detection of fraud. We are required to provide particular sets of data to the Minister for the Cabinet Office for matching for each exercise, as detailed [on the .gov.uk website\(link is external\)](#).

The use of data by the Cabinet Office in a data matching exercise is carried out with statutory authority under Part 6 of the Local Audit and Accountability Act 2014. It does not require the consent of the individuals concerned under the Data Protection Act 2018.

Data matching by the Cabinet Office is subject to a [Code of Practice\(link is external\)](#)

View further information on the [Cabinet Office's National Fraud Initiative Privacy Notice](#)

Appendix E

Nuneaton and Bedworth Borough Council

Hackney Carriage and Private Hire Driver Training Policy

INTRODUCTION

Nuneaton and Bedworth Borough Council recognises that the role of Hackney Carriage and Private Hire Drivers is a professional one. Hackney Carriage and Private Hire Drivers transport our most vulnerable persons and are often the first point of contact for visitors to the Borough

The reason for this policy is to ensure that the travelling public within Nuneaton and Bedworth can be confident that the drivers licensed by the authority have been trained to the highest standard.

1. REQUIREMENTS

All new applicants will have to undertake the following training and testing.

- An English test
- A Numeracy test
- Local knowledge test (may be different for taxi and private hire)
- Wheelchair users training
- Users with assistant dogs

Safeguarding training - test to include

Adults safeguarding

Vulnerable passengers

Elderly passengers

Disability awareness

Recognising nonvisible disability

Child Sexual Exploitation

Equalities / disability training

2. REQUIREMENTS OF THE TEST

The applicant will be given five attempts to complete and pass the training programme. If the applicant fails any element of the tests five times, they will not be allowed to be given the opportunity to book onto the training programme for a period of twelve months.

Each element must be passed and retests will be allowed on specific elements of the training which have been failed following retraining on the element if appropriate.

Should applicants fail the English or Numeracy tests then applicants are recommended to seek and undertake training by an external organisation themselves before resitting the test.

3. OTHER REASONS FOR HAVING TO COMPLETE MODULES

There may be occasion for the licensing authority to require an existing licensed driver to complete and pass one or more of the training modules. This may be the result of a substantiated complaint, for example, about the standard of English, the standard of driving, the standard of customer care, attitude of the driver (this list is not exhaustive) or if the licensing authority believes that a driver's standard of driving or behaviour falls below the standards required.

4. PREVIOUS QUALIFICATIONS

Candidates who can demonstrate (by producing the original certificate and/or examination transcript) that they have previously passed a relevant English language and or mathematical qualification at a suitable level, which was assessed by a recognised and accredited qualification awarding body, will not be required to take the additional speaking and listening assessment or numeracy tests. It is not possible to provide an exhaustive list of all the qualifications that will be accepted, however, typical examples may include:

- GCSE or GCE O-level (grade C or higher) or Scottish Intermediate 2
- GCE A-level or Scottish Higher
- NVQ, BTEC, City and Guilds or similar vocational qualification (level 2 or higher)
- Higher education award (for example a degree, HND or HNC)
- a TOEFL, IELTS or ESOL qualification at CEFR level B2 or higher (or equivalent)

Technical or IT-related qualifications are unlikely to be acceptable for this purpose.

We will be looking for qualifications which include a significant amount of verbal or written content in the English language.

In all cases, the Licensing Section's decision as to whether to accept a qualification not listed above will be final. If a candidate does not hold one of these qualifications, or cannot produce acceptable evidence of the qualification, they will be required to undertake the speaking and listening assessment and numeracy test.