

HACKNEY CARRIAGE & PRIVATE HIRE

FULL GUIDANCE NOTES FOR NEW DRIVERS

These Guidance Notes are not exhaustive, nor are they intended to offer legal opinion. They may also be revised from time to time. You are advised to seek your own legal advice in the event of any queries and or to speak to the Taxi Licensing Service or email taxis@crawley.gov.uk

The Council has produced a Hackney Carriage and Private Hire Licensing Policy, last updated on 1st April 2022. As part of the Policy review, the Council gave due consideration to the Department For Transport's Statutory Standards and included the relevant parts [Statutory-taxi-and-private-hire-vehicle-standards 2020](#)

This latest Policy covers all aspects of taxis and private hire. All applicants, both new and current licence holders are strongly recommended to read the Policy in full as you will be asked to demonstrate your knowledge and understanding of this. Further information on the Council's Hackney Carriage and Licensing Policy can be found here: [Private Hire and Hackney Carriage Licensing Policy From 01042022](#)

Please note that this Policy is kept under constant review and may be subject to change. It is a key document and the applicant and/or licensed drivers responsibility to ensure that they remain up to date and comply with the terms of this Policy, alongside relevant legislation and licence conditions/bylaws.

The primary and overriding principle of the licensing regime is public safety.

In determining an application, individuals are required to declare all convictions / cautions/ offences/ driving offences, warnings and any other penalties. The Council as Licensing Authority is entitled to consider all convictions spent or otherwise under Section 7(3) Rehabilitation of Offenders Act 1974.

Each application is considered on its own merits.

PAYMENT MUST BE MADE AT THE TIME OF APPLICATION AND IS NON-REFUNDABLE .

PAYMENT DOES NOT GUARANTEE THE ISSUE OF A LICENCE, NOR DOES IT CONVEY AN INDIVIDUAL WITH THE RIGHT TO OPERATE AS A LICENSED DRIVER UNTIL ALL PARTS OF THE LICENSING PROCESS ARE COMPLETE.

THE TAXI LICENSING SERVICE CANNOT PROCESS YOUR APPLICATION UNLESS & UNTIL THE RELEVANT PAYMENT IS MADE

Hackney Carriage Drivers Licence (HCD)

A Crawley Borough Council Hackney Carriage Driver may drive a 'public hire' vehicle licensed by this Authority. The vehicle must have public hire insurance, may use appointed 'Taxi' ranks in the Borough and may also be 'hailed' in a street. Persons holding a HCD licence and operating a licensed vehicle are bound by bylaws as well as other licence conditions. Hackney Carriage Vehicles are often referred to as "taxis" although this is also a generic term that can be used to refer to both hackney carriage and private hire vehicles

Private Hire Drivers Licence (PHD)

A Crawley Borough Council PHD may drive a 'private hire' vehicle licensed by this Authority, must have 'private hire' or 'hire and reward' insurance, must drive on a circuit for a Crawley Borough Council licensed 'Operator', whilst on this circuit. All 'hire and/or reward' passengers must be pre-booked only through the 'private hire operator'. A PHD may not use or park a vehicle on or near any appointed 'Taxi' rank (this may be deemed as plying for hire.) A PHD may not drop-off or pick-up any passenger on or near an appointed 'taxi' rank and may not be 'hailed' in the street.

Fit & Proper Person Test

There are several requirements to be satisfied before the Council decides whether to grant a licence to an individual driver, private hire operator or vehicle proprietor. The Council must be satisfied that an applicant is a "fit and proper" person before it may grant a person a driver or operator licence. There is no statutory definition of "fit and proper." The Council expects applicants to comply with the requirements of hackney carriage and private hire law/bylaws, licence conditions and the Councils Hackney Carriage and Private Hire Policy, [Private Hire and Hackney Carriage Licensing Policy From 01042022](#)

It expects all licence holders to always comply with the requirements of all relevant legislation, the conditions of licence and the Council's Penalty Points and Code of Conduct Scheme. Please note that once a licence is granted, a licensed driver and/or vehicle remains such for the duration of that licence and drivers/vehicles are expected to comply with the law ,bylaws/ licence conditions and requirements and meet the required standards.

Any failure to do so may lead to refusal of an application, prosecution and/or enforcement action against the licence holder (including suspension, revocation, or refusal to renew) or the imposition of Penalty Points under the Council's Penalty Points Scheme. Additional conditions or requirements may also be imposed where considered necessary.

If there is any doubt as to the suitability of a person to act as a licensed driver, the matter may be referred to the Team Leader, Health, Safety and Licensing and/or the Head of Service, Community Services for consideration and determination.

Applicants are expected to notify the Council of **any change** to their circumstances after they have submitted an application, during consideration of this application and before it is decided, including any if they have been charged with a criminal offence and/or any cautions, warnings or driving endorsements, if there is a change to their medical condition or changes to their driving (DVLA) record and associated DVLA Driving Licence or other consent to drive.

In summary all applicants for the grant of a driver's licence, must satisfy a range of criterion, including the following:-

1. DRIVING HISTORY

- (a) Have held or be in possession of a full UK driving licence for at least **12 months** and present same for inspection at the time of application. The expectation of the Council as Licensing Authority is that all applicants will hold a full, clean driving licence without endorsement(s.) However, applicants with **no more than 3 points** on their licence at the time of application and who have never previously been disqualified from driving will also be considered
- (b) Submit a completed DVLA Driving Licence Disclosure Form. This will be provided and can be completed at the time you are submitting your application. This allows the Council as Licensing Authority to carry out checks on your DVLA driving licence using a checking facility called DAVIS. This must be completed in full to allow the application to progress.
- (c) If your DVLA licence is revoked or you are disqualified for any reason, the Council may automatically revoke your Private Hire or Hackney Carriage Driver's Licence if you already hold such a licence, or may refuse to issue a new licence, if the applicant is applying for the first time. This will be considered carefully within the context of public safety and compliance.

2. GROUP 2 (GROUP II) MEDICAL CERTIFICATE

A medical must be carried out on the Council's prescribed form **by your own medical practice and your own GP**. The medical assessment will be carried out to Public Service Vehicle (PSV) DVLA Group 2 specification.

The Council requires all applicants and drivers to pass a Group 2 Medical Test to confirm an individual is "fit and proper" to hold a licence. This medical must be completed to the satisfaction of the Council **before** a licence can be issued. The Council will only accept a medical certificate produced on the Council's prescribed form. No other form of certificate will be accepted. This will be referred to the Council's Nominated Medical Practitioner for comment. Applicants will be required to cover the cost of any medical assessment by the Council's Nominated Practitioner.

The Medical Form will be provided when you submit your application. A medical is required every three years until you reach the age of 60 and then annually from the age of 60. If there are matters needing clarification or further queries or concerns regarding an applicant's medical fitness, either at the point of application or during the term of any licence, the case will be referred to the Council's Authorised Medical Practitioner for their expert view.

Applicants will be liable for the cost of this initial assessment, any referral and subsequent report from the Councils Nominated Medical Practitioner.

Please note that this is **usually** the last stage of the licensing process, unless there are any specific concerns regarding an applicant's medical fitness and their ability to attain Group II Medical Standards.. in which case an earlier medical assessment may be requested in order to prove that an applicant is able to meet of the required Group II Medical standards.

3. ENHANCED CRIMINAL RECORD CHECK & DBS UPDATE SERVICE

- On the day applicants submit an application to become a licensed driver, applicants will be required to complete an Enhanced DBS (Disclosure & Barring Service) Disclosure Application Form, in the presence of a member of the Taxi Licensing Service. . Applicants will need to bring various forms of identification for this to proceed
 - Current Passport
 - DVLA photocard driving licence
 - Proof of National Insurance (NI) number (not card) This can be found on any correspondence from HMRC or old payslip which is not more than 3 months old.
 - Proof of residential address
 - Date applicant moved in to that property (MM/YYYY)
 - Any previous addresses in the last 5 years and dates moved in and out of each property
- (a) Please note that the DBS will disclose to the Council **all** records held under the applicant's name. When completing the DBS application form, applicants are required to state if they have been convicted of a criminal offence, received a police caution and/or warning as well as if they are under current investigation for a matter.

It is key that you disclose all matters.

This check will take place as part of the application process, and then every **6 months** after that time.

It is now compulsory for individuals wishing to remain in the Taxi Trade to subscribe to the DBS Update Service and you will be reminded of this when you apply.

It is your responsibility to maintain an active member of the DBS Update Service. It enables the Council to carry out appropriate checks during the currency of a licence and helps to ensure that applicants, and current licence holders remain "fit and proper."

