

Licensing Committee (Regulatory)



Please contact: Democratic Services

Please email: democraticservices@north-norfolk.gov.uk

Please direct dial on: 01263 516108

30 June 2025

A meeting of the **Licensing Committee (Regulatory)** of North Norfolk District Council will be held in the **Council Chamber - Council Offices** on **Wednesday, 9 July 2025 at 10.30 am** (*please note that the start time will be delayed if the previous meeting over-runs*)

At the discretion of the Chairman, a short break will be taken after the meeting has been running for approximately one and a half hours

Members of the public who wish to ask a question or speak on an agenda item are requested to notify the committee clerk 24 hours in advance of the meeting and arrive at least 15 minutes before the start of the meeting. This is to allow time for the Committee Chair to rearrange the order of items on the agenda for the convenience of members of the public. Further information on the procedure for public speaking can be obtained from Democratic Services, Tel: 01263 516108, Email: lauren.gregory@north-norfolk.gov.uk.

Anyone attending this meeting may take photographs, film or audio-record the proceedings and report on the meeting. Anyone wishing to do so must inform the Chairman. If you are a member of the public and you wish to speak on an item on the agenda, please be aware that you may be filmed or photographed.

Please note that Committee members will be given priority to speak during the debate of agenda items

Emma Denny
Democratic Services Manager

To: Cllr P Fisher, Cllr D Birch, Cllr M Batey, Cllr K Bayes, Cllr J Boyle, Cllr A Brown, Cllr T FitzPatrick, Cllr N Housden, Cllr E Spagnola, Cllr P Porter, Cllr L Withington, Cllr K Leith, Cllr C Ringer, Cllr C Rouse and Cllr M Taylor



**If you have any special requirements in order
to attend this meeting, please let us know in advance**

If you would like any document in large print, audio, Braille, alternative format or in a different language please contact us

Chief Executive: Steve Blatch

Tel 01263 513811 **Fax** 01263 515042 **Minicom** 01263 516005

Email districtcouncil@north-norfolk.gov.uk **Web site** www.north-norfolk.gov.uk

A G E N D A

1. TO RECEIVE APOLOGIES FOR ABSENCE

2. SUBSTITUTES

3. MINUTES (1 - 2)

To approve as a correct record the Minutes of 22 January 2024.

4. DECLARATIONS OF INTEREST (3 - 4)

Members are asked at this stage to declare any interests that they may have in any of the following items on the agenda. The Code of Conduct for Members requires that declarations include the nature of the interest and whether it is a disclosable pecuniary interest. Members are requested to refer to the attached guidance and flowchart.

5. ITEMS OF URGENT BUSINESS

To determine any other items of business which the Chairman decides should be considered as a matter of urgency pursuant to Section 100B(4)(b) of the Local Government Act 1972.

6. DRAFT TAXI AND PRIVATE HIRE POLICY AND HANDBOOK (5 – 80)

Executive Summary	By setting high standards for drivers, vehicles, and operators, the handbook will improve the overall quality of taxi and private hire services in our district. The revised clear and detailed enforcement policy will ensure that non-compliance is effectively addressed, maintaining high standards across the industry.
Options considered	Do nothing. The policy would be outdated and fail to take account of updated best practice guidance.
Consultation(s)	2 public consultations took place in April and June 2025. Other local authorities, members of the trade and equalities representatives were all invited to take part.
Recommendations	To agree and recommend adoption of the Taxi and Private Hire Policy and Handbook 2025 v5.1, to Full Council, with effect from 1 September 2025.
Reasons for recommendations	To agree revised policy, considering all available best practice guidance, regulations and research, including consultation responses.
Background papers	Statutory taxi and private hire vehicle standards. Statutory taxi and private hire vehicle standards - GOV.UK Taxi and private hire best practice guidance for local authorities. Taxi and private hire vehicle licensing best practice guidance for licensing authorities in England - GOV.UK

	<p>Institute of Licensing guidance on suitability for local authorities. https://iol.instituteoflicensing.org/file/673ef9c33bb4ad0008d7889c</p> <p>Human Rights Commission guidance. Equality Act 2010. Plain English Campaign</p> <p>Broadland taxi policy Nov 2022. https://www.southnorfolkandbroadland.gov.uk/licensing/licences/taxi-and-private-hire-licences/broadland-taxi-private-hire-licences/broadland-district-council-hackney-carriage-and-private-hire-vehicle-policy-and-conditions</p> <p>Environmental Charter Home Environmental Charter Net Zero Strategy. https://www.north-norfolk.gov.uk/media/7736/net-zero-strategy-document-v5.1.pdf</p>
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Wards affected	All
Cabinet member(s)	Councillor Callum Ringer
Contact Officer	Elisa Pendered, Environmental and Leisure Business Support Manager

Links to key documents:	
Corporate Plan:	Developing our communities: engaged and supported individuals and communities.
Medium Term Financial Strategy (MTFS)	
Council Policies & Strategies	Hackney Carriage and Private Hire Policy and Handbook (2021)

7. EXCLUSION OF THE PRESS AND PUBLIC

To pass the following resolution, if necessary:

“That under Section 100A(4) of the Local Government Act 1972 the press and public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in paragraph _ of Part I of Schedule 12A (as amended) to the Act.”

8. TO CONSIDER ANY EXEMPT MATTERS ARISING FROM THE PUBLIC BUSINESS OF THE AGENDA

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LICENSING COMMITTEE (REGULATORY)

Minutes of the meeting of the Licensing Committee (Regulatory) held on Monday, 22 January 2024 at the Council Chamber - Council Offices at 10.00 am

Committee

Members Present:

Cllr M Batey	
Cllr D Birch	Cllr J Boyle
Cllr P Fisher (Chairman)	Cllr T FitzPatrick
Cllr G Mancini-Boyle	

Officers in Attendance:

Assistant Director environmental Health and Leisure.
Licensing Enforcement Officer
Democratic Service Officer (Governance)

Apologies for Absence:

Cllr T Adams
Cllr K Bayes
Cllr H Blathwayt
Cllr A Brown
Cllr G Bull (Vice-Chairman)
Cllr N Housden
Cllr P Porter
Cllr E Vardy
Cllr L Withington

6 TO RECEIVE APOLOGIES FOR ABSENCE

Apologies for absence were received from Cllr T Adams, Cllr K Bayes, Cllr H Blathwayt, Cllr A Brown, Cllr G Bull, Cllr N Housden, Cllr P Porter, Cllr P Porter, Cllr E Vardy and Cllr L Withington.

7 MINUTES

The Minutes of the Licensing Committee (Regulatory) meetings held 1st March 2023, and; The Licensing Sub-Committee (Regulatory) meetings held 2nd February 2023, 29th March 2023, 6th June 2023 and 12th December 2023, were approved as a correct record.

8 DECLARATIONS OF INTEREST

None.

9 ITEMS OF URGENT BUSINESS

None.

10 HACKNEY CARRIAGE FARE REVIEW

- a) The Licensing Enforcement Officer outlined the Officer Report and affirmed the proposed far increase, if supported, would be subject to public consultation. Members were asked to consider an increase of 15% on the current Hackey Carriage Fares, which would align better with regional and

national fares.

- b) The Chairman thanked the Licensing Team for their work on this matter.
- c) Cllr T FitzPatrick sought confirmation where the consultation would be advertised and asked this be included in two local papers so that the whole district was covered. The Licensing Enforcement Officer agreed that it be advertised in two local papers spanning the district.
- d) Cllr G Mancini-Boyle asked for further details regarding advertising.
- e) The Licensing Enforcement Officer confirmed the advertising arrangements including use of social media. Consideration would be given to communicating more broadly with parish councils through local members.
- f) Cllr D Birch expressed his support for the fare increase to support the viability of the trade.
- g) The Chairman commented that a fare review should be conducted more periodically, particularly in times where there was volatility with interest rates.
- h) The Assistant Director for Environmental Health and Leisure stated that a review was requested in 2022 but was not supported by the trade when surveyed.
- i) The Chairman acknowledged that only 22% had responded to the survey and asked if this was to be expected.
- j) The Licensing Enforcement Officer stated the 22% was considered sufficient enough to proceed.

The Chairman proposed and Cllr D Birch seconded.

To recommend to Cabinet, that subject to a successful consultation, to increase the current Hackney Carriage fare charges by 15%.

The meeting ended at 10.19 am.

Chairman

Declarations of Interest at Meetings

When declaring an interest at a meeting, Members are asked to indicate whether their interest in the matter is pecuniary, or if the matter relates to, or affects a pecuniary interest they have, or if it is another type of interest. Members are required to identify the nature of the interest and the agenda item to which it relates. In the case of other interests, the member may speak and vote. If it is a pecuniary interest, the member must withdraw from the meeting when it is discussed. If it affects or relates to a pecuniary interest the member has, they have the right to make representations to the meeting as a member of the public but must then withdraw from the meeting.

Have you declared the interest in the register of interests as a pecuniary interest? If Yes, you will need to withdraw from the room when it is discussed.

Does the interest directly:

1. Affect yours, or your spouse / partner's financial position?
2. Relate to the determining of any approval, consent, licence, permission or registration in relation to you or your spouse / partner?
3. Relate to a contract you, or your spouse / partner have with the Council
4. Affect land you or your spouse / partner own
5. Affect a company that you or your partner own, or have a shareholding in

If the answer is "yes" to any of the above, it is likely to be pecuniary.

Please refer to the guidance given on declaring pecuniary interests in the register of interest forms. If you have a pecuniary interest, you will need to inform the meeting and then withdraw from the room when it is discussed. If it has not been previously declared, you will also need to notify the Monitoring Officer within 28 days.

Does the interest indirectly affect or relate to any pecuniary interest you have already declared, or an interest you have identified at 1-5 above?

If yes, you need to inform the meeting. When it is discussed, you will have the right to make representations to the meeting as a member of the public, but must then withdraw from the meeting.

Is the interest not related to any of the above? If so, it is likely to be another interest. You will need to declare the interest, but may participate in discussion and voting on the item.

Have you made any statements or undertaken any actions that would indicate that you have a closed mind on a matter under discussion? If so, you may be predetermined on the issue; you will need to inform the meeting and when it is discussed, you will have the right to make representations to the meeting as a member of the public, but must then withdraw from the meeting.

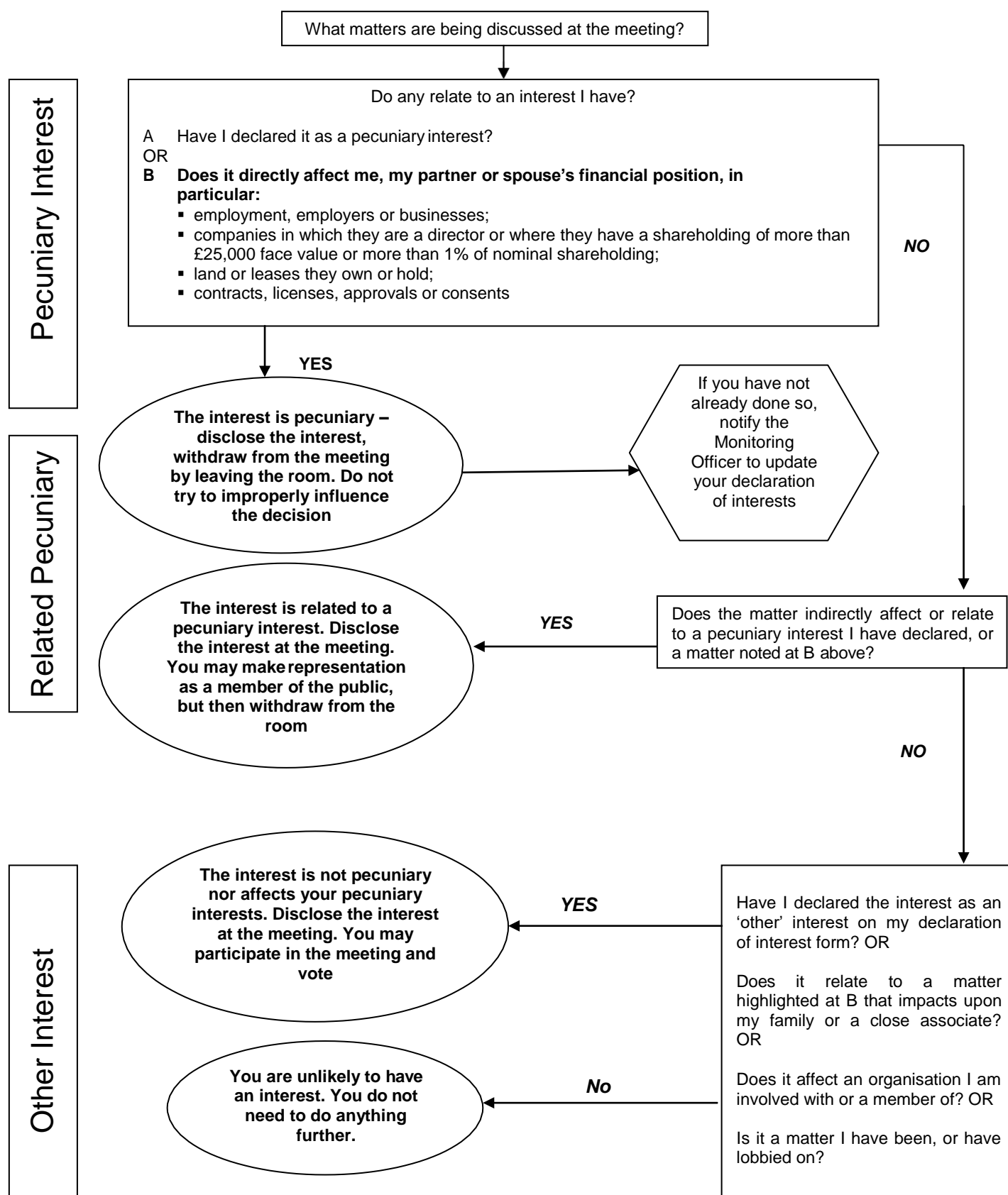
FOR GUIDANCE REFER TO THE FLOWCHART OVERLEAF

PLEASE REFER ANY QUERIES TO THE MONITORING OFFICER IN THE FIRST INSTANCE

DEVELOPMENT COMMITTEE MEMBERS SHOULD ALSO REFER TO THE PLANNING PROTOCOL

Declarations of Interest at Meetings

DECLARING INTERESTS FLOWCHART – QUESTIONS TO ASK YOURSELF



DRAFT TAXI AND PRIVATE HIRE POLICY AND HANDBOOK	
Executive Summary	<p>By setting high standards for drivers, vehicles, and operators, the handbook will improve the overall quality of taxi and private hire services in our district.</p> <p>The revised clear and detailed enforcement policy will ensure that non-compliance is effectively addressed, maintaining high standards across the industry.</p>
Options considered	Do nothing. The policy would be outdated and fail to take account of updated best practice guidance.
Consultation(s)	2 public consultations took place in April and June 2025. Other local authorities, members of the trade and equalities representatives were all invited to take part.
Recommendations	To agree and recommend adoption of the Taxi and Private Hire Policy and Handbook 2025 v5.1, to Full Council, with effect from 1 September 2025.
Reasons for recommendations	To agree revised policy, considering all available best practice guidance, regulations and research, including consultation responses.
Background papers	<p>Statutory taxi and private hire vehicle standards. Statutory taxi and private hire vehicle standards - GOV.UK</p> <p>Taxi and private hire best practice guidance for local authorities. Taxi and private hire vehicle licensing best practice guidance for licensing authorities in England - GOV.UK</p> <p>Institute of Licensing guidance on suitability for local authorities. https://iol.instituteoflicensing.org/file/673ef9c33bb4ad0008d7889c</p> <p>Human Rights Commission guidance. Equality Act 2010. Plain English Campaign</p> <p>Broadland taxi policy Nov 2022. https://www.southnorfolkandbroadland.gov.uk/licensing/licences/taxi-and-private-hire-licences/broadland-taxi-private-hire-licences/broadland-district-council-hackney-carriage-and-private-hire-vehicle-policy-and-conditions</p> <p>Environmental Charter Home Environmental Charter Net Zero Strategy. https://www.north-norfolk.gov.uk/media/7736/net-zero-strategy-document-v5.1.pdf</p>

Wards affected	All
Cabinet member(s)	Councillor Callum Ringer
Contact Officer	Elisa Pendered, Environmental and Leisure Business Support Manager

Links to key documents:	
Corporate Plan:	Developing our communities: engaged and supported individuals and communities.
Medium Term Financial Strategy (MTFS)	
Council Policies & Strategies	Hackney Carriage and Private Hire Policy and Handbook (2021)

Corporate Governance:	
Is this a key decision	No
Has the public interest test been applied	Yes. Public consultation required.
Details of any previous decision(s) on this matter	

1. Purpose of the report

To advise members of updated guidance for local authorities and review the existing policy in line with best practice.

2. Introduction & Background

The Council's Taxi and Private Hire Policy and Handbook was last reviewed on 25 January 2021 and has been effective since April 2021.

Standards were updated since the current policy became effective, including assessment of convictions, vehicle standards, additional checks on driver, operator and proprietor suitability.

Feedback was provided from users, over the effective period, that the 2021 policy was difficult to read.

A knowledge test was introduced that relied on understanding of the policy.

Review of the policy was due in April 2024.

The above factors warranted a review of the handbook and policy.

3. Proposals and Options

It is proposed to recommend the agreement of the revised and circulated taxi policy and handbook 2025 and recommend its adoption to Full Council. The draft handbook and policy was the result of extensive research and 2 public consultations. The following is an overview of areas that were reviewed. A summary of the main differences between the 2 documents is appended.

3.1. Suitability guidance from Institute of Licensing (IoL)

Newly published guidance relating to suitability assessment was released in October 2024. This offers a change in standards compared to the existing statutory standard, including Annex A on assessment of previous convictions. Where there are recommendations from IoL which differ from the current statutory standards, it is proposed that NNDC adopts the IoL guidance on suitability.

3.2. Equality

Licensing applicants must comply with the policy. Following the equalities impact assessment carried out on introduction of the driver knowledge test, it became clear that the existing policy was challenging for certain groups with protected characteristics: those with disabilities or a background that affected language comprehension.