Failure to subscribe and maintain this may result in your application being refused or deemed invalid. and may result in the suspension or revocation of a licence if already held

- (b) Applicants will need a full 5 year address history, showing the month and year that you moved into and out of each address. Applicants may be asked to provide proof of these addresses.

- (c) Applicants who have resided or spent time outside the UK for all or any part of the 5 years, prior to the date of application will be required to submit official and certified written confirmation of their good character, from the country(s) in which they have lived during that 5 year period.

This information, known as a Certificate of Good Conduct will need to be translated into English if necessary and verified in writing as accurate and reliable by the country(s) corresponding Embassy(s) in London. It must be an original and validated Certificate.

If you cannot provide this information, your application cannot proceed.

- (d) A DBS Disclosure from any other organisation will not be accepted unless that original certificate can be provided and it has been registered and remains registered with the DBS Update Service. They are not transferrable.
- (e) As referenced above, once you have a DBS disclosure, applicants **must** register with the DBS Update Service as it is now a compulsory part of the process for all applicants and existing licence holders.

By registering applicants will no longer need to do a face to face or other DBS application **unless you circumstances have changed**. However, to maintain applicant Update status, applicants will be required to pay an annual subscription fee to the DBS Update Service Please contact the Taxi Licensing Service, the DBS Update Service or seek your own independent advice for further information.

- (f) **Applicants are reminded to familiarise themselves with the DBS Privacy Policy** www.gov.uk/government/publications/dbs-privacy-policies
- (g) Applicants are **required** to read the Councils Hackney Carriage and Private Hire Licensing Policy which was adopted on 1st April 2022. This contains key information regarding the fit and proper person test, and reference to all previous history relating to offences, driving endorsements, penalty points, cautions, fixed penalty information and much more. [Private Hire and Hackney Carriage Licensing Policy From 01042022](#)

5. PHOTOGRAPHS

- (a) Please provide 2 scanned passport sized colour photographs as part of the application. These will need to show a true likeness of the applicant and will be displayed on any driver's badge issued. Applicants will need to update these images at the time of renewal of any licence so that any changes to appearance can be reflected.

6. COMPULSORY TAXI DRIVER (DRIVING) ASSESSMENT

- (a) All applicants will be required to pass the Taxi Driver Driving Assessment and provide certificated proof, within the last 5 years, before the issue of the licence. Providers of this service can be found via the Councils website [Compulsory Taxi Courses](#) All applicants wishing to drive a designated wheelchair accessible vehicle (WAV) will also be required to pass the Taxi Driver Assessment Wheelchair Accessibility Test

7. **WHEELCHAIR & WHEELCHAIR ACCESSIBLE VEHICLES**

This is a requirement if an applicant wishes to operate and drive a wheelchair accessible vehicle (WAV) This course must be obtained and evidence provided before being allowed to do so. It must have been passed in the last 5 years if already achieved. Details of this course can be found [Compulsory Taxi Courses](#) can be found here: [Wheelchair Assessment | THE BLUE LAMP TRUST](#)

8. **COMPULSORY DISABILITY AWARENESS TRAINING/TEST**

All new applicants will need to fund and complete online Disability Awareness Training via a Council approved supplier. It includes a formal assessment which you must pass. Full details of this test can be found here. If this has been attained in the last 5 years.

[Disability Awareness | THE BLUE LAMP TRUST](#)

9. **COMPULSORY SAFEGAURDING TRAINING**

All new applicants will need to complete an online Essential Safeguarding Training for Taxi Drivers via West Sussex County Council in the last 12 months. Full details of this test can be found here [West Sussex Learning and Development Gateway | Development Opportunities | West Sussex Learning and Development Gateway \(westsussexcpd.co.uk\)](#) If not already passed, current drivers must pass this no later than March 31st 2022

10. **COMPULSORY ENGLISH LANGUAGE STANDARD**

- (h) From 1st April 2022, the Council introduced a requirement for applicants and current drivers to demonstrate a good understanding of written and spoken English. New applicants will need to demonstrate that they have attained a minimum standard of English and hold a formal qualification. If this is not in evidence, an application cannot proceed until the minimum standard is attained. Full details can be found here: [Private Hire and Hackney Carriage Licensing Policy From 01042022](#)

See Section 3.13 of the Council's Taxi & Private Hire Policy for more details

11. **KNOWLEDGE TEST**

Applicants must take and pass the Council's computerised DIAMOND Knowledge Test. Both hackney carriage and private hire driver applicants **must** take and pass this test as applicants .

Please note that this Knowledge Test is in English and is conducted in exam conditions. Applicants are not permitted to use notes or learning aids during the test, nor speak with other applicants or attempt to copy another applicant's information.

Anyone found cheating or sharing the content of the Knowledge Test will be disqualified and prevented from re-applying for 3 years.

Please advise the Councils Taxi Licensing Team at the time of application if you have any specific support needs.

If you are of the view that you should be exempt from taking the Council's Knowledge Test, you must provide written reasons and evidence as to the reasons. This should be sent to taxis@ Crawley.gov.uk for the attention of the Team Leader, Health, Safety and Licensing. This request for exemption will be considered and a response provided as to whether or not an applicant may or may not be exempted.

HACKNEY CARRIAGE - KNOWLEDGE TEST

Any person wishing to apply for a hackney carriage driver's licence must undertake the driver computerised DIAMOND Knowledge Test unless exempted.

This is a multiple choice computerised test and requires an excellent knowledge of the Highway Code, Crawley's streets, roads (including Terraces, Closes and walkways) major buildings, pubs, hotels, public buildings and other key landmarks.

- Category 1 Local knowledge of the Crawley
- Category 2 Highway Code Road Signs
- Category 3 Hackney Carriage Byelaws and Conditions
- Category 4 Safeguarding and Child Sexual Exploitation (CSAE)

PRIVATE HIRE – KNOWLEDGE TEST

Any person wishing to apply for a private hire driver's licence must undertake the driver computerised DIAMOND Knowledge Test unless exempted.

There are four categories of questions.

- Category 1 Local knowledge of Crawley
- Category 2 Highway Code Road Signs
- Category 3 Private Hire Drivers and Vehicle Conditions of Licence
- Category 4 Safeguarding and Child Sexual Exploitation (CSAE)

If there are any additional support needs or difficulties anticipated with the Knowledge Test, applicants must make the Taxi Licensing Service aware within sufficient time prior to the actual date to the test.

The Taxi Licensing Service will email an applicant with a date for the Knowledge Test. only where the fee has been paid in full will an applicant be permitted to take the driver Knowledge Test. The fee is non-refundable.

- If applicants fail to attend an agreed Knowledge date, the fee will be retained and applicants will be required to re-book the test at extra cost. Please be aware that the Tests are in high demand and there may be a delay in obtaining another Test date.
- If applicants want to cancel and / or rearrange a Knowledge Test, they must contact the Taxi Licensing Service by email taxis@ Crawley.gov.uk at least 2 working days before the scheduled test date, otherwise the fee will be retained

A pass result in the driver Knowledge Test is an essential criteria in determining whether a licence should be granted. An applicant will be notified if they have passed or failed at the conclusion of the test.

No mechanical/electrical devices or other means of assistance will be allowed into the test. Any person found to be cheating or trying to view another persons answers will be excluded from the test, and their application refused, Applicants will be asked to read and complete a declaration at the start of the test to confirm that you will adhere to the rules of the test.

Applicants who are attending a Knowledge Test **must** bring with them the following:-

1. Photographic Identification. (e.g. passport or photographic DVLA driving licence)
2. The Council's email and/or letter of Knowledge Test notification.

If an applicant fails to bring any of the above documents, the test will be cancelled and a further Knowledge Test will have to be arranged at a later date. The cost for the first Knowledge Test is included in the initial fee, and applicants will charged for any tests which cannot proceed, including

- 1, If the applicant fails to bring the relevant documentation to the test.
2. If the applicant fails this test, there will be a further charge for any subsequent "re-takes
- 3 If the applicant fails to give at least 2 working days notice of non attendance to taxis@ Crawley.gov.uk

The test will be conducted and controlled by Officers of the Council at the Town Hall. At the end of the test you will be advised of the results on screen, but must follow the instructions given to you by Officers.

Please do not discuss your results with Officers at the time of the test as this can be disruptive and unhelpful to other taking the test. . You are able to contact the Taxi Licensing Service to discuss matter the next working day.

PLEASE BE AWARE THAT OFFICERS WILL NOT BE ABLE TO ASSIST YOU IN ANY PART OF THE KNOWLEDGE TEST, NOR ADVISE YOU OF ANY ERRORS AND/OR CORRECT ANSWERS. YOU WILL BE REQUIRED TO ATTAIN A SPECIFIC PERCENTAGE OF CORRECT ANSWERS TO ENABLE YOU TO PASS AND WILL BE ADVISED OF THIS AT THE START OF THE TEST.

PLEASE NOTE YOUR FIRST ANSWER FOR EACH QUESTION, WILL BE THE FINAL AND CANNOT BE AMENDED

12. PROOF OF IDENTIFICATION

- (a) Submit **two** forms of photo identification, one of which must be a current Passport/EU Identity Card or Travel Document. The following documents may also help to support proof of identity; however, they will not be accepted as an alternative to adequate photographic identification (Only original documents/certified copies will be accepted).
- Birth Certificate
 - P45/P60
 - Photocard driving licence
 - Marriage Certificate
- (b) Submit two forms of proof of address, from the list below. Please note, these documents must be no more than 3 months older than the date of issue.
- Utility bill (**not** a mobile phone bill)
 - Credit Card Statement, Bank Statement or Mortgage Statement
 - Rent Account or Council Tax Record
- (c) Please ensure that the name, date of birth and address corresponds on all forms of identification provided. If names are not identical on each document the application will not be accepted until all the documents show the same name.
- (d) **PRINTED PROOF OF YOUR NATIONAL INSURANCE NUMBER IS ESSENTIAL – The Taxi Licensing Service cannot accept the National Insurance card. A previously issued payslip or tax return is acceptable if showing your name and National Insurance number.**

13. HACKNECARRIAGE DRIVER LICENCE FEES (Subject to review & change)

An application fee of £128.10 will be paid at the time the application is submitted.

This fee is **non refundable** and is broken down as follows:- **(Please note that these are subject to review and change. Additional items may be added)**

£40.00	Application Fee (payable at the time of application)
£41.20	First knowledge test (Subsequent tests £41.20
£38.00	each). Enhanced Criminal Record Check (DBS)
£ 8.90	DVLA Check

When applicants have met all the criteria and we are in a position to issue an applicant with a licence, a further fee will be required, for the first year of that licence. The current annual driver's licence fee is £74.20 but this is subject to review and change.

CRAWLEY BOROUGH COUNCIL Licensing Section

Private hire and hackney carriage fees and charges table 2021/2022

May be subject to change in April each Year **CURRENTLY UNDER REVIEW**

Licence fees and charges		Comments
<u>Private hire drivers</u>		
New application for driver's licence	£128.10	App Fee, First Knowledge Test, DVLA & DBS check,
Drivers licence renewal 1 Year	£74.20	
Drivers licence renewal 2 Year	£148.10	
Drivers licence renewal 3 years	£221.20	
Knowledge retest	£41.20	
<u>Private hire vehicles</u>		
New vehicle without meter licence	£325.20	includes plate bracket & plate
New vehicle with a meter licence	£336.00	includes plate bracket & plate
Vehicle without meter licence renewal or plate exempt	£296.40	
Vehicle with a meter licence renewal or plate exempt	£307.00	
Plate Deposit Fee	£ 27.50	
Vehicle licence transfer (of ownership)	£37.10	
Vehicle licence transfer (to new car)	£150.10	
Electric Vehicles	£113.00	
Plate Bracket	£ 28.50	
<u>Hackney carriage drivers</u>		
New application for drivers licence	£128.10	App Fee, First Knowledge Test, DVLA & DBS check,
Drivers licence renewal 1 Year	£74.20	
Drivers licence renewal 2 Year	£148.10	
Drivers licence renewal 3 years	£221.20	
Knowledge retest	£41.20	
<u>Hackney carriage proprietors (vehicles)</u>		
New vehicle licence	£443.90	includes plate bracket & plate.
Vehicle licence renewal	£336.70	
Vehicle licence transfer (of ownership)	£ 37.10	
Vehicle licence transfer (to new car)	£150.10	
Electric Vehicle RENEWAL	£150.10	
Electric Vehicles NEW	£113.00	
Plate Deposit Fee	£ 27.50	
Plate Bracket	£ 28.50	

There are supplementary tests which form part of the application process for the grant or renewal of a licence as listed above and these must be funded and passed by the applicant

14. **IMMIGRATION STATUS & RIGHT TO WORK**

The Council as Licensing Authority works with the Home Office and must be satisfied that the conditions of the applicant's passport and residency permission are compatible with the licence applied for. Applicants are also advised that it is the Council's Policy to consult with Border & Immigration if it deems necessary, to ensure that the applicant's rights of residency are compatible with the licence applied for.

At the moment, applicants who reside in the UK on the strength of a Student Visa cannot work on a self-employed basis. They must provide written confirmation that they intend to be **employed** and plan to work no more than 20 hours per week. They will also be required to provide details in writing from the Operator intending to act as their employer, who will be required to complete the appropriate form. A copy of both of these forms will be forwarded to HM Revenue & Customs or any other organisations that the Council deems relevant.

It is the applicants responsibility to demonstrate that they have the correct status and the right to work

Holders of EU nationality will be required to prove they are registered with the EU Settlement Scheme and a relevant Share Code will be needed as part of you application.

RIGHT TO WORK INFORMATION

[Prove your right to work to an employer - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/proof-your-right-to-work-to-an-employer)

[Licensing authority guide to right to work checks - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/licensing-authority-guide-to-right-to-work-checks)

[Taxi and Private Hire Licences and the Immigration Act - Renfrewshire Website](https://www.renfrewshire.gov.uk/transport/taxi-and-private-hire-licences-and-the-immigration-act)

15. **HMRC TAX CHECK**

From 4 April 2022, applicants have responsibility to **provide a HMRC tax check code in certain circumstances** e.g. you have held a licence with another Licensing Authority or have held the same type of licence that ceased to be valid less than a year ago. You will need to confirm that you have been made aware of your responsibilities in providing such a code, if necessary, before any licence can be issued.

<https://www.gov.uk/guidance/complete-a-tax-check-for-a-taxi-private-hire-or-scrap-metal-licence>

HACKNEY CARRIAGES

On 7th September 2011 the Councils Licensing Committee agreed that no further hackney carriage vehicle licences would be issued unless there are extenuating circumstances. A review of this Limitation Policy will be undertaken on average, every 3 years. The Council will commission an unmet demand survey to determine whether there is any demand for additional hackney carriage vehicles within the Borough of Crawley. This Unmet Demand Survey is funded by the Hackney Carriage Trade.

GENERAL GUIDANCE

Upon receipt of an application for either a hackney carriage or private hire driver's licence, the Taxi Licensing Service will check through the application to ensure that it has been completed correctly and in full. If the applicant does not complete the application fully, it will not be processed and the application will be returned. **The application fee is not refundable.**

When issued, the Enhanced DBS Disclosure Certificate will detail all known offences to the Council as Licensing Authority. Any disclosed information may be used by the Council to determine whether an applicant is a 'fit and proper' person to be issued a licence to drive a licensed vehicle and operate as a licensed driver. (See above for "Fit and Proper" overview as well as the Councils Hackney Carriage and Private Hire Policy [Private Hire and Hackney Carriage Licensing Policy From 01042022](#))

The Council will give due consideration to the merits of each individual case and if further investigation is required, the 'disclosure certificate' and other relevant information may be retained on the applicants file until the outcome of the case, or for a specified time period. All files are kept in a secure environment and are only available to the appropriate staff. If no offences are disclosed the 'certificate' is destroyed.

Once all the relevant documentation has been completed and has been checked by the Taxi Licensing Service, the DBS, Taxi Code, DVLA and Home Office checks will be sent off for processing by the relevant agencies.

Please note that on occasion, these checks can take a number of weeks and this is outside of the control of the Council as Taxi Licensing Authority.

On return of the DBS disclosure, the DVLA driving licence check and any feedback from Border & Immigration, a Licensing Officer will review each response. If the Officer considers the records revealed to be acceptable and the applicant has passed all other aspects of the licensing process, the applicant will be notified regarding the details of the Knowledge Test.

If the DBS or DVLA checks reveal relevant cautions, convictions, warnings, fixed penalties, driving endorsements or if the Border & Immigration Service have concerns, or for "any other cause," the Licensing Officer may contact the applicant to arrange for an interview and the matter referred to the Team Leader, Health, Safety and Licensing.

The interview will allow the Council as Licensing Authority to discuss the full circumstances concerning the matters arising. The applicant will then be offered the opportunity to put all explanations of such cautions, convictions, penalties, endorsements or incidents in writing, to support the application. After the interview has been completed, a report will be submitted for the consideration at an Enforcement Meeting for a decision by the Head of Community Services.