Updated guidance on wheelchair access. Access to taxis and private hire vehicles for disabled users was issued in 2022, after publication of the current policy. It is proposed to adopt this specification in the draft policy.

The policy was revised in line with Plain English guidance and equalities best practice.

Dogs are covered under the Equality Act 2010. The carriage of other animals for disability purposes is not covered. The Human Rights Commission has guidance on how to approach the issue, which matches the advice of the chair of the IoL Eastern Region, who confirmed local policy should offer flexibility to anyone requiring reasonable adjustments because of a disability. It is proposed to extend the current guidance to reflect this.

The trade represented their view that the policy should be amended to permit drivers and vehicle owners to transport their own animals outside of working time. This was not allowed in the previous version of the handbook. The new handbook reflects this request.

3.3. IVA scheme

The current policy contained a section on special event vehicles and adapted vehicles. The guidance did not completely reflect current vehicle approval conditions set out on gov.uk. It is proposed to update NNDC policy to show current vehicle approval procedures. The revised handbook reflects this.

3.4. Fire extinguisher and first aid

Updated guidance recommended fire equipment was only required in a licensed vehicle where the driver had been trained in its use. The current policy required fire extinguishers. The revised policy updates this wording to reflect current guidance.

The revised version of the policy includes easy-to-read guidance for drivers on first aid emergencies. This would direct users of the handbook to find the latest

guidance in the Highway Code. For ease of reference, in an emergency situation and to save time, the current Highway Code guidance would be included and contrast-coloured pages are suggested. Basic first aid training to be introduced for all drivers, following a suggestion from the police.

3.5. Changes to contacts

Proposed to update public health contact details, which had changed.

Proposed to update procedure for reporting lost property in line with current procedures and police guidance.

3.6. Proposed change to layout

The draft for review was amended to improve flow. It was intended to be easier to navigate.

4. Corporate Priorities

Engaged and supported communities. Communities were consulted on all suggested revisions, including:

- safety and suitability assessments of applicants
- vehicles
- the quick guide to the handbook
- the taxi and private hire trade's understanding of equalities

By doing this, the council can improve its support to communities as they move around the district for business, leisure and health.

5. Financial and Resource Implications

Comments from the S151 Officer:

There are no immediate financial implications arising from the adoption of the revised Taxi and Private Hire Policy and Handbook 2025. Any future costs related to implementation, training, or compliance monitoring will be managed within existing licensing service budgets.

6. Legal Implications

Comments from the Monitoring Officer

The Taxi Handbook and Policy is an important document for the Council and those using or who are part of the taxi trade. It assists in understanding the legal framework, requirements, standards and expectations within this area. This document is intended to meet current changes to law, policy and guidance.

7. Risks

Risks of not updating the policy include:

- Legal challenge where NNDC adopted policy is out of step with national standards.
- Confusion for applicants
- Loss relating to refunds where work has been delivered and then refunded in accordance with current policy.
- Loss of vigilance and competency in some areas of the trade, due to out-of-date standards, lack of compliance monitoring.

8. Net ZeroTarget

The Council's Net Zero Strategy & Action Plan requires all decisions to be assessed and tested for consistency against the Net Zero 2030 Strategy & Climate Action Plan. The council consulted with the climate change team and agreed significant reductions for all-electric vehicles on an ongoing basis.

9. Equality, Diversity & Inclusion

Under equality legislation, the Council has a legal duty to pay 'due regard' to the need to eliminate discrimination and to promote equality.

9.1. Conclusions of EQIA for users of the handbook:

- The revised handbook has been updated throughout to remove any gender references.
- Where possible, the wording of all content has been reviewed in line with Plain English Campaign guidance and complex language replaced. Taxi byelaws being historic and the legislation referenced within the handbook are not within the remit of this review to amend, therefore they have been explained in the body text and appended in their original form, for referencing if required. The policy can be understood without reference to these texts, but they are included for transparency and the council accepts they are not written in an accessible style. No test will be performed that relies on the original wording in these referenced texts.
- Applicants to the licensing authority are restricted to those who have a minimum English reading age of 9. This is the average reading age of an adult in North Norfolk. This standard provides inequity for those who do not meet the average reading age. The council acknowledges the standard required and the natural inequity this implies. Applicants are invited to develop their skills and reapply every 12 months, until they meet the standard.
- Applicants without technical capacity from various groups may be disadvantaged, however, they are welcome to use an agent to submit applications, thereby removing any barriers.

- All applicants may be accompanied by a person who can assist them with any aspect of the licensing procedure. They may not be assisted with the knowledge test, but reasonable adjustments can be requested and a question on this is included as part of the booking process.

9.2. Equality for passengers using taxi and private hire services is covered in 3.2.

10. Community Safety issues

Community safety is the primary concern of licensing authorities. This was the key consideration in preparing the draft revised version.

Conclusion and Recommendations

The 2021 NNDC Hackney Carriage and private hire policy and handbook has been superseded by current guidance on suitability assessments.

Feedback from users of the policy has highlighted accessibility concerns that feed into a wider recommended focus on accessibility and equality standards for the trade.

Review of the policy is overdue. Public consultation was widely undertaken. The taxi trade association was regularly updated on progress and worked with officers to suggest some of the changes.

Recommendation:

To recommend agreement of the Taxi and Private Hire Policy and Handbook 2025 v5.1 and recommend its adoption to Full Council, with effect from 1 September 2025.

Taxi policy comparison of old and new versions

Overall Purpose & Scope

Area	v4.0 (2021)	Draft v5.1 (2025)
Purpose	Safety and proper conduct in taxi/private hire licensing	Same purpose, with broader framing around public transport safety
Scope	Operators, proprietors, drivers	Identical, though more explicitly includes rural context of North Norfolk
Language	Legalistic, technical	Simplified, plain English and customer-friendly tone

Structure & Content

Section	v4.0 (2021)	Draft v5.1 (2025)
Contents Page	Basic structure	Much more detailed and organized (58 sections + annexes)
Definitions/Terminology	Present but not comprehensive	Thorough glossary of terms
Equality	Equality Act mentioned briefly	Dedicated Equality & Hate Crime sections (detailed)
Policy Format	Written in paragraph style	Plain English with numbered subsections
Clarity	Text-heavy	Focus on accessibility, user links, and digital resources

Licensing & Compliance

Area	v4.0 (2021)	Draft v5.1 (2025)
"Fit and Proper" Definition	Legal basis referenced	Rephrased as "safe and suitable" with real-world examples
Applications	Standard requirements	Includes extensive document checklist, test guidance, and online prep
Medical	Group 2 standard	Same standard with more process detail
DBS Checks	Enhanced required	Detailed renewal and DBS Update Service requirements

Area	v4.0 (2021)	Draft v5.1 (2025)
Driver Conduct	Expected	Strongly detailed, with specific prohibited behaviour and presentation guidelines
Vehicle Standards		
Requirement	v4.0 (2021)	Draft v5.1 (2025)
Inspections	Annual	More rigorous, including emission & safety rating encouragement
CCTV	Mentioned	Specific GDPR-compliant guidance
LPG & Electric Vehicles	Basic info	Detailed conversion policies, support for green vehicles
Tinted Windows	Standard DVLA rules	Same, but now explicitly documented
Vehicle Identification	Plates required	Specific placement, signage, and visual clarity emphasized
Operator Responsibilities		
Item	v4.0 (2021)	Draft v5.1 (2025)
Records	Basic requirements	Extensive: names, times, route info, staff DBS, accessibility info
Complaints Handling	Not formalized	Mandatory log and inspection-ready records
Passenger Safety	Mentioned	Section on death of passenger, hate crime, accessibility, etc.

New & Noteworthy Additions in Draft v5.1

- **Death of a Passenger Protocol**
- **Hate Crime Awareness & Reporting**
- **Safeguarding Resources and Links**
- **Lost Property Protocols**
- **Standard for Driver Attire and Hygiene**
- **Plain English Guidance Adoption**

Summary

The **2025 Draft v5.1 Handbook** is a significant revision of the 2021 version. It:

- Incorporates clearer language and formatting,
- Expands on inclusivity, safety, and compliance procedures,

- Provides detailed operational and behavioural standards for all license holders,
- Includes online resources and interactive links,
- Aligns with updated government guidance and equality legislation

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Taxi and Private Hire Policy and Handbook

VERSION NUMBER	DATE
5.1	22 May 2025

Policy effective from XXXXX.

DRAFT



NORTH
NORFOLK
DISTRICT
COUNCIL

Executive Summary

Public transport services provide a valuable way for people living and moving within North Norfolk to attend school, appointments, work, keep in touch with others and remain active. It is vital everyone can feel safe while using public transport, which is why the council has a policy on how we will manage taxis and private hire vehicles.

The people involved in delivering public transport services should be experienced, sober, mentally and physically able to deliver their service. They should be honest individuals who would not take advantage of their position to abuse, assault, or defraud their customers. The term used in law to describe a licensed driver is 'fit and proper'. This policy explains the standard expected of operators, vehicle owners and licensed drivers. It states the council's duties and responsibilities and how the standards will be managed.

The team responsible for managing taxi and private hire licences is the Licensing team, which is part of the Public Protection team.

The committees responsible for overseeing these licences are the Licensing Committee and Licensing Sub-Committee.

North Norfolk is mainly rural with 5 market towns and a population of around 100,000. The map below shows the district, which is covered by this policy.

This policy is based on the Department for Transport's guidance: www.gov.uk/government/publications/taxi-and-private-hire-vehicle-licensing-best-practice-guidance/taxi-and-private-hire-vehicle-licensing-best-practice-guidance-for-licensing-authorities-in-england and Statutory Taxi and Private Hire Vehicle Standards www.gov.uk/government/publications/statutory-taxi-and-private-hire-vehicle-standards

Additional reference material

Seatbelt legislation for taxi and private hire drivers

www.legislation.gov.uk/ukxi/1993/176/regulation/6

Safety screens for taxis and private hire vehicles

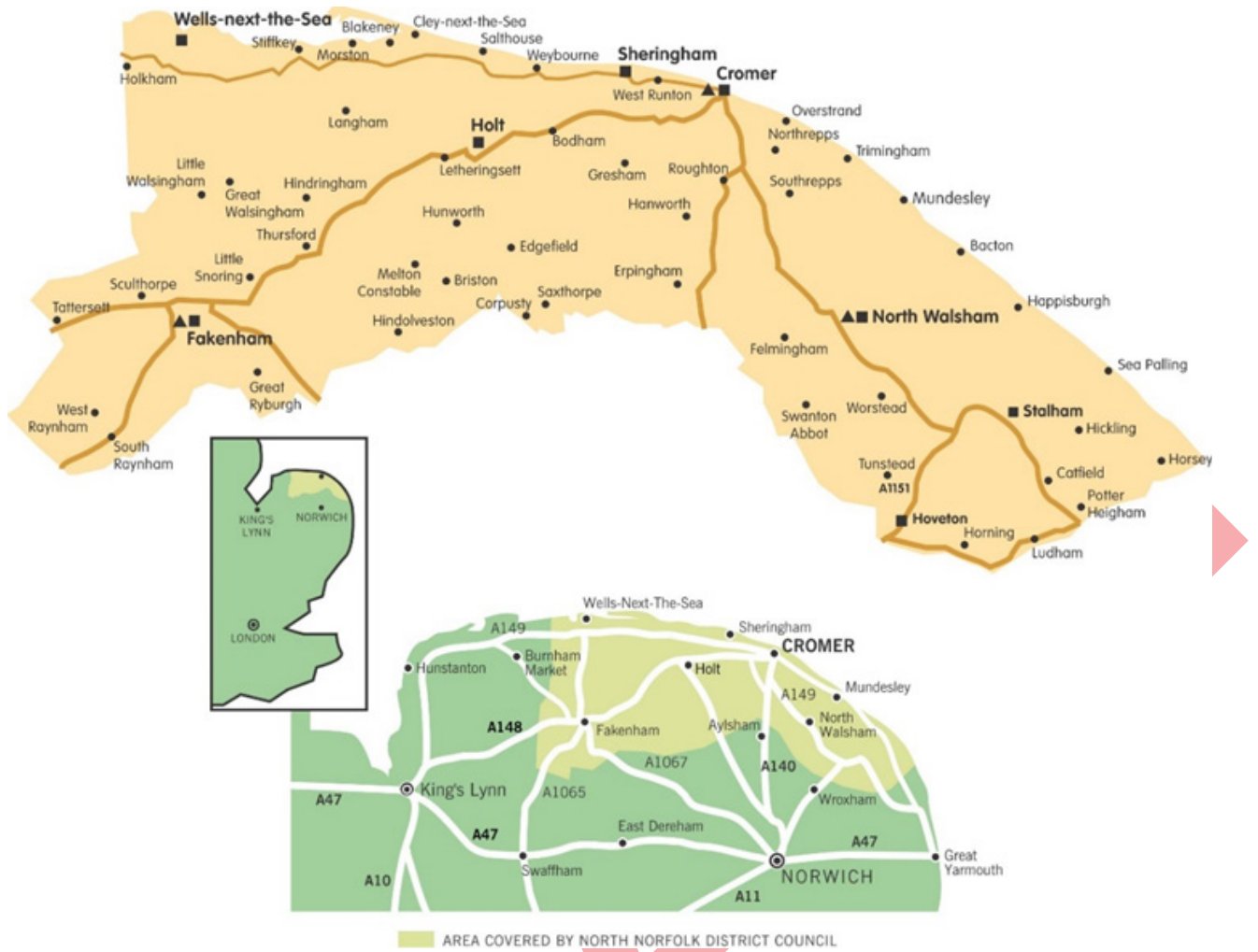
www.gov.uk/government/publications/coronavirus-covid-19-safety-screens-for-taxis-and-phvs/coronavirus-covid-19-safety-screens-for-taxis-and-phvs

Access to taxis and private hire vehicles for disabled users, 2022

www.gov.uk/government/publications/access-to-taxis-and-private-hire-vehicles-for-disabled-users/access-to-taxis-and-private-hire-vehicles-for-disabled-users--2

Equality Act 2010

www.legislation.gov.uk/ukpga/2010/15/contents



Elisa Pendered

Environmental and Leisure Business Support Manager

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Scope

All operators, vehicle proprietors and drivers licensed by North Norfolk District Council are covered by this policy.

Policy Statement

The overriding aim of the licensing regime is that of public safety. The law uses the words 'fit and proper' to describe the type of person who should be carrying out licensed work. We might describe these people as 'safe and suitable' at the time of publication. The council has discretion over whether to grant a licence. Vehicle and operator applicants must prove they are safe and suitable to hold the licence. The council does not have to prove the applicant or licensee is unfit.

If a matter or situation is not covered by this policy, the matter can still be considered, and the council can decide the issue. Detailed reasons for any decision must be provided.

Roles & Responsibilities

The licensing team manages applications, including enforcement and review of all licence types. The Licensing Sub-Committee is responsible for determining applications that are outside the powers of the licensing team, as detailed within this policy and the Scheme of Delegation.

Equality Impact Analysis

An equality impact assessment was completed when this policy was reviewed.

This handbook has been reviewed and updated using Plain English Campaign guidance Free guides - www.plainenglish.co.uk/free-guides.html

Licensed operators, proprietors and drivers must be able to read and understand English. This is tested on application.

Review Process

Draft policy - Environmental and Leisure Business Support Manager
Draft policy considered - Assistant Director of Environment and Leisure Services
Draft policy approved - Director of Communities
Draft policy considered - Licensing Sub-Committee
Policy adopted - Full council

Distribution & amendment

Public Protection - Licensing team

EDI group

Legal Services

North Norfolk Taxi Association

Licensing Sub-Committee

Document information & version control

Document name	Taxi and Private Hire Policy and Handbook
Document description	Policy on the way taxi and private hire licenses are managed within North Norfolk
Document status	Under Review
Lead officer	Elisa Pendered
Sponsor	Emily Capps
Produced by (service name)	Licensing
Relevant to the services listed or all NNDC	Public Protection - Licensing
Approved by	
Approval date	
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Terminology

Words used	Meaning
The council	North Norfolk District Council.
The district	The district of North Norfolk.
Authorised officer	An officer of the council (or agent acting on behalf of the council) authorised in writing or police officer.
Byelaws	The taxi byelaws in force within the controlled district of the council.
Determine	Decide based on the evidence and guidance available to be considered.
Driver's licence	means, in relation to the driver of a hackney carriage, a licence under section 46 of the Town Police Clauses Act 1847 and, in relation to the driver of a private hire vehicle, a licence under section 51 of Local Government (Miscellaneous Provisions) Act 1976.
Fit and proper	Also described as someone who is safe and suitable. The generally accepted definition of fit and proper is: 'Would you allow any person you care about to get into a vehicle with this person alone?'
Hackney carriage	Vehicles licensed under section 37 of the Town Police Clauses Act 1847 and section 6 of the Metropolitan Carriage Act 1869 are referred to in that legislation as 'hackney carriages'. This term is also used in older regulations. In more recent legislation the term 'taxi' is used.
Hackney rank or stand	A designated place adopted by the council where taxis can wait to be hired.
Licence duration	The licence will be issued for a standard maximum period unless revoked or suspended during that period. The council may award a licence for a lesser period, in exceptional circumstances, where necessary. Where an entitlement to work defined by the licence holder's visa is less than three years, the licence will be suspended unless evidence of continued entitlement to work is produced before the visa ends.
Licence plate	The plate issued by the council for the purpose of identifying the vehicle as a hackney carriage or private hire vehicle.
Licensing team	The Licensing section of North Norfolk District Council's Public Protection team.
NNDC	North Norfolk District Council.