The applicant will be invited to attend this meeting if they wish to do so. The applicant will be notified in writing of Council's decision as soon as possible afterward. Each application will be considered on its merits, but regard will also be had to:

- Whether the applicant is fit and proper to be granted or to continue to hold a licence
- The Councils Hackney Carriage and Private Hire Licensing Policy 2022 – 2026 [Crawley Hackney Carriage and Private Hire Licensing Policy from 1st April 2022. Hackney Carriage and Private Hire Policy 2022 onward](#)
- The Department for Transport's Statutory Taxi Standards July 2020 [Statutory taxi and private hire vehicle standards - GOV.UK \(www.gov.uk\)](#)

Hackney carriage and private hire driver licences are normally granted for a period of three years, except in the following circumstances:

- Where an applicant wishes to have a one or two year licence
- Where the applicant is due to retire or cease being a licensed driver
- Where an applicant's right to work visa is due to expire
- **Where an applicant has failed to obtain an Enhanced DBS Certificate and/or has failed to register with the DBS Update Service as this is now mandatory.**
- **Where matters come to light during the currency of an application that impact upon whether or not a person is "fit and proper" to hold a licence.**
- Where matters arise that the Team Leader for Health, Safety and Licensing considers it appropriate, in the circumstances, to issue a licence for less than three years.
- If there are restrictions on the length of time you may work in the UK, the licence will not be issued for any longer than this period. In such circumstances an immigration check will be repeated each time the driver applies to renew the licence. If, during this period, the driver is disqualified from holding a licence because they have not complied with the UK's immigration laws, the licence will lapse and the driver must return it to the Council

A licence will be issued subject to the laws governing the licence and Council's own standard licence conditions/bylaws. A copy of these conditions/bylaws is included in the application pack and will be supplied on the grant of any licence issued.

The Councils Hackney Carriage and Private Hire Licensing Policy may be changed or amended at a later date. The Council can deviate from this Policy in exceptional circumstances

PLEASE NOTE

Following the submission of the application to the Council, the Applicant has a maximum of **12 months** to complete the application and be issued with a licence. If for any reason this has not happened, generally the application will be deemed incomplete and invalid. If there are exceptional circumstances that have prevented completion in 12 months, the applicant will be required to demonstrate this and if agreed by the Team Leader, Health, Safety and Licensing, they complete the following further checks again if necessary, at their own expense, including:

- Enhanced DBS Disclosure (Criminal Records Check) and Registration with the DBS Update Service
- Group II Medical Assessment (after passing the Councils DIAMOND Knowledge Test,)
- DVLA Mandate and any other consents required.

Applicants are also required to advise the Council's Taxi Licensing Section of **any** change(s) to their circumstances i.e. including medical condition, criminal incidents, driving licence, address immigration status from the time the application is submitted, to the time of issue. Failure to do so may result in an application being refused.

If an applicant has any questions relating to this process, or if an applicant wishes to submit an application, please telephone the Council's Licensing Section on 01293 438944 to arrange an appointment or email taxis@crowley.gov.uk . However, if an applicant is seeking legal advice on a particular matter, they must seek and pay for such own legal advice

PLEASE NOTE THAT THESE GUIDANCE NOTES CAN BE UPDATED AT ANY TIME, ALONG WITH ANY INFORMATION PROVIDED IN THESE NOTES. IT IS THE APPLICANTS RESPONSIBILITY TO ENSURE THAT THEY READ ALL OF THE SUPPORTING INFORMATION, POLICIES AND PROCEDURES. FAILURE TO DO SO WILL RESULT IN DELAYS AND POTENTIAL REFUSAL OF A LICENCE,]

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CRAWLEY BOROUGH COUNCIL

Licensing Section

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New vehicle with a meter licence	£336.00	includes plate bracket & plate
Vehicle without meter licence renewal or plate exempt	£296.40	
Vehicle with a meter licence renewal or plate exempt	£307.00	
Plate Deposit Fee	£ 27.50	
Vehicle licence transfer (of ownership)	£37.10	
Vehicle licence transfer (to new car)	£150.10	
Electric Vehicles	£113.00	
Plate Bracket	£ 28.50	
<u>Hackney carriage drivers</u>		
New application for drivers licence	£128.10	App Fee, First Knowledge Test, DVLA & DBS check,
Drivers licence renewal 1 Year	£74.20	
Drivers licence renewal 2 Year	£148.10	
Drivers licence renewal 3 years	£221.20	
Knowledge retest	£41.20	
<u>Hackney carriage proprietors (vehicles)</u>		
New vehicle licence	£443.90	includes plate bracket & plate.
Vehicle licence renewal	£336.70	
Vehicle licence transfer (of ownership)	£ 37.10	
Vehicle licence transfer (to new car)	£150.10	
Electric Vehicle RENEWAL	£150.10	
Electric Vehicles NEW	£113.00	
Plate Deposit Fee	£ 27.50	
Plate Bracket	£ 28.50	

Private Hire Driver Conditions of Licence

1. A licensed driver shall behave in a civil and orderly manner and shall take reasonable precautions to ensure the safety of persons conveyed in or entering or alighting from the licensed vehicle.
2. A licensed driver who has agreed to be in attendance at a certain time at a specified place or whose operator has informed him he/she must be in attendance at a certain time at a specified place shall, unless delayed or prevented by unpreventable circumstances, punctually attend with a licensed vehicle at the appointed time and place.
3. A licensed driver must:
 - carry in the vehicle any luggage which a passenger requests be carried in the vehicle provided that it can be properly secured with the luggage restraints fitted to the vehicle;
 - provide reasonable assistance in loading and unloading such luggage;
 - provide reasonable assistance in removing it to or from the entrance of any building, station or place at which he may take up or set down a passenger.
 - provide reasonable assistance to any passenger in alighting or entering the vehicle.
4. The licensed driver of a vehicle equipped with a taxi meter shall set the meter into operation at the point at which the hirer commences his journey unless the hirer expresses at the time of hiring his desire to engage by time.
5. The licence holder shall at all times when acting as a private hire driver wear the badge issued by the Council around his/her neck on the lanyard supplied by the Council.
6. Where any property is left in the vehicle by a passenger, the licence holder must take it to a police station in the borough of Crawley within 48 hours and deposit it with a police officer unless before he/she can do so the owner claims the property.
7. The licence holder must not allow a passenger into their vehicle unless they have first confirmed that there is a booking in place for that passenger made by their operator.

8. Where the licence holder is issued with a fixed penalty by a police officer for a driving-related offence, his/she must notify the Council's Licensing Office of this fact in writing (or by email to taxis@crowley.gov.uk). The licence holder must ensure that the notification is delivered to the Council by the next working day.

9. Where any of the following occur, the licensed driver must notify the Council of this fact and must do so in writing (or by email to taxis@crowley.gov.uk), so that the notification is delivered to the Council within 7 days:
 - Any change to the licence holder's personal details including home address, contact telephone number or email address.

 - If the licence holder is charged with any criminal offence including any motoring offence.

 - Any convictions or police cautions given for any criminal offence, including any motoring offence.

 - If they change from one private hire operator to another.

10. A licensed driver shall not at any time permit the noise from any radio or sound system in the vehicle to be a source of nuisance or annoyance to any person, whether inside or outside the vehicle. The licensed driver must turn off their radio/stereo if requested by a passenger.

11. A licensed driver shall not between the hours of 23:30 and 07:00 sound his horn to notify the hirer of his presence.

12. A licensed driver shall not, without the consent of the hirer, convey any other person in the vehicle other than the hirer.

13. A licensed driver shall, if requested by the hirer, provide him or her with a written receipt for the fare paid.

14. A licensed driver must supply on request his badge number or plate number to any person who requires it.

15. Any occupied wheelchair being transported in a wheelchair accessible vehicle must be safely secured using the restraint system carried in the vehicle, provided such system is compatible with the wheelchair being transported.

16. The driver must notify the Council in writing of any change of his/her address, (whether this is a home address or the address from where he/she operates) during the period of the licence, within 7 days of such a change taking place or, preferably, before this takes place.

17. The Licence Holder must fund, attend and complete a Safeguarding course as nominated by Crawley Borough Council as the Licensing Authority no later than 31st March 2023. Evidence of completion must be provided to the Councils Licensing Team by email to taxis@ Crawley.gov.uk

Private Hire Vehicle Conditions of Licence

1. This vehicle is licensed to carry a maximum of ? passengers at any one time.

Licence Plate

2. The proprietor must ensure that the licence plate provided and allocated to him by Crawley Borough Council is maintained in a clear and legible condition and is securely affixed on the Council's approved bracket to the outside of the Carriage, on or adjacent to the rear bumper. Magnets, double sided tape and velcro are not acceptable for securing the bracket/plate.
3. The Council must be informed as soon as practicable should the licence plate be lost broken or defaced.
4. The proprietor shall not cause or permit the vehicle to be used or operated with the said plate so defaced that any figure or material particular is illegible.
5. The internal licence plate issued by the Council must be affixed to the nearside part of the windscreen in such a position where the telephone number on the rear of the internal licence plate can be clearly seen by passengers and must be displayed at all times.