Nominated garage	The testing station approved by the council for undertaking mechanical inspections.
NR3S	The Taxis and Private Hire Vehicles (Safeguarding and Road Safety Act) 2022 requires all councils in England to record details of any refusal, revocation or suspension of a licence. The council must search NR3S for a driver's details when considering a licence application.
Operate	In the course of business to invite or accept bookings for a private hire vehicle.
Private hire vehicle	A motor vehicle which has eight or less passenger seats and is not a taxi or public service vehicle. Private hire vehicles cannot ply for hire on a rank or be hailed in the street and must be pre-booked through a private hire operator licensed by the council. Private hire vehicles include executive cars, chauffeur services, limousines and some school and day centre transport services.
Plying for hire	The act of stopping to pick up a passenger who has not pre-booked a taxi.
Taxi	Commonly used term for a hackney carriage. Vehicles licensed under section 37 of the Town Police Clauses Act 1847 and section 6 of the Metropolitan Carriage Act 1869 are referred to in that legislation as 'hackney carriages'. This term is also used in older regulations. In more recent legislation the term 'taxi' is used.
Taximeter	Any device for calculating the fare in respect of any journey in a hackney carriage by reference to the distance travelled or time elapsed since the start of the journey, or a combination of both.
Vehicle licence	In relation to a hackney carriage a licence under sections 37 to 45 of the Town Police Clauses Act 1847 and in relation to a private hire vehicle means a licence under section 48 of Local Government (Miscellaneous Provisions) Act 1976. Once a vehicle is licensed it remains so 24 hours a day, 7 days a week and must always be driven by a person who holds a combined driver's licence issued by the council, other than during vehicle inspection and testing.
Vehicle inspection report	The inspection certificate issued by the nominated garage for the purposes of licensing the vehicle.

1. Objective

- 1.1 Public safety is our priority. In this policy the council sets out how we will help to ensure passenger safety.
- 1.2 Everyone using taxis or private hire vehicles needs to understand the difference between the 2 types of services:
 - 1.2.1 Taxis (hackney carriages) can sit on a rank and wait to be hired. You can indicate to a taxi that you want to use its service, and it can stop to pick you up. Taxis have lights on top of their vehicles which show they are taxis. When the light is on, they are available for hire. Inside the taxi will have a meter to show customers how much they will be charged. The taxi driver cannot charge more than the amount shown on the meter.
 - 1.2.2 Private hire vehicles must be pre-booked. They cannot be flagged down in the street and cannot pull over to collect passengers unless they have been booked. They must be booked through an operator, and they do not have meters inside.
- 1.3 Nobody should get into any vehicle unless it is a taxi, or it was pre-booked with a private hire operator. A list of registered operators and drivers is available on the North Norfolk District Council website - www.north-norfolk.gov.uk/tasks/licensing/taxi-licence/licensing-register-taxis/
- 1.4 Our officers will be trained in licensing. We will aim to deliver licensing services in a timely and efficient manner.
- 1.5 We will assess and issue licences without undue delay. We will consider all the information available to us in deciding whether to grant a licence. We will provide information on processing timescales on our website - www.north-norfolk.gov.uk/tasks/licensing/taxi-licence/apply-for-a-taxi-licence/
- 1.6 We will offer assessments in a way that allows applicants to choose a time and date that suits them, within the limits of service availability. Applicants can request reasonable adjustments under the Equality Act 2010.
- 1.7 The council will review its services and try to find ways of working to meet the reasonable needs of service users.
- 1.8 The council also has a responsibility as the enforcement agency of the drivers, vehicles and operators it has licensed. Enforcement covers offences related to taxi legislation, driver's behaviour, the condition of the vehicles and the investigation of complaints made against any licence holder.
- 1.9 As well as granting and issuing licences within its district, the council has the power to suspend or revoke licences and take court action, if necessary, against any offending licence holder.

2. Fit and proper person assessment

- 2.1 The term 'fit and proper' is taken from legislation which was written a long time ago. We might say 'safe and suitable' in everyday language now.
- 2.2 All decisions on the suitability of an applicant or licensee should be made on the balance of probability. This means that an applicant or licensee should not be given the benefit of doubt. If the committee or delegated officer is only 50/50 as to whether the applicant or licensee is safe and suitable, they should not hold a licence. The threshold used here is lower than for a criminal conviction (which is 'beyond reasonable doubt') and can take into consideration conduct that has not resulted in a criminal conviction.
- 2.3 To decide if a person is safe and suitable, the council can request and consider the following information:
- The person's behaviour and conduct
 - Their criminal history
 - Their driving endorsements
 - Complaints made against them
 - Information from other councils and agencies
 - Work history
 - Information from the applicant
 - Any other relevant information
 - Original versions of any document
 - Proof of compliance with financial and legal obligations
- 2.4 Sub-sections (2) to (5) of S233 of the Local Government Act 1972 shall have effect and are incorporated in the conditions for vehicles, operators and drivers in relation to any notices required or authorised by the conditions to be given or served on the licensee by or on behalf of the council or any authorised officer.
- 2.5 A failed applicant for a licence cannot avoid the recording of a refusal, by withdrawing, surrendering or any other means.

3. General compliance

- 3.1 Licensees are expected to act with integrity and demonstrate professional conduct.
- 3.2 There are those who seek to take advantage of vulnerable people by providing services they are not entitled to provide; for example, by plying for hire out of area. Licensees are expected to report any concerns to the police and relevant licensing authority.
- 3.3 Licence holders must advise the council in writing of a change of address within 7 days of the change. A copy of the DVLA licence at their new address shall be sent to the council as soon as the driver receives it. An administrative fee will be charged for amending the record and reissuing the licence.
- 3.4 Licence holders will keep the licensing team updated of any change to their telephone and email contact details, within 7 days of the change.

- 3.4.1 For Norfolk County Council passenger transport unit badge holders, the driver shall notify North Norfolk District Council in writing, within 72 hours of their passenger carrying entitlement being removed or suspended, by any council.
- 3.5 A change of operator shall be notified to the Licensing team by both the operator and driver within 7 working days of the change. A licence will not be reissued as standard. A fee will apply if an updated licence is required.
- 3.6 Licences can be renewed up to 1 month before expiry. An application appointment can be made up to 3 months before expiry, but documents must be valid on the day of assessment. Electronic copies of all documents are acceptable, unless otherwise requested by the licensing team.
- Medical reports are valid for 4 months
 - Vehicle reports are valid for 1 month
 - Background checks are valid for 1 month
 - DBS certificates ([refer to Section 13](#))

4. Taxi conditionality

- 4.1 All drivers, operators and proprietors shall understand their tax obligations. They will provide a taxi tax check code to the licensing team, which will allow their tax compliance to be assessed. For first time applicants only, they can demonstrate they understand their obligations by ticking the applicable question on the application form.

5. Formal notice

- 5.1 Drivers, proprietors and operators must notify the licensing team in writing within 48 hours if they receive any summons, charge, conviction, caution, formal or informal notice, county court judgement or fixed penalty notice, including speed awareness courses or any other allegations or formal complaints against them.
- 5.2 Failure to comply with the formal notice requirement may prevent the council from renewing a licence. The licensing team can decide not to renew a licence by using delegated authority.
- 5.3 Depending on the circumstances, outcome, court judgements or the number of penalty points accrued on their DVLA driver's licence, the licence holder may be referred to a licensing sub-committee for consideration. In doing so, the committee must have regard to all convictions, police cautions, charges, driving convictions, complaints of unacceptable conduct/behaviour, breach of licence conditions and other convictions obtained during the term of a licence.
- 5.4 Electronic copies of all documents are acceptable, unless otherwise requested by the licensing team.

6. Drivers

- 6.1 North Norfolk District Council provides one type of licence to drive, this is a combined taxi and private hire licence, which is valid for a term of 3 years from issue. This licence enables the holder to drive both taxis and private hire vehicles licensed by North Norfolk District Council.

- 6.2 Before the end of the term, the driver will apply for renewal of the licence. There will be no periods of grace. Any driver who does not apply before expiry of their current licence, shall apply as a new driver.
- 6.3 All drivers must hold a valid UK-issued DVLA licence at all times. If the DVLA removes a driver's licence, the driver must immediately stop driving for hire and reward and return their NNDC driver badge to the licensing team.
- 6.4 The DVLA licence must be produced on request by any authorised officer within 7 days of the request.
- 6.5 Driver application fees will not be refunded after the licence is granted. There is a fee for pre-application advice.
- 6.6 No refund will be provided if a licence to drive is surrendered or revoked after issue.
- 6.7 A licence to drive will immediately lapse on the death of a driver.
- 6.8 All drivers must have a valid, acceptable disclosure and barring service (DBS) certificate, which they must maintain on the DBS Update Service for the whole term of their licence.
- 6.9 Drivers must take the shortest available route to their destination when hired.
- 6.10 Private hire drivers must not accept bookings made with them directly. All hiring is to be arranged through the private hire operator, following their booking procedure.
- 6.11 Guidance on safe working practice can be found online:
Taxi: www.gov.uk/government/publications/staying-safe-guidance-for-taxi-and-public-hire-vehicle-drivers/staying-safe-guidance-for-taxi-drivers
Private hire: www.gov.uk/government/publications/staying-safe-guidance-for-taxi-and-public-hire-vehicle-drivers/staying-safe-guidance-for-the-private-hire-vehicle-trade
- 6.12 Unless medically exempted, all drivers must wear a seatbelt when:
- off duty
 - driving without passengers
 - using their vehicle for personal travel

7. Applications

- 7.1 All new driver applicants must pass the council's knowledge test. The knowledge test takes place during the new driver appointment.
- 7.2 A lack of language proficiency could impact on a driver's ability to understand written documents, such as policies and guidance, relating to the protection of children and vulnerable adults and applying this to identify and act on signs of exploitation. Oral proficiency will be relevant in identifying potential exploitation through communicating with passengers and with others.

- 7.3 Our test of a driver's proficiency will cover both oral and written English language skills to achieve the objectives stated above.
- 7.4 There is a fee to book the knowledge test. This fee is non-refundable.
- 7.5 Candidates will be given up to 1 hour to pass the test. They can take the test multiple times during the hour.
- 7.6 Candidates who do not pass the knowledge test in the first hour can retake the test at a later date, for a reduced fee.
- 7.7 To prepare for the test:
- read the licensing handbook - www.north-norfolk.gov.uk/info/licensing/taxis-general-information/information-on-taxi-drivers/taxi-licensing-fees-and-policy/
 - complete the safeguarding certificate - passengertransport.norfolk.gov.uk/driversafeguard/story_html5.html?lms=1
 - read the Equality Act 2010 - www.gov.uk/government/publications/easy-read-the-equality-act-making-equality-real
 - use a current map to locate places such as schools and hospitals in North Norfolk - www.google.com/maps/place/North+Norfolk+District
 - be aware of the Highway Code - www.gov.uk/browse/driving/highway-code-road-safety
- 7.8 Common driver knowledge, general maths and English are also incorporated.
- 7.9 Applicants will receive a copy of the handbook to keep. All drivers must have the handbook with them when they are driving their licensed vehicle.
- 7.10 All the items listed are required for an application to be considered (electronic copies are acceptable. The council reserves the right to request original documents, if necessary):
- Application form. This must be fully completed. www.north-norfolk.gov.uk/media/10238/tldltd14-driver-application-form.pdf
 - Birth certificate (or family certificate/NADRA) www.gov.uk/order-copy-birth-death-marriage-certificate
 - Certificate of conduct for anyone who has lived outside of the UK, since the age of 18 www.gov.uk/government/publications/criminal-records-checks-for-overseas-applicants
 - DBS certificate (enhanced) - www.north-norfolk.gov.uk/info/licensing/taxis-general-information/information-on-taxi-drivers/how-to-make-a-disclosure-and-barring-service-dbs-application/. You can apply for a DBS online - www.north-norfolk.gov.uk/info/licensing/taxis-general-information/information-on-taxi-drivers/how-to-make-a-disclosure-and-barring-service-dbs-application/
 - DVLA driving licence held for at least 12 months, showing current address and full manual entitlement for the relevant category
 - [Medical certificate](#) (North Norfolk District Council)
 - Medical report (D4) assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1136873/D4-medical-examination-form-for-bus-and-lorry-drivers-group-2.pdf
 - A valid first aid certificate covering CPR and emergency first aid, which was attended in person and lasted at least half a day

- National Insurance number proof, such as a recent payslip or letter from HMRC. www.gov.uk/national-insurance/your-national-insurance-number
- Passport style photo www.gov.uk/photos-for-passports
- Passport (if applicable)
- Proof of payment
- Right to work in the UK ID* (such as proof of national insurance or a right to work check code. www.citizensadvice.org.uk/work/right-to-work-in-the-uk/#:~:text=You%20automatically%20have%20the%20right,from%20the%20EU%20Settlement%20Scheme Further information can be obtained from Citizens Advice or online at gov.uk Prove your right to work to an employer: Overview - www.gov.uk/prove-right-to-work
- Safeguarding training certificate from Norfolk County Council passengertransport.norfolk.gov.uk/driversafeguard/story.html?lms=1

*If you don't have a passport, you will need to show the licensing team 2 different documents instead.

- 7.10.1 Show one document with your name and national insurance number on it - this must be from the government or your previous employer. For example, you could show a letter from the Department for Work and Pensions (DWP) or a tax document like a P45.
- 7.10.2 The second document you should show is either your:
 - birth or adoption certificate, if it is from a court or register office in the UK, Channel Islands, Isle of Man or Ireland
 - certificate of registration or naturalisation, if you became a British citizen by applying for it.
- 7.11 The licensing team can ask for any other relevant information it needs to decide if an applicant is a '[safe and suitable](#)' person.
- 7.12 Background checks will be carried out to verify the information provided in the application and supporting documents. Background checks may also be undertaken by the licensing team, for enforcement reasons, to maintain accurate information on the council's database and for other licensing-related reasons. By submitting an application, the applicant (or agent) agrees to these searches; including a search of NR3S, which lists licences that were refused, suspended or revoked by other councils. The council will share information with the police and other agencies who have a legitimate duty of public safety.
- 7.13 A licence will not be granted to a person who is on any barred list.
- 7.14 All applicants will be notified of the outcome of their applications in writing.
- 7.15 Any dishonesty by the applicant or any person acting on behalf of the applicant will result in a licence being refused or, if already granted, the licence can be revoked.

- 7.16 Successful applicants will be issued with a driver badge that they must not deface. The badge shall always be on display in the vehicle whilst driving professionally. The HSE warns against badges being worn on lanyards around a driver's neck, due to potential injury in the event of an incident.
- 7.17 The driver badge remains the property of the council and is to be returned when expired, surrendered or revoked.
- 7.18 Maintaining the licence to drive.
It is the driver's responsibility to provide the following information throughout the term of their licence:
- Copy of DVLA licence every 12 months
 - Group 2 medical report and certificate on or before expiry of the previous medical
 - DBS certification on renewal or as requested by any authorised officer
 - Right to remain and work in the UK.
- 7.19 The licence to drive will remain valid for 3 years or until:
- The licence is revoked or suspended (removed from the driver)
 - The licence is surrendered (by the driver)
 - The DBS certificate expires (change of name, new offences, failure to pay the update service).
 - The driver medical expires
 - The DVLA driver licence is invalidated or revoked for any reason.

8. Driver behaviour and attitudes

The driver shall always:

- 8.1 Carry a copy of this handbook at all times, whilst driving for hire and reward.
- 8.2 Abide by this policy and handbook.
- 8.3 Plan ahead, consider the weather, route closures and any other conditions that could affect their journey. Arrive on time at any appointed time or place, unless delayed by some sufficient cause. A sufficient cause would generally be an unforeseen event, such as:
- Fallen trees
 - Emergencies
 - Unplanned road closures
 - Unplanned obstructions on the highway
- 8.4 Assist with carrying, loading and unloading a reasonable amount of passengers' luggage.
- 8.5 Seek consent from their passengers before eating or drinking in the vehicle. Passengers may have an allergy, preference, medical reason or belief amongst other reasons for not wishing a driver to eat or drink whilst hiring. The passenger does not have to declare their reasons if they choose not to consent.

- 8.6 Be clean and tidy in appearance:
- Smart-casual clothing
 - No ripped or torn clothing
 - No offensive or inflammatory wording or images on clothing
 - No sport-specific branding (such as football shirts)
 - No swimwear
- 8.7 Behave in a professional manner with all clients, road users and any person affected by their activities.
- 8.8 Take reasonable care for the safety of passengers getting in and out of their vehicle.
- 8.9 Seek consent from the hirer before playing any sound within the vehicle, other than as required for completion of their work.
- 8.10 Show consideration for others around the vehicle, with the volume of any sound-reproducing equipment, their conduct and their interactions.
- 8.11 Make their arrival known in person or electronic means. They will not beep the horn, or increase any sounds associated with the vehicle to draw attention to their presence.
- 8.12 Take care of their licensed vehicles by not smoking, vaping or otherwise discharging any pungent or offensive substance within the vehicle. They will not permit passengers to smoke, vape or discharge any offensive or pungent substance within the vehicle.
- 8.13 Report in writing to the licensing team when a vehicle becomes unable to complete a journey for any reason. This must be notified within 1 working day.
- The driver is entitled to the fare for the distance travelled up to the point of failure.
 - The driver shall secure alternative transport for the hirer to complete the journey, if the hirer agrees.
- 8.14 Charge no more than the fare agreed on booking, between the hirer and operator; or the fare shown on the correctly calibrated taximeter.
- 8.15 Make reasonable enquiries to find the owner of any property left in the vehicle after it was hired. If you cannot find the owner, follow your operator or proprietor's procedures.

If an item of property has been lost in a public area (e.g. taxi, road, beach, town) the loss will be recorded if it meets the criteria listed below. Most lost property reports can be recorded on the 'Report My Loss' Online lost property reporting - Report My Loss UK and 'Immobilise' Reporting Items Lost or Stolen websites, both of which can be searched by members of the constabulary.

- Cash over £50
- Electronic devices that contain an internal memory which may contain personal data (phones, digital cameras, laptops)
- ID documents (bank cards, wallets, driving licence etc)
- Dangerous items (knives, firearms, explosives)
- Controlled drugs (illegal and prescription)
- If the item is likely to pose a risk to the safety or security of the public (chemicals / poisons etc)

- 8.16 Carry out a vehicle check, at the start of each shift, to ensure the vehicle is safe to drive passengers. The driver is liable if they use an unsafe vehicle to transport passengers or goods. Any defect shall be reported to the vehicle proprietor who must take action, as detailed under Vehicles.
- 8.17 The driver must never:
- Ask a passenger for their personal details
 - Ask intimate questions
 - Invade a passenger's personal space or have any inappropriate physical contact with passengers
 - Participate in any inappropriate conversations or behaviour.

9. Passengers

- 9.1 A driver shall not refuse to carry less passengers than the maximum on the plate. The number of passengers on the plate must not be exceeded (refer to 25.1 for more details)
- 9.2 A driver shall not take 2 separate hirers in the same vehicle, without the consent of the hirer(s).
- 9.3 Children under twelve years old or under 135 cm tall must normally use a child car seat. They must never travel in the front passenger seat without the appropriate car seat.
- 9.4 If the driver does not provide the correct child car seat, children can travel without one – but only if they travel on a rear seat; and wear an adult seat belt if they are 3 years or older. Children under 3 years old should not wear an adult seat belt.
- 9.5 The council advises that all passengers are seated on the vehicle seats, rather than sitting on another passenger, for the duration of the journey.
- 9.6 No driver without reasonable excuse shall refuse to carry or refuse assistance to any person with a disability.
- 9.7 No extra fee may be charged for carrying a wheelchair.

10. Equality Act 2010

- 10.1 Section 165 of the Equality Act sets out the duties placed on drivers of designated wheelchair accessible taxis and PHVs. The duties are:
- To carry the passenger while in the wheelchair.
 - Not to make any additional charge for doing so.
 - If the passenger chooses to sit in a passenger seat to carry the wheelchair.
 - To take such steps as are necessary to ensure that the passenger is carried in safety and reasonable comfort.
 - To give the passenger such mobility assistance as is reasonably required.
- 10.2 Mobility assistance is defined as reasonable support:
- To enable the passenger to get into or out of the vehicle.
 - If the passenger wishes to remain in the wheelchair, to enable the passenger to get into and out of the vehicle while in the wheelchair.

- To load the passenger's luggage into or out of the vehicle.
- If the passenger does not wish to remain in the wheelchair, to load the wheelchair into or out of the vehicle.

10.3 In the case of taxis, the taximeter must not be running whilst carrying out any of the duties described in 10.2.

11. Hate crime – information for drivers, operators and passengers

- 11.1 The term 'hate crime' can be used to describe a range of criminal behaviour where the perpetrator is motivated by hostility or demonstrates hostility towards the victim's disability, race, religion, age, marital status, pregnancy, sex, sexual orientation or transgender identity.
- 11.2 These aspects of a person's identity are known legally as Protected Characteristics. A hate crime can include verbal abuse, intimidation, threats, harassment, assault and bullying, as well as damage to property. Any crime can be a hate crime, including if it is committed online. The perpetrator can also be a friend, carer or acquaintance who exploits their relationship with the victim for financial gain or some other criminal purpose.
- 11.3 If you believe that you may have been the victim of a hate crime, you should report this to your licensing authority so that it can better understand the issue. You can report this to the police in several ways:
- By calling 101 (non-emergency) or 999 (emergency).
 - Online at www.report-it.org.uk/ or view the website for your local police force.
 - In person at a local police station.
 - You may also wish to report anonymously to Crimestoppers on 0800 555 111 or at crimestoppers-uk.org
- 11.4 Hate crimes target an individual's core identity and, as such, have a particularly harmful impact on victims.
- 11.5 You can seek support from a range of organisations that are experts in supporting victims of hate crime (even if you have chosen not to report your experience to the police).
- 11.6 These organisations provide a range of services to help you address the impacts of your experience, ranging from emotional or practical support, help with accessing assistance from other agencies and help with making a report to the police.
- 11.7 A list of organisations that victims can access can be found at www.report-it.org.uk/organisations_that_can_help
- 11.8 More information about hate crime can be found at www.gov.uk/report-hate-crime
- 11.9 No person licensed by North Norfolk District Council shall refuse to carry a passenger because of a protected characteristic, covered by the Equality Act 2010.

12. Animals

- 12.1 The driver shall not transport any animal belonging to (or in the care of) themselves during working time. Vehicle standards must be maintained at all times. Complaints about dog hair and odours will be taken seriously.
- 12.2 Any animal carried in the vehicle must be transported in an appropriate and safe manner, at the discretion of the driver.
- 12.3 Only drivers with a valid medical exemption are exempt from carrying assistance dogs (shown on the D4 medical report or in official correspondence directly from the driver's own doctor or consultant).
- 12.4 Drivers should be aware of the Equality Act and needs of their passengers in relation to animal support. Whilst there is no specific animal other than dogs mentioned in legislation at the time of publication, case law has shown that a passenger's rights to animal assistance should be prioritised where a disability is declared. The animal and passenger should be allowed to remain together in the vehicle.
- 12.5 The following is taken from the Equality and Human Rights Commission.

'Does this guidance cover dogs as emotional support animals?

Emotional support animals (ESAs) are not defined in the Equality Act 2010. Service providers are required to make reasonable adjustments for disabled people. Dependent on the specific facts and circumstances in each case, it may be a reasonable adjustment to give access to a disabled person's ESA. Service providers should develop a policy that is inclusive and allows for consideration of individual circumstances.'
- 12.6 Drivers do not have to accept any animal that is obviously suffering from disease or illness which could contaminate the vehicle.

13. DBS certificates

- 13.1 A new enhanced DBS certificate is required every 6 months, unless the driver registers on the DBS Update Service. DBS Update Service - www.gov.uk/db-update-service The Update Service is not available for Basic DBS certificates.
- 13.2 It can take up to 90 working days for a DBS certificate to be issued by the DBS service, although it usually takes around a month. Applicants are advised to apply in good time to provide a DBS certificate at the correct time.
- 13.3 It is the driver's responsibility to maintain the certificate on the update service, by making the annual payment and ensuring the payment details are correct, before the payment is taken. Before payment is taken, the DBS sends correspondence advising that no action is required, but action will be needed if the payment details have changed since the certificate was registered on the update service.
- 13.4 The DBS certificate will be sent to the applicant's home address. The applicant must provide a copy of the original certificate to the licensing team.

- 13.5 The DBS certificate can be requested from the licence holder at any time to meet the update service requirements. If the original certificate cannot be provided on request, a new one must be obtained. There is an administration fee for this service.
- 13.6 Information revealed on a DBS certificate will only be used to determine an application or continuation of a licence.
- 13.7 Applicants for taxi and private hire licensing are exempt from the Rehabilitation of Offenders Act 1974. Therefore, all convictions, regardless of how long ago may be taken in consideration when determining applications. However, in determining the relevance of convictions the licensing sub-committee will take into account the type of offence, the age of the applicant at the time of the offence and the apparent seriousness of the offence. Please see [Annex A](#).
- 13.8 Any disclosure within the past 10 years will be referred to licensing sub-committee for consideration.
- 13.9 Any disclosure of a sexual, exploitative or violent nature will be referred to committee for consideration.
- 13.10 All other disclosures will be decided by officers working within the Environmental Health department at the level of enforcement officer or higher, using delegated powers.

14. Driver medical

- 14.1 A DVLA Group 2 medical will be required upon initial application and must be carried out by a registered Medical Practitioner. The medical form, which the doctor will be required to complete is available on the council website and is also available on the DVLA website: assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1136873/D4-medical-examination-form-for-bus-and-lorry-drivers-group-2.pdf
- 14.2 Group 2 licences must be provided every 5 years or at age 45, whichever is the earlier, until the age of 65 when they are renewed annually without an upper age limit.
- 14.3 Shorter licences to drive may be issued for medical reasons.
- 14.4 A driver under the age of 65 with a controlled medical condition may also be required to undergo a full medical at a timeframe specified by North Norfolk District Council.
- 14.5 A driver can be requested to complete a new full medical at any time, if deemed appropriate to confirm medical fitness to drive. This might be requested due to a change in medical health, or to confirm medical competency as the council deems necessary.
- 14.6 A group 2 medical will only be accepted with the accompanying North Norfolk District Council certificate of fitness to drive, which can be downloaded from the council website (see also [Annex C](#)).

- 14.7 The driver holds ultimate responsibility for ensuring they have been honest with their doctor about any health conditions, signing the last page of the medical form to confirm that they understand it is a criminal offence not to share any medical information upon questioning by the doctor. Signing the medical form also enables the DVLA to contact the driver's own GP if they deem any follow up action necessary.
- 14.8 If a medical certificate is not produced in accordance with the group 2 timescales the council may consider suspension or revocation of a driver's licence to drive.
- 14.9 Drivers (or their representative) must notify the licensing team in writing of any change in their medical fitness to drive, within 72 hours of the change in circumstances.

15. Death of a passenger

The carriage of dead bodies is not a duty for taxi or private hire drivers. There is a rare possibility that a passenger could die in the vehicle.

If a passenger dies in a taxi, it would be classed by the Police as a death in a public place. The driver shall take the following actions **in this order**:

1. Start CPR
2. Call an ambulance
3. Call the Police'

16. Operators

- 16.1 It is recommended that hackney carriage operators register their operations with the council, however, this section refers to the legal definition of a private hire operator.
- 16.2 Private hire vehicles must be pre-booked through an operator. The council is responsible for granting private hire operator licences within North Norfolk district.
- 16.3 A Private Hire Operators Licence shall be valid for a maximum period of five years (unless a shorter period is appropriate). Applicants requiring a shorter licence period must apply in writing stating full reasons why a lesser period is appropriate. The Council will only grant operators licences to those operating from an address within the area of the Council's District to enable any Authorised Officer/Agent access to the premises or any records as required by statutes or conditions.
- 16.4 Any person who receives bookings or has contracts for the hire and reward for a private hire vehicle is required to hold an operator's licence. Annually, in January, each operator must provide a list of vehicles, booking staff and drivers working under the operator licence.
- 16.5 All operator staff involved with taking bookings must hold a recent valid basic DBS certificate when they are appointed. The DBS certificate should be dated within 1 month of the date of appointment. Points will be applied to the operator licence for failure to provide this information.

- 16.6 Operators must ensure that non-licensed staff, such as controllers and cleaners, behave in a civilised and appropriate manner when involved in the operation of the business.
- 16.7 Operators should be organised and plan ahead for the renewal of their licence, their drivers' licences and their vehicle licences.
- 16.8 An operator must be a '[fit and proper](#) person'. Operators will provide a new basic DBS certificate with their first application and annually. Operators who hold an enhanced DBS check as drivers will not need to provide a basic DBS certificate.
- 16.9 If an operator stops holding a driver badge, they will provide a basic DBS immediately and every year thereafter that they no longer hold an appropriate enhanced DBS certificate.
- 16.10 Operators who have lived overseas for 6 months or more shall provide a certificate of conduct from every country where they were resident. More details can be found online: www.gov.uk/government/publications/criminal-records-checks-for-overseas-applicants
- 16.11 Any applicant who has committed an overseas offence covered in [Annex A](#) is advised to seek legal advice to ensure the information provided to the council is truthful and accurate: www.gov.uk/government/publications/statutory-taxi-and-private-hire-vehicle-standards/statutory-taxi-and-private-hire-vehicle-standards#annex-conviction
- 16.12 Each director of the company needs to be found [safe and suitable](#), (see Section 2 Fit and proper person assessment)
- 16.13 Operator application fees will not be refunded, if assessment of the application has started. An administrative fee will be charged for refunds before assessment.
- 16.14 No refund will be provided if a licence is surrendered or revoked after issue.
- 16.15 A private hire operator licence is not transferable to another person's name.
- 16.16 The decision to licence an operator is separate from the decision to licence a driver.
- 16.17 Applications can be submitted electronically with supporting documentation. The council reserves the right to request original documentation.
- 16.18 An Operator must not include in their trading title any reference to "taxi" or "cab" unless they are also the proprietor of a hackney carriage vehicle.
- 16.19 An NNDC operator must ensure that all vehicles and drivers working for them are licensed by North Norfolk District Council. Any operator who employs or permits anyone to drive any licensed vehicle owned by them will ensure that a copy of the driver's licence is deposited with them during the period that the driver is employed or permitted to drive. Any vehicle employed or used by an operator must be licensed and the proprietor of the vehicle shall copy their vehicle licence to the operator during the period their vehicle is employed.

- 16.20 An Operator must keep records of bookings and produce these to an authorised officer or police officer on request. The content of these will be as prescribed by the Council.
- 16.21 The Operator's licence must be produced on request of an authorised officer or police officer.
- 16.22 An operator must, if possible, accept a booking for a private hire vehicle if the booking is requested by or on behalf of a disabled person, or a person who wishes a disabled person to accompany them.
- 16.23 An operator shall not make an additional charge for the carriage of an assistance dog.
- 16.24 An operator shall record details of every private hire booking made by them. The following information shall be recorded in an easily retrievable method (e.g. computer database or page numbered log) before the commencement of each journey, and shall include the following:
- 16.24.1 the date and time of each booking
 - 16.24.2 how the booking was received: telephone, in person or email
 - 16.24.3 name of booking clerk
 - 16.24.4 the time of pick-up
 - 16.24.5 the journey start and end locations
 - 16.24.6 the name, address and contact telephone number of the hirer
 - 16.24.7 the private hire vehicle licence plate number of the vehicle allocated
 - 16.24.8 the name of the driver allocated
- 16.25 No operator shall invite or accept a private hire vehicle booking or control or arrange a journey to be undertaken by a private hire vehicle without telling the hire charge to the person making the booking. The charge can be notified in writing or verbally.
- 16.26 The operator shall provide a prompt, efficient and reliable service to members of the public at all reasonable times. This includes the following:
- Ensure that when a private hire vehicle has been hired to attend at an appointed time and place, the vehicle shall, unless delayed or prevented by sufficient cause, attend punctually at the appointed time and place.
 - Keep clean, adequately heated, ventilated and lit any premises which the operator provides to which the public have access, whether for the purpose of booking or waiting.
 - Ensure that any waiting area provided by the operator has adequate seating facilities.
 - Ensure that any telephone facilities and radio equipment provided are maintained in a sound condition and that any defects are repaired promptly.
- 16.27 An Operator shall undertake to ensure that all drivers and vehicles owned, controlled or operated by them shall be licensed and comply with all the conditions of their driver's licence and/or Private Hire Vehicle licence.
- 16.28 An applicant is required to provide proof of holding a radio transmission licence (and planning permission for any aerial) if the operator uses such radios.

- 16.29 Where a private hire vehicle is unsuitable, for example where a larger vehicle is needed because more than eight passenger seats are required or to accommodate luggage, the booker must be informed that a public service vehicle is necessary, and that a PCV licenced driver will be used who is subject to different checks and not required to have an enhanced DBS check.
- 16.30 The Operator shall provide a suitable number of parking spaces for vehicles awaiting allocation to customers. These parking spaces must be notified to the licensing team at the time of application or at any time there is a change in these arrangements. The Operator shall ensure that no vehicle, being operated by them, shall at any time park in a position where parking restrictions are in place, at that time. Any breach of this condition will be contrary to Section 55 (3) of the Act.

17. Complaints

An Operator shall maintain a log detailing any complaints received from customers. This shall be available for inspection by any authorised officer or police office upon request. The log must provide the complainants name/address/complaint details and any action taken against driver/vehicle proprietor.

18. Vehicles

- 18.1 As with driver licensing, the objective of vehicle licensing is to protect the public, who trust that vehicles are safe. It is important that we are assured that those granted a vehicle licence also pose no threat to the public and have no links to serious criminal activity. 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.
- 18.2 Vehicle proprietors must have a basic DBS check, unless they already hold an NNDC driver badge. If a proprietor has a basic DBS this will be valid for 1 year. The basic DBS certificate must be dated within 30 days, the first time it is provided to the licensing team. The same basic DBS can be used for subsequent applications for 1 year from issue.
- 18.3 For all vehicles whose date of first registration is within the 12 months prior to application, we encourage:
- 18.3.1 Zero emission at tailpipe.
 - 18.3.2 Capability to monitor and report fuel/energy used, mileage and resulting emissions.
 - 18.3.3 A valid 5 star Euro NCAP rating. www.euroncap.com/en/
- 18.4 Before any vehicle is licensed or renewed, it must pass the vehicle inspection at one of the council's nominated garages. The vehicle inspection report (VIR), which is provided directly to the licensing team by the garage, covers the vehicle's mechanics and general appearance. It includes comfort for passengers and the reliability of any meter fitted. A list of the nominated garages can be found on the council website - www.north-norfolk.gov.uk/info/licensing/taxis-general-information/information-on-taxi-vehicles/general-information-on-taxi-vehicles/

- 18.5 Costs of such testing are payable by the person wishing to licence the vehicle, directly with the nominated garage. In addition, the history of the vehicle may be taken into consideration when determining whether the vehicle should be licensed.
- 18.6 A vehicle which fails its annual vehicle inspection at one of the council's approved garages will have the fault(s) rectified and the vehicle re-inspected at the same testing station prior to licensing or renewal. Only minor work can be completed at the approved garage, if requested to do so, up to a value of 1 hour's labour, exclusive of parts and VAT.
- 18.7 A vehicle may be inspected by an authorised officer of the council or a police officer, at any reasonable time. If the person inspecting the vehicle is not satisfied as to the fitness of the vehicle, they may give written notice to the proprietor/operator to make the vehicle available for further inspection and testing at any reasonable time and place and the vehicle licence may be suspended until the authorised officer or police officer is satisfied. If the authorised officer or police officer is not satisfied within two months of the initial inspection the vehicle licence shall be deemed revoked. An authorised officer or police officer may permit other persons to examine the vehicle on their behalf (for example, DVSA).
- 18.8 For new applications, the council discourages applications for vehicles with less than 4-star NCAP safety rating (www.euroncap.com/en/search-results/) Vehicles must also meet an acceptable professional standard as follows:
- No significant scratches, no dents, chips or rust
 - Original manufacturer colour and trim combination
 - Full service history, showing regular service dates with relevant garage stamps
 - Full documentation showing all schedules of works carried out
 - Immaculate interior, in original condition, with only minor wear and tear
- 18.9 All vehicles must always have valid tax and MOT in place, whilst being driven for hire and reward. The MOT test should fall 6 months into the licence period, so the vehicle is tested every 6 months (nominated garage testing on application, MOT from any test station 6 months later).
- 18.10 For vehicles under 3 years of age, the nominated garage VIR is an appropriate test standard.
- 18.11 An appointment is required for a vehicle application to be assessed. This can be done in advance of the vehicle test, if all the required documents will be available to the licensing team before the date of the appointment. Proprietors are advised to plan for the expiry of their vehicles and book appointments in good time, either by using the link on the council website (advisable) or by contacting the licensing team directly. Details are kept up to date on the council website, including timescales and details of how to book an appointment.
- 18.12 A vehicle application is considered acceptable if all the required information listed below is supplied and the vehicle meets current conditions. Electronic copies are acceptable. The council reserves the right to request original documents, if necessary.