Vehicle Change of Use

6. The proprietor must notify the Council of any intended change in use of the specified vehicle, or any change in the particulars supplied at the time of application for the licence.

Modifications to vehicle

7. If after this licence is granted a partition screen is installed into the vehicle it must be a kind which meet the specifications in Appendix P of the Council's published policy and the licence holder must also ensure that they inform their insurer of this change to the vehicle.
8. Before a proprietor makes any modifications to the vehicle (except for the installation of a partition), including seating arrangements, they must first apply for and obtain permission from the Council.
9. A proprietor shall give 7 days' written notice to the Council of his intention to transfer this licence to another vehicle and shall not permit that vehicle to be hired until this licence has been endorsed by the Council.

Vehicle Licence

10. In the event of loss of or damage to this licence the Council must be informed immediately so that a replacement can be issued.
11. On revocation, expiry, or suspension of the licence, the licence and the plate issued in respect of the vehicle must be returned to the Council forthwith upon the Council giving such a demand in writing to the proprietor.
12. The proprietor shall advise the Council in writing within 48 hours of any change of

their home address, contact telephone number or email address.

13. The proprietor shall give 7 days' notice of his intention to transfer the licence to another vehicle and shall not permit that vehicle to be used as a licensed vehicle until the licence has been endorsed by the Council.

Insurance

14. The proprietor shall ensure that there is in force a policy of insurance with the requirements of the Road Traffic Acts and which covers the vehicle for the carriage of passengers for public hire during the currency of this licence.
15. A copy of a vehicle's current valid insurance document must be kept with the vehicle and the proprietor must make it available for inspection by any Crawley Borough Council officer or any Police Officer upon request.
16. If, during the currency of this licence, a new policy of insurance is obtained in relation to the licensed vehicle, a copy of the new policy or insurance cover note must be lodged with the Council within 7 days of the new insurance policy coming into effect.

Interior Appearance

17. The interior of the vehicle should always be in a clean and tidy state.
18. Carpets, upholstery and cloth trim are to be kept clean and undamaged. Seat covers and carpet mats may be used, provided that each is a matching set, of a colour co-ordinating with the vehicle and kept in good condition.
19. All plastic fascia, door linings, roof linings and trim are to be kept free from marks, stains and damage
20. All doors, locks and windows are to be in full working order and in good condition.
21. All interior lights and fascia illumination are to be in full working order and in good condition.
22. All windows are to be kept free of dirt, grime and marks.
23. Boot space/luggage areas to be kept clean and vehicle equipment properly stowed.

Tinted Windows

24. A proprietor must not affix, or allow to be affixed, window tinting to the licensed vehicle.

Fire Extinguisher & First Aid Kit

25. The proprietor must ensure that a sterile standard motorist's first aid kit is carried in the vehicle at all times.
26. The proprietor must ensure that a fire extinguisher suitable for use on vehicle fires is carried in the vehicle at all times. The proprietor must ensure that the contents of the extinguisher remain in date at all times. Where there is an expiry date on the extinguisher (instead of a colour gauge), the date is clearly visible and not tampered with.
27. Vehicles licensed to carry 5 or more passengers must also carry a glass hammer.

Accidents

28. The proprietor must inform the Council the next available working day of any accident causing damage affecting the safety, performance or appearance of the vehicle or which may affect the comfort or convenience of passengers.

Luggage in Estate Cars and Multi-Purpose Vehicles

29. Luggage stowed in the boot should not be stacked above the height of the rear seats unless the vehicle is fitted with suitable luggage restraints or covers to prevent luggage from entering the passenger compartment.

Taximeters

30. All taximeters must be approved by the Council and the proprietor of a private hire vehicle which has been fitted with a taximeter must ensure that meter is maintained in a sound working condition at all times.
31. The taximeter shall be of the clock calendar type or a Council approved taximeter.
32. The taximeter must not be altered or tampered with except with the approval of the Council and must be retested by the Council if it is altered.
33. Show the fare recorded on the taximeter in plainly legible figures and the word "FARE" shall be clearly displayed.
34. Be kept surely fixed in such a position so that the fare recorded is visible to all passengers within the vehicle at all times, and the figures shall be illuminated for this purpose whenever necessary.
35. The taximeter must be sealed at all times and if a seal is broken the Licensing Office must be notified as soon as possible.

Two Way Radios

36. The proprietor must ensure that any radio equipment fitted to the licensed vehicle is kept in good working order at all times.

Smoking

37. The proprietor must ensure that the prescribed 'no smoking' signage required to be displayed under the relevant legislation (the Health Act 2006 and the Smoke-free (Signs) Regulations 2007 – or any subsequent enactment), is affixed to the interior of the vehicle.

Roof Sign

38. Each private hire vehicle shall display at all times a non-illuminated yellow roof sign approved by the Council unless authorisation has been approved for roof signs to be a different colour.
39. A proprietor must not alter the sign without first applying for and obtaining permission from the Council to do so.
40. The roof light must comply with the criteria below.
 - (a) be 'point' type design
 - (b) measure 46cm in width x 16cm in length x 14cm in height.
 - (c) all letters and numbers displayed must be solid black in colour and in Flute B font
 - (d) the words 'ADVANCE BOOKINGS ONLY' must be displayed on the front of the sign at the top in letters not less than 2.5cm in height.
 - (e) the company name must be displayed underneath in letters not less than 5cm in height.
 - (f) the rear of the sign should display only the word 'CRAWLEY' in letters not less than 2.5cm in height and underneath, the telephone number of the company or private hire operator through whom the vehicle can be booked, displayed in numbers not less than 5cm in height.
 - (g) the sign shall not include the words 'hire', 'cab', 'taxi', 'hackney' or any other word which would lead a person to believe that the vehicle is a hackney carriage (even if these words form part of the company name) or any other words or numbers except those set out above.

Door Signage

41. Each private hire vehicle shall display a sign on each front door in accordance with the criteria laid out below:
 - (a) Private Hire vehicles shall display door signs on the lower panel of each front door of the vehicle.
 - (b) The sign shall be constructed of vinyl, and shall be applied directly to the door. Licence holders should note that magnetic door signs are not acceptable in fulfilment of this condition.
 - (c) The words 'Advance booking only' shall be displayed at the top of

the sign in letters of 4cm in height.

- (d) The operator or company name shall be displayed in the middle of the sign in letters of 8cm in height if on one line or 4cm in height if on 2 lines.
 - (e) The telephone number of the operator through which the vehicle is operating shall be displayed at the bottom of the sign in numbers of 4cm in height.
 - (f) The overall dimensions of the sign shall be 23cm in height by 45cm in width.
 - (g) All numbers and letters displayed on the sign must be laid out in Flute B font and shall be solid black or solid white, as required by the Licensing Officer. The colour required will be dependent on the colour of the vehicle and will be chosen to ensure maximum visibility against the vehicle's paintwork.
42. These door signs must be displayed at all times. Failure to display these door signs may result in the suspension of the vehicle licence.

Certificate of Compliance

43. Upon notification from the council that a compliance test must be carried out, the proprietor must ensure that the vehicle is submitted for a compliance test and provide the original certificate of compliance to the Council by the date required. Compliance Testing is required every 12 months for vehicles under 4 years old and every 6 months for vehicles more than 4 years old.
44. The proprietor must ensure the vehicle has a Certificate of Compliance from a Council-approved garage at all times whilst the vehicle is licensed.
45. If a vehicle fails the Certificate of Compliance test and the vehicle still has a valid MOT Certificate the vehicle cannot be used as a licensed vehicle until a valid Certificate of Compliance has been issued.

Advertising

46. Advertising is not permitted on or in the vehicle except as follows:
- (a) Display screens on rear headrests or in the rear compartment of wheelchair accessible vehicles.
 - (b) Company name, telephone number, email address or web address may be displayed in the rear window providing the signs are transparent and it does not obscure the driver's vision.
 - (c) All permitted advertising signage must be approved prior to being affixed

Disability Access – the following conditions will apply to vehicles adapted or carry wheelchairs

47. Where a vehicle is designed or adapted for the carriage of passengers in a wheelchair, the following conditions shall apply:
- (a) Loading of the wheelchair must be done from the side of the vehicle

(whether or not rear access is possible).