- application form (fully completed)
 - basic DBS (NNDC licensed drivers can use their existing enhanced DBS, see 18.2)
 - current insurance certificate and schedule or cover note showing the vehicle can be used for hire and reward
 - details of your inspection appointment at the approved testing station (provider, date)
 - an electronic search will be carried out on the vehicle to confirm valid tax and MOT cover is in place.
 - appropriate fee. www.north-norfolk.gov.uk/media/10136/tdltd17-taxi-fees-2024-to-2025.pdf You can pay online with your credit or debit card. We will need proof of payment. forms.north-norfolk.gov.uk/outreach/Pay.ofml
 - vehicle registration document (V5C) or proof of ownership/lease containing date of first registration
 - copy of most recent service, showing date of service and any advisories or remedial work carried out.
 - vehicle inspection report (VIR), received directly from the nominated garage to the licensing team, showing the vehicle has passed the inspection.
- 18.13 Vehicle renewal applications will be accepted up to one calendar month before expiry. The licence issued on renewal will run from the date of expiry, even when issued before the previous licence expiry date.
- 18.14 Application fees will not be refunded after the licence is granted. There is a fee for pre-application advice.
- 18.15 No refund will be provided if a licence is surrendered or revoked after issue.
- 18.16 A vehicle licence may be transferred to another person, within 3 months of a proprietor's death. An application to transfer the vehicle must be submitted in writing. An administrative charge will apply for transfer applications.
- 18.17 A taxi can be changed to a private hire vehicle within the licence term. A private hire vehicle can be changed to a taxi within the licence term. This applies only if:
- the vehicle holds a current vehicle licence and
 - the previous licence holder makes the application to vary the licence.
- 18.18 An administrative fee (see current fees and charges www.north-norfolk.gov.uk/info/licensing/taxis-general-information/information-on-taxi-drivers/taxi-licensing-fees-and-policy/) will be charged for this change. This is called a variation to licence type.
- 18.19 An application can be submitted for a vehicle licence to be transferred to another proprietor during the term of the licence. A valid application must be accompanied by:
- V5C in new owner's name
 - Basic DBS certificate (or enhanced, for NNDC registered drivers)
 - Certificate of insurance in new owner's name
 - An administrative fee will be charged for the transfer of a vehicle licence. Proof of payment must be provided for an application to be acceptable.

- 18.20 The transfer shall be notified to the council within 14 days. The licence expiry date will not be extended.

19. Vehicle specification

- 19.1 Estate/MPV vehicles shall have side opening doors for each passenger (designed for the purpose of permitting persons' access to/from the interior) - any lift-up tailgate shall not be included; or a vehicle shall have three side opening doors (designed for the purpose of permitting persons' access to/from the interior) and two rear opening doors (designed for the purpose of permitting persons' access to/from the interior).
- 19.2 Any vehicle's suitability for licensing will also be determined by the positioning of its seating, fittings and fixtures for the ingress and egress of passengers and their safety.
- 19.3 Other than a vehicle classed as a special event vehicle the vehicle must be right-hand drive.
- 19.4 No roof, boot racks or bull bars may be fitted to licensed vehicles during their licensed term.
- 19.5 The vehicle must have European Community Whole Vehicle Type Approval (ECWVTA) and must show category M1 on the V5C/logbook.
- 19.6 If the requirements above cannot be satisfied, or if the vehicle has been altered from the original manufacturers specification, then a Driver and Vehicle Standards Agency (DVSA) Individual Vehicle approval (IVA) or Voluntary Individual Vehicle Approval (VIVA) inspection must be undertaken and a satisfactory report produced.
- 19.7 Any vehicle partition must be in place before the vehicle is inspected by the nominated garage and cannot operate with the partition until the nominated garage has confirmed the partition's safety to the licensing team. More information on fitting partitions and screens can be found online: www.gov.uk/government/publications/coronavirus-covid-19-safety-screens-for-taxis-and-phvs/coronavirus-covid-19-safety-screens-for-taxis-and-phvs
- 19.8 The fitting of in-vehicle partitions must not cause the vehicle to be a danger to anyone in the vehicle or on the road, in compliance with regulation 100 of the Road Vehicles (Construction and Use) Regulations 1986 (www.legislation.gov.uk/ukxi/1986/1078/contents/made) In order that the partition is effective in providing a means to separate drivers and passengers, the front passenger seat should not be included in the seating capacity of the vehicle licence where a partition is fitted. The department has published guidance on the design and fitting of screens to taxis and private hire vehicles (www.gov.uk/government/publications/coronavirus-covid-19-safety-screens-for-taxis-and-phvs/coronavirus-covid-19-safety-screens-for-taxis-and-phvs) not originally designed to have a screen.
- 19.9 A private hire vehicle must not lead people to believe it is a taxi.
- 19.10 The vehicle must have seats with a minimum width of not less than 400mm per person.

- 19.11 The vehicle shall be fitted with appropriate seatbelts to the front and rear seats of the vehicle.
- 19.12 Estate/MPV vehicles fitted with seats in the rear luggage compartment may be licensed for more than 4 passengers, but the operator/proprietor must inform the customer that the vehicle has seats in the rear luggage compartment at the time of booking.
- 19.13 No citizen band radios may be fitted in any licensed hackney carriage or private hire vehicle.
- 19.14 No radio scanning devices of whatsoever type or sort may be fitted to, carried in or used in or in the vicinity of any taxi or private hire vehicle during the term of the licence.

20. CCTV

- 20.1 The use of CCTV can provide a safer environment for the benefit of passengers and drivers by:
- deterring and preventing the occurrence of crime
 - reducing the fear of crime
 - assisting the police in investigating incidents of crime
 - assisting insurance companies in investigating motor vehicle accidents
- 20.2 Suitable internal and external equipment, capable of recording both audio and video, may be installed, subject to the written approval of the council, in any licensed vehicles. If fitted, the system must comply with the ICO code and General Data Protection Regulation requirements. Audio recording must be switched off, for privacy reasons, and only activated when evidence of a specific discussion is required for evidence purposes. Signs in the vehicle are required to highlight the presence of CCTV to passengers and an extra indicator is required to show when audio recording has been activated.
- 20.3 The vehicle shall have a sufficient engine capacity. Any hybrid/LPG, electric or other alternatively powered vehicle must have an engine size that is sufficient for use at full capacity.
- 20.4 Taxi and private hire vehicle drivers will accept the carriage of portable oxygen tanks for passengers that require their usage for medical purposes.
- 20.5 All upholstery shall be clean and in a well-maintained condition. No tear, crack, hole or burn will be acceptable other than 'fair, wear & tear'. Upholstery includes seats, headrests, armrests, carpets and other trim.
- 20.6 All vehicles shall have suitable and adequate ventilation.
- 20.7 Roof and floor coverings shall be clean and in good condition, with no rips or other damage.
- 20.8 All fittings shall be properly maintained and in good working order. Fittings include clocks, interior lights, sun blinds, door surrounds, grab handles, other equipment provided for passenger comfort and any equipment in, on or forming part of the vehicle including wheelchair ramps and securing fittings where the vehicle is to be licensed to carry wheelchair bound passengers.

- 20.9 The vehicle must be kept free from damage and maintained in good condition both internally and externally.
- 20.10 The council encourages the use of environmentally friendly vehicles and will charge only the administration fee for a fully electric vehicle application and renewal, until this policy is superseded.

21. LPG Conversions for existing licensed vehicles

- 21.1 Any vehicle proprietor converting their licensed vehicle to run on Liquid Petroleum Gas (LPG) must notify the council of such change and comply with the following conditions.
- LPG systems must be fitted in accordance with LPGA Code of Practice 11.
 - That the vehicle displays on the front and rear screens, a sticker stating that the vehicle has been fitted with an LPG tank for the purpose of alerting the emergency services in the event of an accident.
 - If a doughnut tank is fitted in the spare wheel well of the boot, the spare wheel must be securely placed in a position not obstructing the entire luggage space.
 - The proprietor of the vehicle must notify DVLA Swansea of the change in fuel from petrol to both LPG and petrol.
 - The vehicle must be annually serviced by a person competent in LPG powered vehicles.

22. New applications - Vehicles powered by liquid petroleum gas (LPG)

- 22.1 An applicant for a licence involving a vehicle which has been converted to run on LPG will be required to produce, prior to a licence being issued, a certificate stating that the LPG system has been fitted in accordance with LPGA Code of Practice 11.
- 22.2 The vehicle will be required to undergo an annual service by a person competent in LPG powered vehicles in addition to the councils require vehicle inspection at a one of its nominated garages.
- 22.3 If an LPG conversion involves installation of an LPG fuel tank in a vehicle's boot space (and possible relocation of the spare wheel) it shall be a requirement that an amount of space shall remain free for the storage of a reasonable amount of luggage and any spare wheel displaced as a result must be stored in a location that does not impinge on the passenger carrying area of a vehicle.

23. Tinted windows

Tinted windows must comply with the Road Vehicles (Construction & Use) Regulations which specify the minimum levels of light that must pass through the windscreen and front side windows. The limits are:

- The light transmitted through the windscreen must be at least 75%; and
- The front side windows must allow at least 70% of light to be transmitted through them.

24. External and internal advertising and signs

- 24.1 Roof signs of any kind are not permitted on private hire vehicles.
- 24.2 No signs, notices, advertisements, plates, marks, letters, figures, symbols, emblems, other than those mentioned below shall be displayed on, in or from the vehicle.
- 24.3 Signs permitted are:
- 24.3.1 any registration number
 - 24.3.2 any sign required by statute or subordinate legislation
 - 24.3.3 any sign on a taximeter indicating that the vehicle is for hire
 - 24.3.4 on the outside rear of the vehicle the internal and external licence plates giving the licence number and the maximum number of passengers to be carried
 - 24.3.5 the roof sign (taxis only)
 - 24.3.6 any sign indicating membership of a national motoring organisation
 - 24.3.7 any sign informing passengers not to smoke in the vehicle
 - 24.3.8 the tariff card
 - 24.3.9 any sign approved by the council to indicate that the payment of fares may be made by debit/credit card shall be displayed on the front windscreen of the vehicle
 - 24.3.10 any sign provided by Norfolk County Council to show that the vehicle is used for school contracts shall be displayed in the windscreen in such a manner so as not to obstruct the driver's vision and may only be displayed when actually employed in the performance of such contract work with pupils being carried.
 - 24.3.11 any other sign specifically approved in writing by the council
 - 24.3.12 no sign may contain any material of a religious or political nature or contain any matter likely to cause offence.
 - 24.3.13 In the case of private hire vehicles, signage is subject to the specific exclusion of the words 'taxi' or 'cab'; the use of these words will not be permitted.
- 24.4 Any sign permitted must be positioned so as not to impede visibility. No sign shall be placed on the rear window of the vehicle. No hanging obstruction shall be placed in any part of the vehicle.
- 24.5 Except for specifically exempted vehicles, a sign provided by North Norfolk District Council must be displayed in a prominent position on each rear side of the vehicle displaying the council logo with the words:
- 'pre-booked only' for private hire vehicles
 - 'taxi' or 'hackney carriage' for taxi vehicles
- 24.6 The council will allow advertisements to be placed upon a vehicle subject to the following:
- The proprietor of a licensed vehicle may display advertisements on the licensed vehicle only when written permission has been obtained from the council.
 - No advertising of any kind is to be placed on the rear door panels of licensed vehicles.
 - No advertising will be permitted on the windows of the vehicle.
 - Advertising shall not be stuck over door trims. Door trims may not be removed to accommodate advertising.

- All advertisements shall comply with the British Code of Advertising Practice (www.asa.org.uk/codes-and-rulings/advertising-codes/non-broadcast-code.html) and shall be in a form acceptable to the Advertising Standards Authority. The council reserves the right to require the licensee to withdraw any advertisement which may be considered inaccurate, misleading, unlawful, defamatory, in bad taste or of an unacceptable standard.
 - No advertisement will be permitted that relates to or advertises alcohol, nudity, gambling, smoking materials or others of a political nature.
 - The same advertising must be displayed on the nearside and offside doors of vehicles.
 - Private hire vehicles shall not use the word 'taxi' or 'cab' in any advertising, or 'Hire', or any word of a similar meaning or appearance to any of those words, whether alone or as part of another word. The only exceptions are:
 - The word 'Hire' displayed on a private hire vehicle is when the word is used in conjunction with the word 'Private' to form the term 'Private Hire'.
- 24.7 During the currency of the Licence, no material alteration or change in the specification, design, condition or appearance of the vehicle shall be made without the prior written approval of the council.

25. Passengers

- 25.1 The number of passengers on the plate must not be exceeded, regardless of the age of any passenger. For the avoidance of doubt, infants from birth onwards, are counted as 1 passenger. Exception: If a baby is delivered whilst hired, the driver can proceed to the hirer's destination with the newborn additional passenger.

26. Wheelchair accessible specification

- 26.1 A vehicle complying with the specifications required by the Equality Act must be adapted or designed to carry at least one wheelchair passenger:
- 26.2 This means that, to be placed on a council's list, a vehicle must be capable of carrying some – but not necessarily all – types of occupied wheelchairs. The government recommends that a vehicle should be included in a council's list only if it would be possible for the user of a "reference wheelchair" to enter, leave, and travel in the passenger compartment in safety and reasonable comfort whilst seated in their wheelchair.
- 26.3 The "reference wheelchair" is defined as 700mm in width, 1200mm in length, and 1350mm in height. A diagram of the "reference wheelchair" can be found on page 97 of the Department for Transport's 2022 Reference Wheelchair Standard and Transport Design research report (www.gov.uk/government/publications/reference-wheelchair-standard-and-transport-design).
- 26.4 A vehicle designed or adapted in accordance with the above may carry a maximum of two signs indicating that it can carry wheelchair bound passengers; any swivel seat fitted must meet the requirements of the above Act.

- 26.5 If a mechanical hoist is fitted to the vehicle this will be required to be inspected annually by the manufacturer, an approved agent or competent person who specialises in lifting equipment and a certificate of examination/compliance produced to that effect.
- 26.6 Access to the vehicle must be possible from the road or pavement either by a lift or ramp. Any power-operated device must be capable of manual operation in the event of a power failure. The boarding device must have a safe working load of 300kg and operate under normal loading conditions without undue deflection.
- 26.7 A ramp should be of slip resistance material. The ramp should be capable of being deployed both onto the road and onto a 125mm high kerb. The ramp when deployed should be securely located at the point of entry to the vehicle. For side and rear loading the ramp when deployed to the pavement should not exceed a safe working gradient. When not in use the ramp should be securely stored in such a manner as not to block any of the vehicle doors and not to present a hazard to the vehicle occupants as per vehicle specification.

27. Taxi vehicles

- 27.1 All taxi vehicles shall have a taximeter fitted. Each taximeter shall be tested by one of the council's approved testing stations to establish that the meter reflects the fares prescribed in the current hackney carriage Fare Tariff approved by the council.
- 27.2 The taximeter shall be placed in a safe position and so far as possible so that all letters and figures shall be always plainly visible to passengers. The letters and figures shall be capable of being suitably illuminated throughout the period of hire.
- 27.3 A taxi driver shall, at the commencement of the journey, activate the meter so that the word 'Hired' is clearly visible and shall keep the meter operating until the end of the hire agreement. Commencement means:
- When the hirer is ready to start the journey.
 - When the driver has presented him/herself at an appointed place at a specified time if booked in advance and made their presence known to the hirer.
- 27.4 When taxi drivers are standing or plying for hire, they will keep the taximeter locked in the position so that no fare is recorded and operate a sign, stating 'For hire' in clear legible letters.
- 27.5 Any taximeter fitted to a taxi vehicle, which has been adjusted or repaired shall be retested by one of the council's approved testing stations.
- 27.6 The taximeter shall clearly display a fare not exceeding the rate approved by the council.
- 27.7 The taximeter will be fixed with security seals or other appliances to discourage tampering with them except by breaking, damaging or permanently disabling the security seals.

28. Hackney carriage byelaws

The hackney carriage byelaws can be found at Annex B of this handbook.

29. Roof signs

- 29.1 All hackney carriage vehicles must be fitted with roof-mounted signs.
- 29.2 The council will not permit a private hire vehicle to be fitted with a roof-mounted sign of any kind.
- 29.3 Taxi roof signs must be white in colour and securely fitted to the vehicle. They must be of a design and shape approved by the council.
- 29.4 All taxi roof signs shall display the wording 'taxi' on the front. The sign shall be capable of being illuminated internally in such a manner that the word 'taxi' is always illuminated when the vehicle is plying for hire, but not otherwise. The sign may include the name and landline telephone number of the taxi company.
- 29.5 All wording shall be black in colour and the word 'taxi' must be clearly visible from a distance of 20 metres.

30. Unattended taxis

On a rank, no taxi may be left unattended by a licensed driver.

31. Special event vehicles

- 31.1 **Application in Writing**
Any person wishing to apply for a special event vehicle licence will be required to apply in writing stating the type and age of vehicle they intend to use and the reasons why they believe that they should be considered for this vehicle category. Vehicles issued with a special event licence shall only be used for special occasions and executive business contracts. Vehicles licensed within this category shall not be used for everyday private hire use, e.g. 'school contracts' but must work under the control of a private hire operator.
- 31.2 **Sale of alcohol**
The licensee shall not facilitate the sale of alcohol unless there is in force an appropriate authorisation under the Licensing Act 2003 (either a premises licence or temporary event notice) permitting the sale of alcohol.
- 31.3 **Types of vehicles**
Special event vehicles are a type of private hire vehicle and fall into one of the following categories:
 - Executive vehicles
 - Novelty vehicles
 - Stretched limousines
 - Historic vehicles

31.4 Age requirements

- 31.4.1 Executive vehicles presented for licensing for the first time should not normally be older than 5 years on the day the application is received.
- 31.4.2 Stretch limousines presented for licensing for the first time should not normally be older than 7 years on the day the application is received.
- 31.4.3 Historic vehicles presented for licensing for the first time must have been registered 40 years ago or more. Note: This is in accordance with DVLA taxation class for historic vehicles.
- 31.4.4 Licence plate
The council vehicle licence plate will be required to be securely fixed to the rear of the vehicle. Magnetic or similar temporary fixings are unacceptable.
- 31.4.5 Communication equipment
No vehicle shall be fitted with a two-way radio system.
- 31.4.6 Dress code
Drivers of special event vehicles will observe a 'smart casual' dress code, which includes a minimum acceptable standard: shoes, trousers or skirt and a collared or similarly smart top. Jeans and sportswear are not acceptable.
- 31.4.7 Stretched limousines
- A stretched limousine is a saloon type vehicle that has undergone an increase in length by extending the wheelbase after manufacture. An American stretched limousine is a stretched limousine imported from the USA and typically will have been manufactured originally by Lincoln (Ford) or Cadillac.
 - The purpose of this policy and subsequent conditions is to protect public safety. The conditions will apply in addition to the council's standard conditions for private hire vehicles and take account of the fact that stretched limousines will:
 - travel generally at slower speeds than normal taxis
 - not normally overtake other vehicles
 - be easily recognisable by the hirer
 - be heavier and considerably longer than standard cars
 - be adapted or converted by someone other than the original manufacturer

31.5 For the purposes of calculating the seating capacity of a vehicle the minimum width of a passenger seat is 400mm (16 inches). In the case of an 'L' shaped seat, sufficient space must be made available in the corner to prevent the passenger on one side of the corner encroaching on the passenger on the other side.

31.6 In the case of a stretched limousine, or an American stretched limousine, where the vehicle has been constructed or adapted to seat up to 8 passengers, originals of the following documentation will be required by the council before an initial application for a vehicle licence can be considered:

- Completed importation documentation where applicable and individual vehicle approval (IVA) or Voluntary Individual Vehicle Approval (VIVA) certificate.

- Proof the 'stretch' was performed by the manufacturer or by a Coachbuilder approved by the vehicle manufacturer i.e. American Limousines must have been built by an approved coachbuilder under the QVM programme for Ford Vehicles or the CMC programme for Cadillac Vehicles.
- DVLA Registration Document (V5C).
- Valid Certificate of Insurance, with cover for hire and reward.
- Current MOT certificate issued by an approved Testing Station.
- Where applicable, an installation certificate from a Liquefied Petroleum Gas Association (LPGA) Approved UK Vehicle Conversion Company, in the case of vehicles converted to run on LPG.
- Valid Vehicle Excise Duty (road tax) licence.

31.6.1 Replacement parts

Any replacement parts fitted to stretch limousine vehicles must meet the approved standards of the stretched specifications i.e. tyres will not only have to meet the size specifications but must also meet the weight specification.

31.6.2 Window tints

Stretch limousines are exempt from Condition 3.70 regarding tinted windows fitted to the side and rear window glass of the vehicle. The driver and passenger front side window glass and the front windscreen (cockpit area) must meet legal requirements.

- 31.7 Private hire operator – additional requirement for special event vehicles
Special event vehicles must be specifically requested by the customer, and it is not for the operator to determine which class of vehicle should be assigned to the booking. In addition to the private hire operator records required under Operator section of this handbook, operators of special event vehicles are to maintain a record of the nature of the special event, that is the customer's purpose for requesting a special event vehicle.

31.8 Altered vehicles

31.8.1 Any vehicle which has been altered from the original manufacturer's specification, re-registered or has been an insurance loss (categories S and N only) shall only be considered for licensing if the vehicle has been subjected to a satisfactory IVA or VIVA test (engineers report) from the Driver and Vehicle Standards Agency (DVSA).

31.8.2 Vehicles without a DVSA engineers report will only be considered for licensing if they have been built to the manufacturer's original specification.

31.8.3 The IVA test is appropriate for vehicles not previously registered in the UK, and a VIVA for vehicles registered in the UK to prove compliance.

31.8.4 Category A and B (as defined by the Code of Practice for the Disposal of Motor Vehicle Salvage) write offs will not be considered fit for licensing.

31.8.5 Once licensed, material alterations in design, appearance or specification may only be carried out with the prior written consent of the licensing enforcement officer, or senior officer of the Public Protection department.

32. Vehicle inspections

- 32.1 All vehicles being presented for testing at one of the approved council testing stations shall be in clean condition to allow the tester to inspect the vehicle. The tester may refuse to test a vehicle that does not conform to this requirement.
- 32.2 The bodywork of the vehicle shall be in good condition and shall be as originally fitted by the manufacturer. Wheel trims must be fitted to all road wheels where part of the manufacturer's original specification.
- 32.3 The proprietor of the vehicle will pay the nominated garage for the vehicle inspection.

33. Vehicle identification – external licence plate

- 33.1 The valid vehicle licence plate shall be securely fixed and displayed outside and on the rear of the vehicle and shall be clearly visible during daylight hours from a distance of not less than 5 metres. The licence plate must not obstruct any signage prescribed by the council or any lights or the vehicles registration mark. Any items such as tow bars must not obstruct the licence plate.
- 33.2 The Licence Plate shall be fixed in a permanent manner and displayed outside and on the rear of the vehicle, either immediately above or below the bumper. It shall be fixed in such a position that it and the vehicle's registration mark is not obscured, with its particulars facing outwards. The figures and numbers endorsed thereon are distinct and legible.
- 33.3 The licence plate is the property of the council to whom it must be returned without delay and within 7 days of demand if the licence is suspended, revoked or not renewed for any reason. Authorised officers are entitled to physically remove the plate from the vehicle and retain it where necessary.
- 33.4 The requirements to display the Licence Plate on a private hire vehicle do not apply if an exemption notice has been issued in writing by the licensing authority under section 75 of the Local Government (Miscellaneous Provisions) Act 1976, on any occasion specified in that exemption, and the Licence Plate is in the vehicle as specified in the exemption.
- 33.5 Expired plates shall be removed as soon as they become invalid.

34. Vehicle identification – internal licence

- 34.1 The valid internal vehicle licence shall be fixed and displayed inside the front windscreen on the passenger side of the vehicle in the top left corner and must not be obstructed.
- 34.2 Expired internal plates shall be removed as soon as they become invalid.

35. Reporting a lost, damaged or stolen licence plate

The vehicle proprietor/licensee shall inform the council by the next working day should the licence plate become lost, damaged or stolen. If lost or stolen, the matter shall be reported to the police and a relevant reference number shall be required (i.e. Crime Number or lost property reference). On no account must a taxi ply for hire without a correctly displayed plate, as required under the Police Town Clauses Act 1947, Sections 51 and 52.

36. List of drivers to be maintained

The vehicle proprietor/licensee shall maintain a list of names and addresses of all persons that have use of that licensed vehicle. The list shall be made available to authorised officers upon request.

37. Trailers attached to licensed vehicles

- 37.1 The proprietor of a licensed vehicle may attach a trailer for carrying luggage when required, subject to the completion of the relevant application, and providing that an external trailer licence plate is affixed to the rear of the trailer. The licence plate must be the same as the vehicle licence plate, with the addition of a trailer identification mark.
- 37.2 Trailers cannot be used by taxis when plying for hire on a hackney carriage stand.
- 37.3 The trailer must at all times comply with all Road Traffic legislation requirements, in particular those laid down in the Road Vehicles (Construction and use) Regulations 1986
- 37.4 No licensed vehicle may tow any trailer unless evidence of valid insurance (see below) to cover such use of hire and reward has been produced to the council and the licence endorsed. The driver must hold the appropriate towing licence issued by the DVLA.
 - a current certificate of insurance must be produced which covers the use of the trailer and the vehicle to be licensed to tow it: and
 - public liability insurance to the value of £100,000 must be produced to cover any contents carried in the trailer.
 - Advertisements may be allowed to be displayed on the trailer with prior written approval of the council.
- 37.5 Trailers must comply with the following standards:
 - 37.5.1 Most cars have a maximum weight they can tow. It's usually listed in the handbook or specification sheet.
 - 37.5.2 Alternatively, the vehicle's 'gross train weight' may be listed on the vehicle identification number (VIN) plate on the car. This is normally under the bonnet or inside the driver's door.
 - 37.5.3 The gross train weight is the weight of the fully loaded car plus fully-loaded trailer and must not be exceeded.
 - 37.5.4 If your VIN plate does not list a train weight, you should not use your vehicle for towing.
 - 37.5.5 Maximum width. The maximum trailer width for any towing vehicle is 2.55 metres.
 - 37.5.6 Maximum length. If your vehicle's maximum authorised mass (MAM)

- is 3,500kg or less, you cannot tow a trailer that's longer than 7 metres. (www.gov.uk/vehicle-weights-explained)
- 37.5.7 If your vehicle's MAM is more than 3,500kg then the maximum lengths are:
- 12 metres for the trailer towed by the vehicle
 - 18 metres for the vehicle and trailer combined
 - 3.05 metres for how far the load can overhang the back of the trailer (whatever the length of the trailer is)
- 37.5.8 Maximum lengths do not include the A-frame (the frame that connects your car to the trailer). (www.gov.uk/towing-with-car/weight-and-width-limits)

38. Vehicle incidents

- 38.1 The proprietor of a private hire/taxi carriage vehicle must notify the council in writing as soon as possible within 72 hours of any incident which has caused damage to the vehicle or to any other property (such as another vehicle, fence post or similar). An incident form must be provided to the licensing team within 7 days of the event. A sample incident form is attached at [Annex D](#) and can be obtained from the council's website. The incident form may be revised before the next revision of this policy. Proprietors shall submit the relevant form as directed by the licensing team, which will also be available on the council website.
- 38.2 The authorised officer or council's agent will inspect the vehicle and decide on whether the vehicle can continue in service.
- 38.3 If the vehicle can continue in service until a permanent repair is undertaken, the repair must be completed within a maximum of 28 days of the authorised officer/agent's decision, unless an acceptable reason can be given for an extension of time. The licensing enforcement officer will determine if the reason is acceptable and agree the extension period.
- 38.4 If any damage is considered by the authorised officer/agent to be extensive enough to affect the safety or general appearance of the vehicle, it must be immediately withdrawn from service and the plate removed. The vehicle must be repaired, submitted for a council vehicle inspection and the cosmetic appearance inspected by an authorised officer/agent, before the plate is re-affixed and the vehicle returned to service.
- 38.5 In the case of any dispute the matter will be referred to the council's licensing sub-committee
- 38.6 Any replacement vehicle, either a short-term or permanent replacement, must comply with licensing prerequisites. A completed application form must be submitted together with the other necessary documents and the appropriate fee, before being used as a licensed vehicle.
- 38.7 It is not necessary to report a stone chip or other similar very minor damage to a licensed vehicle providing no damage has been caused to a person or property, and the damage would pass a compliance test.

39. Fire Equipment & First Aid

- 39.1 Where fire extinguishers are provided in vehicles, proprietors must ensure drivers have undertaken relevant training on how to fight vehicle fires. Drivers should not attempt to tackle a vehicle fire unless they have completed a relevant training course.
- 39.2 The council's advice to all drivers in the event of a fire is to follow the Highway Code:
'If your vehicle catches fire, get the occupants out of the vehicle quickly and to a safe place. Do not attempt to extinguish a fire in the engine compartment, as opening the bonnet will make the fire flare. Call the fire brigade.' (www.gov.uk/guidance/the-highway-code/annex-6-vehicle-maintenance-safety-and-security)
- 39.3 A first aid kit shall be positioned within the vehicle, within easy reach of the driver. Its contents shall be kept under review by the proprietor and items within it shall be replaced before expiry.
- 39.4 The contents of the first aid kit should be based on the proprietor's first aid needs assessment. As a guide, at the time of publication a first aid kit meeting BS-8599-2 specifically contains the suggested list of items:
- 1 bag marked 'Emergency Equipment'
 - 1 reflective warning triangle to EC R27
 - 1 high visibility vest for roadside safety to EN471 standard
 - 1 foil blanket
 - 1 trauma dressing
 - 1 first aid guidance leaflet
 - 2 pair of disposable gloves
 - 1 clothing scissors
 - 1 mouth-to-mouth face shield
 - 2 burn dressings
 - 10 adhesive plasters
 - 10 sterile wet wipes

The council's advice on dealing with a first aid issue whilst driving for hire and reward is to follow the Highway Code for general road users. At the time of publication, the advice is as follows (consult [The Highway Code - Annex 7. First aid on the road - Guidance - GOV.UK (www.gov.uk)] for updates):

- Further collisions and fire are the main dangers following a crash. Approach any vehicle involved with care, watching out for spilt oil or broken glass. Switch off all engines and, if possible, warn other traffic. If you have a vehicle, switch on your hazard warning lights. Stop anyone from smoking and put on the gloves from your first-aid kit if you have one.
- If you can do so safely, try to get the help of bystanders. Get someone to call the appropriate emergency services on 999 or 112 as soon as possible. They'll need to know the exact location of the incident (including the direction of traffic, for example, northbound) and the number of vehicles involved. Try to give information about the condition of any casualties, for example, if anyone is having difficulty breathing, is bleeding heavily, is trapped in a vehicle or doesn't respond when spoken to.
- DO NOT move casualties from their vehicles unless there's the threat of further danger. DO NOT remove a motorcyclist's helmet unless it's

essential. DO try to keep casualties warm, dry and as comfortable as you can. DO give reassurance confidently and try not to leave them alone or let them wander into the path of other traffic. DO NOT give them anything to eat or drink.

Remember the letters **D R A B C**:

D - Danger Check that it's safe to approach.

R - Response Try to get a response by gently shaking the casualty's shoulders and asking loudly 'Are you all right?' If they respond, check for injuries.

A - Airway If there's no response, open the casualty's airway by placing your fingers under their chin and lifting it forward.

If the casualty is unconscious and breathing, place them in the recovery position until medical help arrives.

B - Breathing Check that the casualty is breathing normally. Look for chest movements, look and listen for breathing, and feel for breath on your cheek.

If there are no signs of breathing, start CPR. Interlock your fingers, place them in the centre of the casualty's chest and press down hard and fast – around 5 to 6 centimetres and about twice a second. You may only need one hand for a child and shouldn't press down as far. For infants, use two fingers in the middle of the chest and press down about a third of the chest depth. Don't stop until the casualty starts breathing again or a medical professional takes over.

C - Circulation If the casualty is responsive and breathing, check for signs of bleeding. Protect yourself from exposure to blood and check for anything that may be in the wound, such as glass. Don't remove anything that's stuck in the wound. Taking care not to press on the object, build up padding on either side of the object. If nothing is embedded, apply firm pressure over the wound to stem the flow of blood. As soon as practical, fasten a pad to the wound with a bandage or length of cloth. Use the cleanest material available.



Burns

Put out any flames, taking care for your own safety. Cool the burn for at least 20 minutes with plenty of clean, cool water. Cover the burn with cling film if available. Don't try to remove anything that's sticking to the burn.

Be prepared

Always carry a first aid kit – you might never need it, but it could save a life. Learn first aid – you can get first aid training from a qualified organisation such as St John Ambulance, St Andrew's First Aid, British Red Cross, or any suitable, qualified body.'

40. Insurance

- 40.1 The proprietor shall keep in force, in relation to the use of the taxi or private hire vehicle, a policy of insurance in respect of public hire and complying with the provisions of Section 145 of Part VIA Road Traffic Act 1988 Road Traffic Act 1988 (www.legislation.gov.uk/ukpga/1988/52/section/145), which covers third party liability both in respect of physical injury or death and in respect of damage to personal belongings. The certificate of insurance and schedule must be produced, on demand to an authorised officer of the council for inspection.
- 40.2 It shall be the responsibility of the proprietor of a taxi or private hire vehicle to produce proof of continuous insurance cover in respect of public hire. The insurance proof is to be provided to the licensing authority within seven days of the expiry of the preceding certificate or cover note, or earlier.
- 40.3 Failure to comply may result in suspension of the vehicle licence.

41. Procedure for increasing taxi fares

- 41.1 Within 28 working days of receipt of request for consideration of an increase in fares from a member of the taxi trade, the council will circulate the request to all taxi proprietors for their views.
- 41.2 If the consensus of the trade agrees with a fare increase, representatives of the trade will be canvassed on proposals by officers of the Council who will then present any proposal to the council for their consideration and decision.
- 41.3 No increase in fares can come into operation until the proposals have been publicly advertised as required and objections considered.
- 41.4 Any fare increase approved must be set into the taximeter within one week of the date on which such increase comes into force.
- 41.5 No proprietor may charge any increase until the due date and the taximeter has been re-calibrated to the new fares.
- 41.6 The council may not set fares for private hire vehicles as these are set and advertised at the discretion of individual operators.