- (b) Access to and exit from the wheelchair position must not be obstructed in any manner at any time except by wheelchair loading apparatus.
 - (c) Wheelchair internal anchorage must be of the manufacturer's design and construction and secured in such a position as not to obstruct any emergency exit.
48. If, after the licence is granted the vehicle is converted or adapted to carry wheelchairs, the proprietor must:
- (a) within 7 days of the conversion/adaptation provide a Certificate from an approved converter, and
 - (b) notify their insurance company of the fact that the vehicle has been so adapted/converted.
49. A suitable restraint must be available for the occupant of a wheelchair at all times and kept in good working order.
50. If, after the licence is granted any equipment is fitted to the vehicle for the purpose of lifting a wheelchair into the vehicle, this must be tested in accordance with the requirements of the Lifting Operations and Lifting Equipment Regulations 1998 (S.I. 1998/2307) and the original testing certificate must be presented to the Council's Licensing Office before the lifting equipment is used in respect of any passenger. A copy of the certificate should also be kept in vehicle at all times and be presented to any Licensing Officer or police officer upon request.
51. There must be kept in the vehicle at all times either access ramps or a lift so as to assist the wheelchair into the vehicle. Any access ramps or lifts must be securely fixed prior to use, and be able to support the wheelchair, occupant and helper.
52. Ramps and lifts must be securely stored in the vehicle before it may move off. Any such equipment must be maintained in good working order.
53. Where a vehicle is designed or adapted to carry a wheelchair, the proprietor shall ensure that the driver has received sufficient training to load and convey wheelchair-bound passengers.
54. All paintwork will be professionally finished and the vehicle free from dents and damage to either bodywork or fittings. Bare metal, primer paint, visible rust and perforations will not be permitted.
55. In view of the high mileage covered by private hire vehicles and the interval between examinations, the depth of tyre tread on all vehicles must be a minimum of 2mm.
56. From 1st February 2016 an **11 year** rolling age limit will be introduced for private hire vehicles unless exempted. Vehicles must, as a minimum, meet Euro 4 standards for emissions and be no older than 4 years at the time of

initial licensing.

Private Hire Vehicles Specifications



Vehicle Specification

1. When licensing private hire vehicles the Council has to consider the need for safety, convenience, and comfort of passengers in vehicles that operate in rural, urban and motorway environments. The size and engine capacity have also to be considered given that all vehicles are required to carry their licensed number of passengers together with their luggage. The Council considers that a vehicle should be of manufacturers' original specification and shall be constructed and designed:
 - (a) For the Carriage of not less than 4 and not more than 8 passengers with the provision of a seatbelt for each passenger.
 - (b) With the seat provided for each passenger having a minimum width of 405 millimetres (16 inches) measured across its narrowest part.
 - (c) Not to be left-hand drive. Right hand drive passenger vehicles offer the driver clearer and safer vision in an overtaking manoeuvre, and also eliminate the need for a front seat passenger to alight from the vehicle into the road.
 - (d) With an engine having a capacity of at least 1600 cc. including vehicles badged by the manufacturer as "1.6" models.
 - (e) To have windows to the side and rear providing natural light to passenger compartment.
2. In the interest of safety each vehicle should have a minimum 4 doors, which are capable of being opened from the inside.
3. The passenger carrying capacity will be at the discretion of the Council.
4. The vehicle seats must have these specifications:

- (a) The rear seat of the vehicle must be a minimum of 1.22 meters long (405 millimetres, 16 inches per person)
 - (b) All seats must be fitted with fully operational seat belts
 - (c) The number of passenger seats must remain as stated on the vehicle licence
 - (d) There must be no alteration to the seating configuration without notifying the Council
 - (e) All seats must be forward or rear facing
 - (f) All vehicles must be able to seat all passengers in comfort with sufficient legroom for all passengers
 - (g) The seat covering must be clean and in a good state of repair.
5. The vehicle and its fittings must, when being presented for inspection and at all times during when it is licensed and available for hire:
- (a) Be safe
 - (b) Be tidy
 - (c) Be clean
 - (d) Comply with all relevant statutory requirements applicable to the class of vehicle to which it belongs including, but without prejudice to the Motor Vehicle (Construction and Use) Regulations which currently apply.
6. The vehicle must be maintained throughout the term of the vehicle licence to a high standard of appearance to the complete satisfaction of the Council.

The licensed vehicle shall be coloured black, red, dark blue e.g. (navy blue, Westminster Blue), maroon, dark green and no other colour unless it is approved by the Council.

7. All paintwork will be professionally finished and the vehicle free from dents and damage to either bodywork or fittings. Bare metal, primer paint, visible rust and perforations will not be permitted.
8. From 1st April 2016, an **11 year** rolling age limit will be introduced for private hire vehicles unless exempted. Vehicles must, as a minimum, meet Euro 4 standards for emissions and be no older than 4 years at the time of initial licensing. Vehicles older than 4 years older with an average annual mileage of less than 30,000 may be considered but any such application must be accompanied by original MOT certificates or other suitable documents such as a service history to verify the vehicle mileage as genuine.
9. The Council have nominated certain garages to undertake the Certificate of Compliance on their behalf and a list of the approved garages can be obtained from the Licensing Office.
10. In the interests of safety and reassurance of passengers, tinted glass or mirrored glass that restricts all view into the passenger compartment will not be accepted on vehicles which are presented for licensing. Where a vehicle is licensed and subsequently the proprietor wants to affix tinting to the windows, one of the standard conditions of licence (see Appendix F) provides that they must first apply to and be given approval by the Council to affix the tinting. A transitional period in accordance with the rolling vehicle replacement programme will be permitted for existing licensed vehicles. This is so the Council can ensure that any tinting applied to a licensed vehicle's windows is consistent with these specifications.

Private Hire Vehicles Exempt

11. Some private hire operators may be exempt from displaying roof sign, door signs and licence plate. The reason for this can be found in this policy.

Advertising on Private Hire Vehicles

12. One of the standard conditions of licence for private hire vehicles is that the proprietor may affix advertising if they have first applied for and obtained the Council's permission. The Council will generally require that advertising complies with the following specifications before approval will be given for it to be affixed to the vehicle:

- (a) Display screens on rear headrests is permitted.
 - (i) Advertisements shall not contain matters relating to alcohol, smoking, or products or services likely to give offence to the public.

CCTV Installation in Private Hire Vehicles

The approval of the Council must be sought and obtained before installing a CCTV system in the vehicle.

Where CCTV has been installed in the vehicle with the Council's approval, the following conditions apply to the licence:

13. If the data recorded by the system is lockable by a key:
 - (a) the proprietor must deposit all keys to the system to Crawley Borough Council; and
 - (b) the proprietor must not make or seek to make another copy of the key without the Council's prior agreement.
14. If the data recorded by the system is lockable by a password:
 - (a) the proprietor must provide that password to an officer of the Council and permit the officer to alter the password (so that the password is known to the Council and not the proprietor);
 - (b) the proprietor must not seek to change the password without the Council's prior agreement.
15. The proprietor must not interfere, or try to interfere, with the workings of the device.
16. The proprietor must ensure that operation of the CCTV complies with the *CCTV Code of Practice* published by the Information Commissioner's Office (www.ico.org.uk), including the affixing of appropriate signs notifying the public that CCTV is in use in the vehicle.
17. Upon a request being made by an officer of the Council or a police officer for access to the data recorded by the CCTV system, the proprietor must present the hackney carriage

within 48 hours of the request being made to the person who requested access and allow the Council's officer or police officer, as the case may be, to extract data from it.

18. Vehicles are manufactured and produced with window glass in various tints or film coatings from clear to jet-black, the latter making it impossible to view into the passenger compartment. The removal of film coating from windows is far less expensive than the changing of glass. These heavily tinted windows may be of concern to women passengers travelling alone, and parents of children travelling unaccompanied. Many of the vehicles supplied with tinted glass are acceptable, however in the interests of safety and reassurance of passengers, tinted glass or mirrored glass that restricts all view into the passenger compartment will not be accepted on licensed vehicles.

Standard Hackney Carriage Vehicle Licence Conditions



1. This vehicle is licensed to carry a maximum of ? passengers at any one time.
2. Where the proprietor permits another person to drive the licensed vehicle, they must ensure that that person has a valid hackney carriage driver's licence and they must draw the following conditions of the vehicle licence to that person's attention. The proprietor is responsible for ensuring that any person who drives their licensed vehicle complies with these licence conditions.

Internal and External Licence Plates

3. The proprietor must ensure that the external licence plate provided and allocated to him by Crawley Borough Council is maintained in a clear and legible condition and is securely affixed on the Council's approved bracket to the outside of the Carriage, on or adjacent to the rear bumper. Magnets, double sided tape and velcro are not acceptable for securing the bracket/plate.
4. The Council must be informed as soon as practicable should the external licence plate be lost broken or defaced.
5. The proprietor shall not cause or permit the vehicle to be used or operated with the external licence plate so defaced that any figure or material particular is illegible.
6. The internal licence plate issued by the Council must be affixed to the nearside part of the windscreen in such a position where the telephone number on the rear of the internal licence plate can be clearly seen by passengers and must be displayed at all times.

Vehicle Change of Use

7. The proprietor must notify the Council of any intended change in use of the specified vehicle, or any change in the particulars supplied at the time of application for the licence.

Modifications to vehicle

8. If after this licence is granted a partition screen is installed in the vehicle it must be a kind which meets the specifications in Appendix P of the Council's published policy and the licence holder must also ensure that they inform their insurer of this change to the vehicle.

9. Before a proprietor makes any modifications to the vehicle (except for the installation of a screen partition), including seating arrangements, they must first apply for and obtain permission from the Council.

Vehicle Licence

10. In the event of loss or damage to this licence the Council must be informed immediately so that a replacement can be issued.
11. On revocation, expiry or suspension of the licence, the licence and the internal and external licence plates issued in respect of the vehicle must be immediately returned to the Council upon the Council giving such a demand in writing to the proprietor as they remain the property of the Council at all times.
12. The proprietor shall advise the Council in writing within 48 hours of any change of their home address, contact telephone number or email address.

Insurance

13. The proprietor shall ensure that there is in force a policy of insurance complying with the requirements of the Road Traffic Acts and which covers the vehicle for the carriage of passengers for public hire during the currency of this licence.
14. A copy of a vehicle's current insurance document must be kept with the vehicle and the proprietor must make it available for inspection by any Crawley Borough Council officer or any Police Officer upon request.
15. If, during the currency of this licence a new policy of insurance is obtained in relation to the licensed vehicle, a copy of the new policy or insurance cover note must be lodged with the Council within 7 days of the new insurance policy coming into effect.

Interior Appearance

16. The interior of the vehicle should always be in a clean and tidy state.
17. Carpets, upholstery and cloth trim are to be kept clean and undamaged. Good quality seat covers and carpet mats may be used, provided that each is a matching set, of a colour co-ordinating with the vehicle and kept in good condition.
18. All plastic fascia, door linings, roof linings and trim are to be kept free from marks, stains and damage.
19. All doors, locks and windows are to be in full working order and in good condition.
20. All interior lights and fascia illumination are to be in full working order and in good condition.
21. All windows are to be kept free of dirt, grime and marks.
22. Boot space/luggage areas are to be kept clean and any vehicle equipment properly stowed.

Tinted Windows

23. A proprietor must not affix, or allow to be affixed, window tinting to the licensed vehicle.

Fire Extinguisher and First Aid Kit

24. The proprietor must ensure that a sterile standard motorist's first aid kit is carried in the vehicle at all times.
25. The proprietor must ensure that a fire extinguisher suitable for use on vehicle fires is carried in the vehicle at all times. The proprietor must ensure that the contents of the extinguisher remain in date at all times. Where there is an expiry date on the extinguisher (instead of a colour gauge), the date is clearly visible and not tampered with.
26. Vehicles licensed to carry 5 or more passengers must also carry a glass hammer.

Accidents

27. The proprietor must inform the Council the next working day of any accident causing damage affecting the safety, performance or appearance of the vehicle or which may affect the comfort or convenience of passengers.

Luggage storage

28. If the licensed vehicle is either an estate car or multi-passenger vehicle, there must be luggage restraints kept in the vehicle so that passengers' luggage can be securely stowed, and the restraints must be kept in good working order.

Taximeters

29. The proprietor of a hackney carriage must ensure the vehicle is fitted with a taximeter approved by the Council at all times the vehicle is available for hire. The meter must be maintained and kept in a good working order at all times.
30. The taximeter must be set for up to the current maximum tariff agreed by the Council and the proprietor must ensure that no adjustment to the meter is made without the Council's prior permission.
31. The proprietor must ensure the "For Hire" sign or other illuminated sign on the roof of the vehicle is linked to the taximeter or a means is provided to switch off the for hire sign so that when the meter is switched on at the commencement of any individual hire, the roof sign is extinguished.
32. The taximeter must be kept clean and in good working order and positioned so that the fare recorded on the taximeter is plainly visible to passengers in the vehicle.
33. The taximeter must be sealed at all times and if a seal is broken the proprietor must notify the Council's Licensing Office on the next available working day.

Fare Table

34. A hackney carriage proprietor must ensure that a copy of the current fare table supplied by the Council is on display inside the hackney carriage at all times and that the table kept clean and undamaged and is positioned so that it is plainly visible to passengers in the vehicle.
35. A driver must, if requested by the passenger, provide them with a written receipt for the fare paid.

Smoking

36. The proprietor must ensure that the prescribed 'no smoking' signage required to be displayed under the relevant legislation (the Health Act 2006 and the Smoke-free (Signs) Regulations 2007 – or any subsequent enactment), is affixed to the interior of the vehicle.

Roof Sign

37. Each hackney carriage vehicle (with the exception of those vehicles with a built-in roof light) shall display at all times an illuminated white roof sign approved by the Council, regardless whether the vehicle is working for public hire or personal use.
38. A proprietor must not alter the sign without first applying for and obtaining permission from the Council to do so.
39. The illumination mechanism of the roof sign shall not be operated during any period for which the vehicle is hired.

Door Signage

40. All Hackney carriage vehicles must display permanently affixed door signs (livery) on the lower panel of each front door of the vehicle.
41. If at any time the signs become damaged or lost, the proprietor must notify the Council as soon as possible so that the Council can order replacement signs. The cost of the replacement door signs is the responsibility of the proprietor.
42. If at any time the signs become damaged or lost, the proprietor must ensure that the hackney carriage is not used for hire until the replacement door signs are affixed.

Pre-Booked Fares

Hackney Carriages may be used for pre-booked shared journeys providing they comply with the criteria below.

43. The vehicle's proprietor must notify the Council in writing that the vehicle is to be used for pre-booked shared journeys prior to commencement.
44. The taximeter must be calibrated for the calculation of separate fees for separate journeys and has been tested and sealed by the Council.

45. The proprietor must ensure that a record of all pre-booked shared journeys undertaken in the vehicle shall be kept by the proprietor and stored for a period of 6 months.
46. The hackney carriage may be used for a pre-booked shared journey only where the hirers have consented to the journey when booking in advance and where the consent of the hirer has been recorded in the record kept under condition 41 above.

Certificate of Compliance (COC)

47. The proprietor must ensure the vehicle has a current Certificate of Compliance from a Council-approved garage (COC) at all times whilst the vehicle is licensed. (Note: a list of Council-approved garages is available upon request from Crawley Borough Council.)
48. If a vehicle fails its COC or the COC expires the vehicle cannot be used as licensed hackney carriage (irrespective of whether it still has a valid MOT Certificate) until a valid COC has been issued.
49. As to the frequency of COCs:
 - (a) Where the licensed vehicle is aged 4 years or less, the proprietor must ensure that they arrange for a COC to be obtained and lodged with the Council not less than 12 months since the last COC.
 - (b) Where the licensed vehicle is aged 4 years or more, the proprietor must ensure that they arrange for a COC to be obtained and lodged with the Council not less than 6 months since the last COC

Advertising

50. The approval of the Council must be sought and obtained before any advertising (or modifications to existing advertising) is affixed to the vehicle.

CCTV Installation in Hackney Carriage Vehicles

51. The approval of the Council must be sought and obtained before installing a CCTV system in the vehicle.

Where CCTV has been installed in the vehicle with the Council's approval, the following conditions apply to the licence:

52. If the data recorded by the system is lockable by a key:
 - (a) the proprietor must deposit all keys to the system to Crawley Borough Council; and
 - (b) the proprietor must not make or seek to make another copy of the key without the Council's prior agreement.
53. If the data recorded by the system is lockable by a password:

- (a) the proprietor must provide that password to an officer of the Council and permit the officer to alter the password (so that the password is known to the Council and not the proprietor);
 - (b) the proprietor must not seek to change the password without the Council's prior agreement.
54. The proprietor must not interfere, or try to interfere, with the workings of the device.
55. The proprietor must ensure that operation of the CCTV complies with the CCTV Code of Practice published by the Information Commissioner's Office (www.ico.org.uk), including the affixing of appropriate signs notifying the public that CCTV is in use in the vehicle.
56. Upon a request being made by an officer of the Council or a police officer for access to the data recorded by the CCTV system, the proprietor must present the hackney carriage immediately on the request being made to the person who requested access and allow the Council's officer or police officer, as the case maybe, to extract data from it.