42. Licensing Sub-Committee

- 42.1 The sub-committee is a formal meeting where members sit in a quasi-judicial manner. This means that it acts like a court or tribunal. People appearing before sub-committee should behave and dress in a formal manner.
- 42.2 Anyone called to a committee hearing following a complaint, should not attempt to speak to the complainants or witnesses before the meeting as this could be viewed as harassment.
- 42.3 Each case will be considered on its own merits. Historic matters can be considered as part of the hearing.
- 42.4 The sub-committee will consist of three members made up of district councillors, who sit on the licensing committee (of which there are fifteen members in total). A chairman is appointed to supervise the sub-committee during the process. A legal representative may advise the sub-committee.
- 42.5 Council officers may also attend the hearing, in an advisory capacity. However, it is only councillors who determine the outcome.
- 42.6 Anyone referred to the licensing sub-committee will be notified in writing of the date, time and venue of the hearing. They can bring a representative to support them. The representative should be well prepared for the hearing before they arrive.
- 42.7 As well as granting and issuing licences, the council also has the power to suspend or revoke licences and take court action, if necessary, against any offending licence holder.
- 42.8 The person appearing before the committee will be asked to describe the circumstances surrounding the convictions or incident concerned and asked to explain why they feel they are a 'fit and proper person'.
- 42.9 When considering convictions, the sub-committee will have regard to the 'Assessment of previous convictions' at Annex A. If this recommended standard is updated, before the policy is revised, the committee will have regard to the updated version.
- 42.10 After hearing the evidence and representations from all parties, the sub-committee will retire to make their decision.
- 42.11 As soon as a decision is made the committee will inform the person of the outcome. The person will also be advised of the decision in writing. The decision could be:
- Grant or refuse application
 - Take no action
 - Issue a verbal warning
 - Suspend or revoke licence
 - Apply conditions to the licence
 - Require driver to complete a driving assessment and/or sit council's knowledge test, or any other appropriate action
 - Apply NNDC penalty points
 - Another relevant course of action

42.12 Right of appeal

42.12.1 If the council refuses the grant of a vehicle, operator or driver licence, or in the case of a disciplinary hearing, decide to suspend or revoke a licence or any other formal action, the person will have the right of appeal to a magistrate's court. In the case of refusal to grant a hackney carriage vehicle licence, appeal will be to the crown court. Appeals must be made to the magistrate's court within 21 days of the council's decision.

42.12.2 North Norfolk District Council has adopted a procedure to revoke a driver's taxi/private hire licence with immediate effect where the interests of public safety require such course of action. The delegated authority states that the Assistant Director Environment and Leisure Services, in consultation with the Chair (or Vice Chair) of Licensing and Appeals Committee, is authorised to immediately revoke a taxi/private hire vehicle driver's licence where it is considered to be urgently necessary to safeguard the public. The flowchart at [Annex F](#) shows the process. The Council's Scheme of Delegation is publicly available on the Council website.

43. Enforcement

43.1 DVLA penalty points

A driver who accrues 7 or more points on their DVLA licence is demonstrating they may not be a safe and suitable person to hold a licence, and their suitability will be assessed by the licensing enforcement officer.

Enforcement options might include:

- Requirement of the driver to pass a safer driving course
- A period of probation where if the driver accrues any further points within a 2-month period, their case will be referred to the licensing sub-committee to determine
- Another reasonable request or action that would remind the driver of their responsibilities as a professional driver

43.2 Any driver who accrues 10 or more penalty points will be referred to the sub-committee. The driver will have to prove they remain a safe and suitable person to hold an NNDC driver licence.

44. Local penalty points

44.1 North Norfolk District Council operates a local penalty points scheme. This is a separate scheme to that which operates under the Road Traffic Offenders Act 1988.

44.2 Penalty points can be imposed on any person/business/agency licensed by North Norfolk District Council. This system is designed in the public interest, as an aid to ensure continued public safety and to give the individual/business a chance to rectify any relatively minor breaches of licence conditions without the need for the council to resort immediately to suspension/revocation or prosecution.

44.3 Drivers may appeal in writing to the Assistant Director for Environment and Leisure Services within 21 days of the notification of points awarded

and have the matter considered by the licensing sub-committee.

44.4 If an individual concerned accrues a total of 12 local penalty points within a 3-year period, they will automatically be referred to the licensing sub-committee to give reasons why they believe their licence should continue.

44.5 The following list, whilst not exhaustive, details the number of penalty points that will be awarded for infringements shown:

DC Code	Infringement	Penalty Points
PP1	Failing to have a valid licensed driver badge in their possession whilst driving a licensed vehicle	3
PP2	Not having an appropriate first aid kit in the vehicle	3
PP3	Failing to notify the licensing team, in writing within 7 days of a change to name and/or address	3
PP4	Failing to carry licensing handbook whilst driving a licensed vehicle	3
PP5	Failing to display any plates, signs or notices required by North Norfolk District Council	3
PP6	Failing to deal with lost property in the correct manner	3
PP7	Failing to notify the licensing team of any complaints received	3
PP8	Failing to attend the council offices when directed by an authorised officer	3
PP9	The issue of an unfit vehicle notices for any reason other than for an accident	3
PP10	Unreasonable prolongation of journeys or any misconduct regarding the charging of fares	3
PP11	Failing to attend at appointed time and place without sufficient cause	3
PP12	Failing to display fare card (taxis)	3
PP13	Parking/stopping contrary to authorised road markings	3
PP14	Parking/stopping with one or more wheels on the pavement – in avoidable circumstances where obstruction has been caused	3
PP15	Failing to notify the licensing team, in writing within 48 hours of any charges, summons, penalty points, cautions or convictions being imposed	4
PP16	Failing to respond to a reasonable request from the licensing team, within the time period requested.	4
PP17	Failing to notify the licensing team, in writing within 72 hours of being involved in an accident	4
PP18	Leaving a vehicle unattended on the rank	4
PP19	Private hire operator failing to maintain their records in the correct format	4

DC Code	Infringement	Penalty Points
PP20	Licensed vehicle not carrying a spare wheel, space saver or tyre weld that is capable of being used. (Excludes vehicles with run flat tyres)	4
PP21	Using a mobile phone, vehicle equipment, any device, radio handset, eating or drinking whilst the vehicle is in motion unless specifically exempted by law	4
PP22	Displaying any feature on a private hire vehicle which would suggest it is a taxi	6
PP23	Failing to carry an assistance dog without requisite exemption	6
PP24	Using an unlicensed vehicle	6
PP25	Private hire drivers touting for business	6
PP26	Failing to notify the licensing team of any change in medical fitness to drive	6
PP27	Failure to produce the required documentation within 7 days of a request	4
PP28	Failure to report to the authority the transfer of a private hire vehicle licence or a hackney carriage vehicle licence within 14 days of transfer.	4
PP29	Failure to return vehicle licence plate within 7 days after due notice following expiry, revocation or suspension of such licence	4
PP30	Failing to notify licensing team of a change in private hire operator.	4
PP31	Wheelchair accessible taxi fails to carry ramps for loading disabled persons wheelchair	6
PP32	Driver smoking or emitting toxins within the vehicle	3
PP33	Failure to display official 'no smoking' sign in vehicle	3
PP34	Licensed vehicle displaying unauthorised markings (inside or out)	3
PP35	Sounding the vehicle horn to announce arrival or tout for business	3
PP36	Defective vehicle minor, i.e. headlight not working	3
PP37	Defective vehicle major, i.e. bald tyre	6
PP38	Failure to comply with legislation pertaining to hackney carriage and private hire licensing.	3-6
PP39	Failure to conform with the Road Traffic Act	3-6
PP40	Failure of private hire operator to provide annual list of vehicles and drivers	3
PP41	Eating or drinking in the vehicle without consent of the passenger(s)	3

In appropriate cases, additional penalty points to those specified above may be imposed by a panel of the licensing sub-committee following a hearing when they have considered the circumstances of an individual case.

A summary of offences under the relevant acts can be found at [Annex E](#).

Annex A – Assessment of previous convictions

The following is taken directly from Statutory taxi and private hire vehicle standards - GOV.UK (www.gov.uk/government/publications/statutory-taxi-and-private-hire-vehicle-standards/statutory-taxi-and-private-hire-vehicle-standards#annex-conviction). We will comply with these standards in our consideration of previous convictions and take into account licensing best practice guidance that is current at the time of the hearing:

10.1 Crimes resulting in death

Where an applicant or licensee has been convicted of a crime which resulted in the death of another person or was intended to cause the death or serious injury of another person they will not be licensed.

10.2 Exploitation

Where an applicant or licensee has been convicted of a crime involving, related to, or has any connection with abuse, exploitation, use or treatment of another individual irrespective of whether the victim or victims were adults or children, they will not be licensed. This includes slavery, child sexual abuse, exploitation, grooming, psychological, emotional or financial abuse, but this is not an exhaustive list.

10.3 Offences involving violence against the person

Where an applicant has a conviction for an offence of violence against the person, or connected with any offence of violence, a licence will not be granted until at least 10 years have elapsed since the completion of any sentence imposed. Any violent behaviour will be considered as a concern.

10.4 Possession of a weapon

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

10.5 Sexual offences

Where an applicant has a conviction for any offence involving or connected with illegal sexual activity, a licence will not be granted. In addition to the above, the licensing authority will not grant a licence to any applicant who is currently on the sex offenders register or on any barred list.

10.6 Dishonesty

Where an applicant has a conviction for any offence where dishonesty is an element of the offence, a licence will not be granted until at least 7 years have elapsed since the completion of any sentence imposed.

10.7 Drugs

Where an applicant has any conviction for, or related to, the supply of drugs, or possession with intent to supply or connected with possession with intent to supply, a licence will not be granted until at least 10 years have elapsed since the completion of any sentence imposed.

Where an applicant has a conviction for possession of drugs, or related to the possession of drugs, a licence will not be granted until at least 5 years have elapsed since the completion of any sentence imposed. In these circumstances, any applicant may also have to undergo drugs testing for a period at their own expense to demonstrate that they are not using controlled drugs.

10.8 Discrimination

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

10.9 Motoring convictions

Taxi and private hire drivers are professional drivers charged with the responsibility of carrying the public. It is accepted that offences can be committed unintentionally, and a single occurrence of a minor traffic offence would not prohibit the granting of a licence. However, applicants with multiple motoring convictions may indicate that an applicant does not exhibit the behaviours of a safe road user and one that is suitable to drive professionally.

Any motoring conviction while a licensed driver demonstrates that the licensee may not take their professional responsibilities seriously. However, it is accepted that offences can be committed unintentionally, and a single occurrence of a minor traffic offence may not necessitate the revocation of a taxi or private hire vehicle driver licence providing the authority considers that the licensee remains a safe and suitable person to retain a licence.

10.10 Drink driving/driving under the influence of drugs

Where an applicant has a conviction for drink driving or driving under the influence of drugs, a licence will not be granted until at least 7 years have elapsed since the completion of any sentence or driving ban imposed. In the case of driving under the influence of drugs, any applicant may also have to undergo drugs testing at their own expense to demonstrate that they are not using controlled drugs.

10.11 Using a hand-held device whilst driving

Where an applicant has a conviction for using a held-hand mobile telephone or a hand-held device whilst driving, a licence will not be granted until at least 5 years have elapsed since the conviction or completion of any sentence or driving ban imposed, whichever is the later.

Additional guidance on offences:

- 43.6 Where an applicant has a conviction for a public order offence or similar, that is not an act of violence, a licence will not be granted for 5 years from the date of conviction.
- 43.7 Where an applicant or licence holder has a conviction for a relevant offence not covered elsewhere in this policy, a licence will not be granted for at least 7 years after the completion of any punishment imposed.

Annex B - Hackney Carriage Byelaws

Made Under THE TOWN POLICE CLAUSES ACT 1847 & 1889 and THE PUBLIC HEALTH ACT 1875 (As Amended)

For regulating the conduct of the proprietors and drivers of hackney carriages plying for hire within the district in their employment and determining whether such drivers shall wear any or what badges.

The driver of a hackney carriage shall:

if the taximeter is fitted with a flag or other device bearing the words 'for hire'

- when standing or plying for hire keep such flag or other device locked in the position in which the words are horizontal and legible.
- as soon as the carriage is hired, whether by distance or by time and before commencing the journey, bring the machinery of the taximeter into action by moving the flag or other device so that the words are not conveniently legible, and keep the machinery of the taximeter in action until the termination of the hiring.
- calculate the fare or charge from the point at which the hirer commences their journey at a rate of fare or charge not greater than that fixed by the council

if the taximeter is not fitted with a flag or other device bearing the words 'for hire'

- when standing or plying for hire keep the taximeter locked in the position in which no fare is recorded on the face of the taximeter, and operate a sign which shall bear the words 'for hire' in plain letters at least 3.8cms (1.5ins) in height and capable of being operated so that it indicates clearly and conveniently to persons outside the carriage whether or not the carriage is for hire;
- as soon as the carriage is hired, whether by distance or by time, operate the said sign so that the words 'for hire' are not conveniently legible by persons outside the carriage.
- as soon as the carriage is hired by distance and before commencing the journey, bring the machinery of the taximeter into action by moving the key or other device fitted for that purpose, so that the word 'hired' is legible on the face of the taximeter and keep the machinery of the taximeter in action until the termination of the hiring.
- calculate the fare or charge from the point at which the hirer commences their journey at a rate or charge not greater than that fixed by the Council.

The taximeter to be kept properly illuminated throughout any part of the hiring which is during the hours of darkness as defined for that purpose of the Road Traffic Act 1972 and at any other time at the request of the hirer.

The driver or proprietor of a taxi shall not tamper with or permit any person to tamper with any taximeter with which the carriage is provided, with the fittings thereof, or with its seals. Vehicles must be presented for inspection following any adjustments or repairs to the taximeter.

The driver of a taxi shall ensure that a statement of rates or fares currently in force in the District of North Norfolk shall be displayed at all times and shall not wilfully or negligently cause or suffer the letters or figures in the statement to be concealed or rendered illegible at any time whilst the carriage is plying for or being used for hire.

The driver of a taxi, when hired to drive to any particular destination, shall, subject to any directions given by the hirer, proceed to that destination by the most practical route and shall not, without reasonable cause, unnecessarily prolong in distance or in time the journey for which the carriage has been hired.

The driver of a taxi shall, when plying for hire in any street and not actually hired:

- proceed with reasonable speed to one of the ranks appointed by the council
- if a stand at the time of their arrival is occupied by the full number of carriages authorised to occupy it, proceed to another stand
- on arriving at a stand not already occupied by the full number of carriages authorised to occupy it, station the carriage behind the carriage or carriages on the stand to face the same direction
- from time to time, when any other carriage immediately in front is driven off or moved forward, drive the carriage forward to fill the place previously occupied by the carriage driven off or moved forward.

The proprietor or driver of a taxi when standing or plying for hire, shall not be calling out or otherwise importune any person to hire such carriage and shall not make use of the services of any other person for that purpose.

The proprietor or driver of a taxi shall not convey or permit to be conveyed in such carriage, any greater number of persons than the number of persons specified on the plate affixed to the outside of the carriage.

Every proprietor or driver of a taxi shall, always when standing, plying, or driving for hire, conduct himself in an orderly manner, and with civility and propriety towards every person seeking to hire, or hiring, or being conveyed in such carriage and shall comply with every reasonable requirement of any person hiring, or being conveyed in such carriage.

The driver of a taxi shall take all reasonable precautions to ensure the safety of persons conveyed in or entering or alighting from the vehicle.

The driver of a taxi shall, when requested by any person hiring or seeking to hire the vehicle:

- carry a reasonable quantity of luggage
- afford reasonable assistance in loading and unloading
- afford reasonable assistance in removing the luggage to and from the entrance of any premises or other place on which they might take up or set down such person.

The proprietor or driver of a taxi who has agreed or has been hired to be in attendance with the vehicle at an appointed time and place shall, unless delayed or prevented by some sufficient cause, punctually attend with the vehicle at the appointed time and place.

The driver of a taxi shall, when standing or plying for hire and when hired or when driving the vehicle (as appropriate), wear in a conspicuous position to be plainly and distinctly visible, by the passenger, the drivers badge issued to him by the council.

Annex C - Sample medical certificate

NORTH NORFOLK DISTRICT COUNCIL MEDICAL CERTIFICATE

Full name of applicant (BLOCK CAPITALS)

Date of birth

DD	MM	YYYY
<input type="text"/>	<input type="text"/>	<input type="text"/>

Address

<input type="text"/>
<input type="text"/>
<input type="text"/>
<input type="text"/>
<input type="text"/>

Signature of applicant

(to be signed in the presence of the medical practitioner signing this certificate)



NOTE:

This certificate is not one which must be issued free of charge as part of the National Health Service. The Council accepts no liability to pay for any medical examinations, and any fee charged is payable direct by the applicant.

NOTE FOR MEDICAL PRACTITIONERS:

In completing this medical certificate medical practitioners are asked to have regard to the recommendations "For Medical Practitioners guide to the Current Medical Standards of Fitness to Drive" issued by the DVLA or to the Notes for the Guidance of Doctors conducting those examinations prepared by the British Medical Association.

See attached medical report for a group 2 medical.

I CERTIFY that I have today examined the applicant, who has signed this form in my presence and who in my professional opinion is (please choose)

Fit

☐

Unfit

☐

to drive a taxi or private hire vehicle.

Signature of registered medical practitioner

Full name of medical practitioner

Address or stamp

Date

DD	MM	YYYY
<input type="text"/>	<input type="text"/>	<input type="text"/>

Annex D - Sample incident report form

Hackney Carriage or Private Hire Vehicle Incident/Accident Report Form



1	Reporting of Incident/Accident	
1.1	Name of person reporting incident/accident	
1.2	Date of reporting incident/accident	

2	Licensed Vehicle damaged	
2.1	Make and model	
2.2	Registration number	
2.3	HCV/PHV Plate No	
2.4	Name of Vehicle Owner	
2.5	Name of Driver	

3	Incident/Accident Details	
3.1	Time	
3.2	Date	
3.3	Location	
3.4	Brief circumstances of accident	
3.5	Passengers in vehicle at time of accident	Yes <input type="checkbox"/> No <input type="checkbox"/>
3.6	Injuries sustained to passengers/driver	Yes <input type="checkbox"/> No <input type="checkbox"/>
3.7	Give further details of injuries sustained	

4	Details of any other vehicle(s) involved	
4.1	Make and model	
4.2	Registration Number	

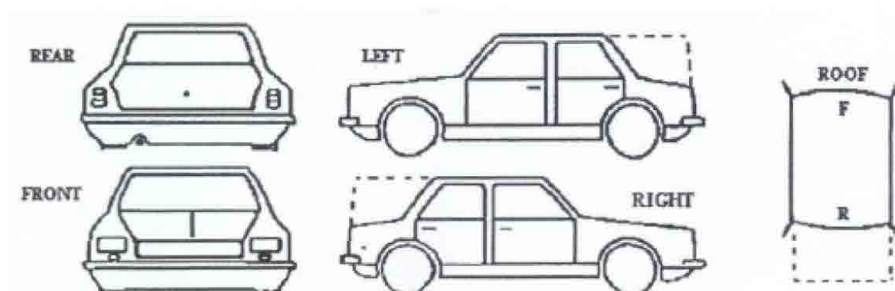
5	Details of any other driver(s) involved	
5.1	Name	
5.2	Address	

6	Details of any damage to Property	
6.1	Was there any damage to property/structure(s)	Yes <input type="checkbox"/> No <input type="checkbox"/>

6	Details of any damage to Property	
6.2	If yes, give address of property/structure(s)	
6.3	Give further details of damage	

7	Police Assistance	
7.1	Police attendance	Yes <input type="checkbox"/> No <input type="checkbox"/>
7.2	Name of Officer	
7.3	Where stationed	

8	Indicate areas of damage on licensed vehicle
----------	---



9	Provide photo(s) showing all damage to the vehicle	
9.1	Method of submission	Paper hard copy <input type="checkbox"/> Email – electronic as JPEG <input type="checkbox"/>
9.2	Date photo(s) taken	

10	Inspection of Vehicle	
10.1	Date vehicle booked for inspection at testing station	
10.2	Name of testing station	

11	Insurance	
11.1	Will your insurance company be undertaking the repairs to this vehicle	Yes <input type="checkbox"/> No <input type="checkbox"/>
11.2	If Yes, do you have an estimated timeframe, from insurance company, for completion of the repairs?	

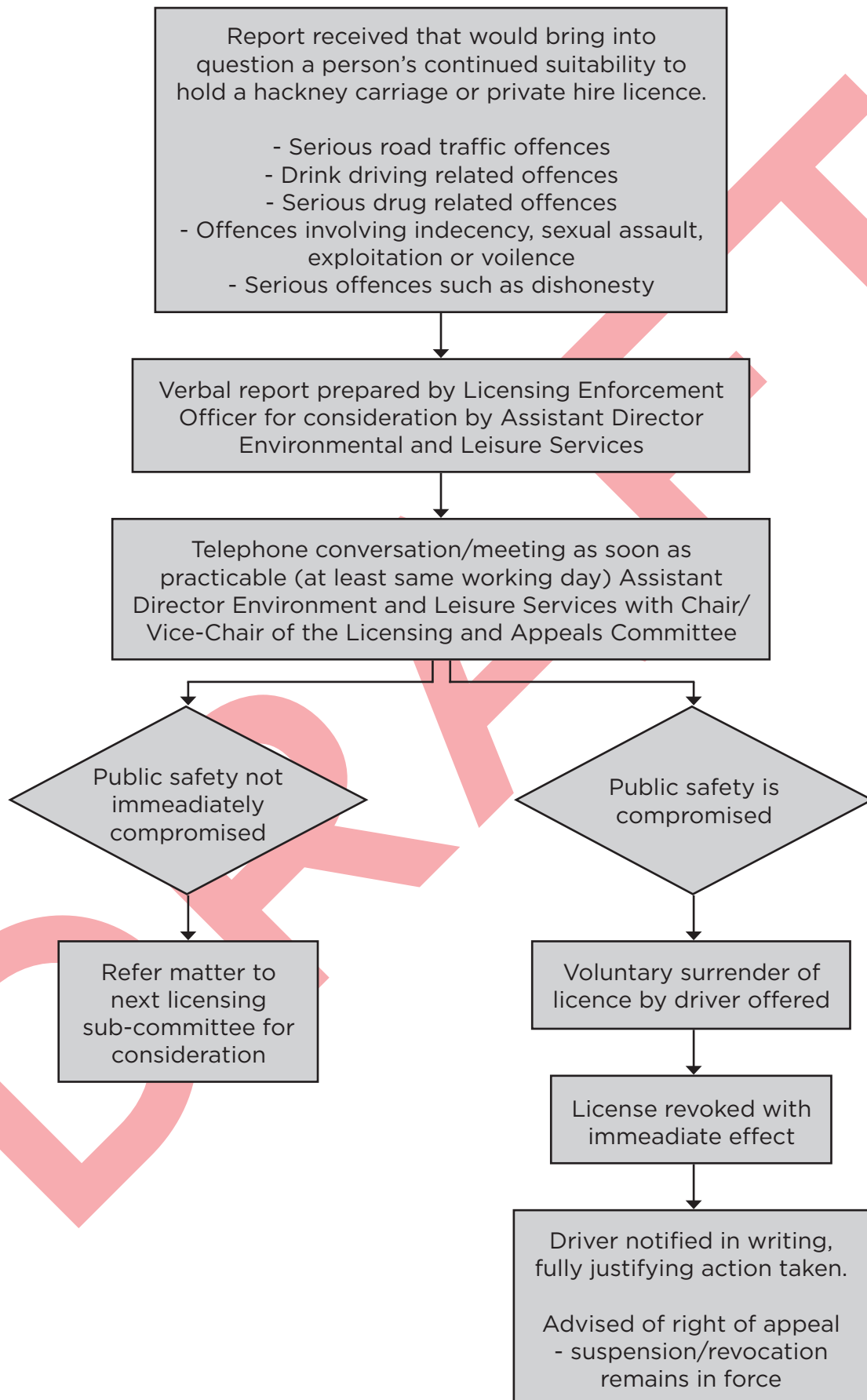
Annex E - Summary of offences

Town Police Clauses Act 1847	
Section	Offence
40	Giving false information on application for hackney carriage proprietor's licence
44	Failure to notify change of address of taxi proprietor
45	Plying for hire without a hackney carriage proprietor's licence
47	Taxi driver acting without licence, or proprietors employing unlicensed drivers
52	Failure to display hackney carriage plate
53	Refusal to take a fare
54	Charging more than the agreed fare
55	Obtaining more than the legal fare
56	Travelling less than the lawful distance for an agreed fare
57	Failing to wait after a deposit to wait has been paid
58	Charging more than the legal fare
59	Carrying other person than the hirer without consent
60	Driving a taxi without proprietor's consent
60	Person allowing another to drive a taxi without proprietor's consent
61	Penalty for drunkenness, furious driving, etc. of a taxi
62	Driver leaving hackney carriage unattended
64	Taxi driver obstructing other hackney carriages
Local Government (Miscellaneous Provisions) Act 1976 Hackney Carriage Provisions	
49	Failure to notify transfer of hackney carriage proprietor's licence
50 (1)	Failure to present hackney carriage for inspection as required
50 (2)	Failure to inform the council where taxi vehicle is stored if requested

50 (3)	Failure to report an accident to North Norfolk District Council
50 (4)	Failure to produce hackney carriage proprietor's licence and insurance certificate
53 (3)	Failure to produce hackney carriage driver's licence
57	Making false statement or withholding information to obtain hackney carriage driver's licence
58 (2)	Failure to return plate after notice given after expiry, revocation or suspension of hackney carriage proprietor's licence
61 (2)	Failure to surrender driver's licence after suspension, revocation or refusal to renew
64	Permitting any vehicle other than hackney carriage to wait on a hackney carriage stand
66	Charging more than the meter fare for a journey ending outside the district, without prior agreement
67	Charging more than the meter fare when hackney carriage used as private hire vehicle
69	Unnecessarily prolonging a journey
71	Interfering with a taximeter
73 (1) (a)	Obstruction of authorised officer or constable
73 (1) (b)	Failure to comply with requirement of authorised officer or constable
73 (1) (c)	Failure to give information or assistance to authorised officer or constable
Local Government (Miscellaneous Provisions) Act 1976	
Private Hire Provisions	
46 (1) (b)	Driving a private hire vehicle without a private hire driver's licence
46 (1) (c)	Proprietor of a private hire vehicle using an unlicensed driver
46 (1) (d)	Operating a private hire vehicle without a private hire operator's licence
46 (1) (e)	Operating a vehicle as a private hire vehicle when the vehicle is not licensed as a private hire vehicle
46 (1) (e)	Operating a private hire vehicle when the driver is not licensed as a private hire driver
48 (6)	Failure to display private hire vehicle plate
49	Failure to notify transfer of private hire vehicle licence
50 (1)	Failure to present private hire vehicle for inspection as required
50 (2)	Failure to inform local authority where private hire vehicle is stored if requested
50 (3)	Failure to report an accident to local authority

50 (4)	Failure to produce private hire vehicle licence and insurance certificate
53 (3)	Failure to produce private hire driver's licence
54 (2)	Failure to wear private hire driver's badge
56 (2)	Failure by private hire operator to keep records of bookings
56 (3)	Failure by private hire operator to keep records of private hire vehicles operated by him
56 (4)	Failure to produce private hire operator's licence on request
57	Making false statement or withholding information to obtain private hire driver's or operator's licence
58 (2)	Failure to return plate after notice given after expiry, revocation or suspension of private hire vehicle licence
61 (2)	Failure to surrender driver's licence after suspension, revocation or refusal to renew
67	Charging more than the meter fare when hackney carriage used as private hire vehicle
69	Unnecessarily prolonging a journey
71	Interfering with a taximeter
73 (1) (a)	Obstruction of authorised officer or constable
73 (1) (b)	Failure to comply with requirement of authorised officer or constable
73 (1) (c)	Failure to give information or assistance to authorised officer or constable

Annex F - Immediate revocation and suspension of Hackney Carriage and Private Hire Driver Licences



Annex G - Approved roof lights

	MINI Approx. L=10in x W=6in x H=4in
	BUBBLE Approx. L=18in x W=6.5in x H=6in
	POINT Approx. L=18in x W=6.5in x H=5.5in
	ROUND Approx. L=18in x W=6.5in x H=6in
	STANDARD Approx. L=18in x W=6in x H=4.5in
	STREAMLINE Approx. L=18in or 24in or 30in or 36in x W=7in x H=4.5ins
	AERO Approx. L 18in or 24in or 30in or 36in x W = 6in x H = 6.5ins

Quick Guide to the Taxi and Private Hire Policy and Handbook

VERSION NUMBER	DATE
OA	28 April 2025

DRAFT



NORTH
NORFOLK
DISTRICT
COUNCIL

This guide contains basic information from the policy.

The policy is the complete guide to licensing taxis and private hire trade in North Norfolk.

Please read the details in the handbook if you are unsure about anything.

The numbers in this guide tell you where to find more information in the handbook.

Difference between taxis and private hire vehicles

Taxis can wait on a taxi rank. You can stop a taxi in the street to hire it. You must book a private hire vehicle through an operator. Private hire vehicles cannot take their vehicles on a rank.

Drivers must be safe and suitable. You would trust them at any time of day or night to travel with someone you care about.

General rules

- 5.1 People with licences must write to the licensing team to let us know about any:
- Changes
 - Convictions
 - Cautions
 - Formal warnings
 - County Court Judgments
 - Complaints about them

They must do this within 48 hours

4. Tax conditionality

All renewing drivers, operators and vehicle owners must prove they are registered for tax. Do this online by visiting www.gov.uk/guidance/complete-a-tax-check-for-a-taxi-private-hire-or-scrap-metal-licence First time applicants do not need code.

To carry out a tax check, you need:

- a Government Gateway user ID and password
- to know when you first got your licence
- the length of your most recent licence
- how you pay tax on the income you earn from your licensed trade

After you complete the tax check, you will be given a 9-character code. This is your tax check code.

Give the tax check code to the licensing team at North Norfolk

6. Drivers

- 6.1 Drivers will receive a licence to drive both taxis and private hire vehicles that are registered with North Norfolk District Council. The licence normally lasts for 3 years.
- 6.2 You must apply for a new licence before the expiry date, if you want to keep the licence.
- 6.3 Drivers must send a copy of their DVLA driving licence to the licensing team, whenever there are any changes to it. It must be provided **within 7 days**.
- 6.4 The Police, or the licensing team can ask for a copy of a driver's licence at any time. It must be provided **within 7 days**.
- 6.9 Drivers must take the shortest available route when they are hired.
- 6.12 Drivers do not have to wear a seatbelt when they have paying passengers in the vehicle.
- 7.1 All new drivers must pass the council's knowledge test
- 7.7 To prepare for the test:
- read the licensing handbook
www.north-norfolk.gov.uk/info/licensing/taxis-general-information/information-on-taxi-drivers/taxilicensing-fees-and-policy/
 - complete the safeguarding certificate
passengertransport.norfolk.gov.uk/driversafeguard/story_html5.html?lms1
 - read the Equality Act 2010
www.gov.uk/government/publications/easy-read-the-equality-act-making-equality-real
 - use a current map to locate places such as schools and hospitals in North Norfolk
www.google.com/maps/place/North+Norfolk+District
 - be aware of the Highway Code
www.gov.uk/browse/driving/highway-code-road-safety
- 7.18 To keep your licence you must:
- Send a copy of your DVLA licence to the licensing team every year
 - Keep your group 2 medical up to date and let the licensing team know if you develop any new illnesses.
 - Have a valid DBS certificate.
- 8.2 Everyone who has a licence must follow the rules in the handbook.
- 8.3 Drivers need to be reliable and plan for bad weather, road closures and other issues. Let your operator or passengers know if you will be late, because of an emergency.
- 8.4 Drivers must help passengers to load and unload their luggage from the

taxi or private hire vehicle.

- 8.5 Passengers might have an allergy or religious reason for avoiding certain foods or drinks. Always ask before eating or drinking anything while you are in the vehicle. Some operators will not allow eating and drinking in the vehicle at all.
- 8.6 All drivers must be clean and look tidy. You must not wear:
- sports clothes
 - swimwear
 - clothes with rude words or pictures
 - damaged clothes
- 8.7 All drivers must behave professionally.
- 8.8 Take care of passengers as they get in and out of the vehicle.
- 8.9 You must ask the passenger if you want to play any music in the vehicle.
- 8.11 You must not beep your horn to let passengers know you have arrived.
- 8.12 No vaping or smoking in the vehicle.
- 8.13 Email the licensing team if the taxi or private hire vehicle breaks down. You must do this on the day of the breakdown, or the next working day.
- 8.14 Drivers must not charge more than the operator agreed with the passenger. Drivers must not charge more than the fare displayed on the meter.
- 8.15 Lost property must be returned to the owner.
- 8.16 Check the vehicle is safe at the start of every shift.
- 8.17 Never:
- Ask a passenger for personal information
 - Touch them
 - Have inappropriate conversations with passengers
- 9.1 A driver must not take more passengers than the maximum shown on the vehicle plate.
- 9.3 Car seats are required for:
- children under 12
 - children under 135cm tall
- 9.4 Children can travel without a car seat in the back seats. They must wear a seat belt.
- 9.6 Drivers must not refuse to take a disabled passenger in the vehicle.
- 10.1 The Equality Act 2010 says drivers must 'ensure the passenger is carried in safety and reasonable comfort'.
- 11.9 Passengers must not be refused because of their:
- race

- gender
 - sex
 - religion
 - sexuality
 - marital status
 - pregnancy or maternity
 - age
 - disability
- 12.1 Drivers must not allow their own animals in the vehicle when they are working. The vehicle must be clean and smell fresh at all times.
- 12.2 Animals must be transported in a safe way.
- 12.4 Animals and passengers should be allowed to sit together in the vehicle.
- 12.5 Reasonable adjustment must be made to give access to a disabled person's animal, if they need it.
- 13.8 You will have to go to a committee hearing if you have committed any offences in the last 10 years.
- 13.9 You will have to go to a committee hearing if you have ever committed any offences of a sexual or violent nature.
- 14.2 A new medical is required every 5 years. A new medical is required every year after the driver is 65 years old.
- 14.9 The driver (or their representative) must email the licensing team if they develop any new conditions before their medical certificate expires.

13. DBS and update service

Drivers must always have an enhanced DBS certificate.

They must provide a new one every 6 months

OR

They must register on the DBS Update Service.

- 13.7 When you apply to be a driver, you must declare any criminal convictions no matter how long ago they happened.

16. Operators

- 16.4 Anyone who takes bookings for private hire vehicles must have a valid operator licence.
- 16.18 An operator must not include the word 'taxi' or 'cab' in their company trading name, unless they have licensed taxis.
- 16.19 A taxi is not working legally unless the driver and vehicle are both licensed with the same council. A private hire vehicle is not working legally unless the driver, vehicle and operator are all licensed with the same council.

18. Vehicles

- 24.1 Roof signs are not permitted on any private hire vehicles.
- 24.2 A list of signs that are allowed on the vehicle can be found at 24.3 in the handbook.
- 24.5 Licensed vehicles must display a sign provided by the council on both rear doors.
- 24.6 You will need permission from North Norfolk District Council before you put adverts on the vehicle.
- 24.7 You will need permission to make major changes to the vehicle.
- 26.1 Wheelchair accessible vehicles (WAVs) must be adapted to carry at least 1 wheelchair passenger.
- 26.3 The taximeter must not be started until the passenger is ready to start the journey.
- 26.6 The rate on the taximeter must not be higher than the maximum rate on the council's tariff card.
- 29 Taxis must not be left without a driver, when sitting at a taxi rank.
- 33.1 A valid vehicle licence plate must be securely fixed to the vehicle. You must be able to read it from 5 metres away.
- 34.1 A valid internal licence must be fixed inside the front top left corner of the windscreen. It must not be covered in any way, unless the covering is see-through.
- 38.1 The owner of a taxi or private hire vehicle must email the council as soon as possible if the vehicle is involved in an accident.

This must be done within 72 hours of the accident.
- 38.1 Drivers must only use a fire extinguisher on a vehicle if they have training on vehicle fires.

43. DVLA penalty points

- 43.1 7-9 points - an enforcement officer will decide if the driver is still safe and suitable to be licensed. They might ask the driver to do training. They might send the driver to a hearing, where councillors will decide.
- 43.2 10 or more points - councillors will decide if the driver is still safe and suitable to keep their licence.
- 44.5 Shows a list of North Norfolk District Council penalty points.

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