Disability Access – the following conditions will apply to vehicles adapted to carry wheelchairs

57. Where a vehicle is designed or adapted for the carriage of passengers in a wheelchair, the following conditions shall apply:
- (a) Loading of the wheelchair must be undertaken through the side of the vehicle.
 - (b) Access to and exit from the wheelchair position must not be obstructed in any manner at any time except by wheelchair loading apparatus.
 - (c) Wheelchair internal anchorage must be of the manufacturer's design and construction and secured in such a position as not to obstruct any emergency exit.
 - (d) Whilst public safety and comfort are the key elements that the Council considers when judging the suitability of vehicles meeting the requirements of section 52 of this policy, predicating that they should be of a side loading type, it reserves the right to deal with any application concerning other vehicle types on their own merits based on suitable expert opinion and evidence. Any such evidence or opinion will normally be required to originate from a qualified automotive engineer or similar professional.
58. If, after the licence is granted the vehicle is converted or adapted to carry wheelchairs, the proprietor must:
- (a) Prior to use as a licensed vehicle at the time of the conversion/adaptation provide a Certificate from an approved converter, and

(b) notify their insurance company of the fact that the vehicle has been soadapted/converted.

59. A suitable restraint must be available for the occupant of a wheelchair at all times and kept in good working order.
60. If, after the licence is granted any equipment is fitted to the vehicle for the purpose of lifting a wheelchair into the vehicle, this must be tested in accordance with the requirements of the Lifting Operations and Lifting Equipment Regulations 1998 (S.I. 1998/2307) and the original testing certificate must be presented to the Council's Licensing Office before the lifting equipment is used in respect of any passenger. A copy of the certificate should also be kept in the vehicle at all times and be presented to any Licensing Officer or police officer upon request.
61. There must be kept in the vehicle at all times either access ramps or a lift to assist the wheelchair into the vehicle. Any access ramps or lifts must be securely fixed prior to use, and be able to support the wheelchair, occupant and helper.
62. Ramps and lifts must be securely stored in the vehicle before it may move off. Any such equipment must be maintained in good working order.
63. Where a vehicle is designed or adapted to carry a wheelchair, the proprietor shall ensure that the driver has received sufficient training to load and convey wheelchair-bound passengers.
64. There must be no alteration to the seating configuration without notifying the Council.

Hackney Carriage Byelaws

Byelaws made under Section 68 of the Town Police Clauses Act 1847, and Section 171 of the Public Health Act 1875, by the Borough Council of Crawley with respect to hackney carriages in the Borough of Crawley.



Interpretation

1. Throughout these byelaws "the Council" means the Borough Council of Crawley and "the District" means the Borough of Crawley.

Provisions regulating the manner in which the number of each hackney carriage, corresponding with the number of its licence, shall be displayed.

2.
 - (a) The proprietor of a hackney carriage shall cause the number of the licence granted to him in respect of the carriage to be legibly painted or marked on the outside and inside of the carriage, or on plates affixed thereto.
 - (b) A proprietor or driver of a hackney carriage shall:
 - (i) not wilfully or negligently cause or suffer any such number to be concealed from public view while the carriage is standing or plying for hire;
 - (ii) not cause or permit the carriage to stand or ply for hire with any such painting, marking or plate so defaced that any figure or material particular is illegible.

Provisions regulating how hackney carriages are to be furnished or provided.

3. The proprietor of a hackney carriage shall
 - (a) provide sufficient means by which any person in the carriage may communicate with the driver;
 - (b) cause the roof or covering to be kept water-tight;
 - (c) provide any necessary windows and a means of opening and closing not less than one window on each side;
 - (d) cause the seats to be properly cushioned or covered;
 - (e) cause the floor to be provided with a proper carpet, mat or other suitable covering;
 - (f) cause the fittings and furniture generally to be kept in a clean condition, well maintained and in every way fit for public service;
 - (g) provide means for securing luggage if the carriage is so constructed as to carry luggage;
 - (h) provide an efficient fire extinguisher which shall be carried in such a position as to be readily available for use;
 - (i) provide at least two doors for the use of persons conveyed in such carriage and a separate means of ingress and egress for the driver.

4. The proprietor of a hackney carriage shall cause the same to be provided with a taximeter so constructed, attached and maintained as to comply with the following requirements, that is to say,
- (a) the taximeter shall be fitted with a key, flag, or other device the turning of which will bring the machinery of the taximeter into action and cause the word "HIRED" to appear on the face of the taximeter;
 - (b) such key, flag or other device shall be capable of being locked in such a position that the machinery of the taxi meter is not in action and that no fare is recorded on the face of the taximeter;
 - (c) when the machinery of the taximeter is in action there shall be recorded on the face of the taximeter in clearly legible figures a fare not exceeding the rate of fare which the proprietor or driver is entitled to demand and take for the hire of the carriage by distance in pursuance of the byelaw in that behalf;
 - (d) the word "FARE" shall be printed on the face of the taximeter in plain letters so as clearly to apply to the fare recorded thereon;
 - (e) the taximeter shall be so placed that all letters and figures on the face thereof are at all times plainly visible to any person being conveyed in the carriage, and for that purpose the letters and figured shall be capable of being suitably illuminated during any period of hiring;
 - (f) the taximeter and all the fittings thereof shall be so affixed to the carriage with seals or other appliances that it shall not be practicable for any person to tamper with them except by breaking, damaging or permanently displacing the seals or other appliances.

Provisions regulating the conduct of the proprietors and drivers of hackney carriages plying within the District in their several employments, and determining whether such drivers shall wear any and what badges.

5. The driver of a hackney carriage shall
- (a) when standing or plying for hire, keep the key, flag or other device fitted in pursuance of the byelaw in that behalf locked in the position in which no fare is recorded on the face of the taximeter;
 - (b) as soon as the carriage is hired by distance, and before beginning the journey, bring the machinery of the taximeter into action by moving the said key, flag or other device, 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;
 - (c) cause the dial of the taximeter to be kept properly illuminated throughout any part of a hiring which is during the hours of darkness as defined for the purposes of the Road Transport Lighting Act 1957, and also at any other time at the request of the hirer.
6. A proprietor or driver of a hackney carriage 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 the seals affixed thereto.
7. The driver of a hackney carriage shall, when plying for hire in any street and not actually hired,

- (a) proceed with reasonable speed to one of the stands fixed by the byelaw in that behalf; (or rank designated under Section 63 of the Local Government (Miscellaneous Provisions) Act 1976)
 - (b) if a stand, at the time of his arrival, is occupied by the full number of carriages authorised to occupy it, proceed to another stand;
 - (c) on arriving at a stand not already occupied by the full number of carriages authorised to occupy it, station the carriage immediately behind the carriage or carriages on the stand and so as to face in the same direction;
 - (d) from time to time when any other carriage immediately in front is driven off or moved forward cause his carriage to be moved forward so as to fill the place previously occupied by the carriage driven off or moved forward.
8. A proprietor or driver of a hackney carriage, when standing or plying for hire, shall not, by calling out or otherwise, importune any person to hire such carriage and shall not make use of the services of any other person for the purpose.
9. The driver of a hackney carriage shall behave in a civil and orderly manner and shall take all reasonable precautions to ensure the safety of persons conveyed in or entering or alighting from the vehicle.
10. The proprietor or driver of a hackney carriage who has agreed or has been hired to be in attendance with the carriage at an appointed time and place shall, unless delayed or prevented by some sufficient cause, punctually attend with such carriage at such appointed time and place.
11. The driver of a hackney carriage when hired to drive to any particular destination shall, subject to any directions given by the hirer, proceed to that destination by the shortest available route.
12. A proprietor or driver of a hackney carriage 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.
13. If a badge has been provided by the Council and delivered to the driver of a hackney carriage he shall, when standing or plying for hire, and when hired, wear that badge in such position and manner as to be plainly visible.
14. The driver of a hackney carriage so constructed as to carry luggage shall, when requested by any person hiring or seeking to hire the carriage,
- (a) convey a reasonable quantity of luggage;
 - (b) afford reasonable assistance in loading and unloading;
 - (c) afford reasonable assistance in removing it to or from the entrance of any building, station or place at which he may take up or set down such person.

Provisions fixing the stands of hackney carriages

15. No longer applicable (replaced by section 63 of the Local Government (Miscellaneous Provisions) Act 1976)

Provisions fixing the rates of fares to be paid for hackney carriages within the District, and securing the due publication of such fares.

16. No longer applicable (replaced by section 65 of the Local Government (Miscellaneous Provisions) Act 1976.
17. No longer applicable (replaced by section 65 of the Local Government (Miscellaneous Provisions) Act 1976.

Provisions securing the safe custody and re-delivery of any property accidentally left in hackney carriages and fixing the charges to be made in respect thereof.

18. The proprietor or driver of a hackney carriage shall immediately after the termination of any hiring or as soon as practicable thereafter carefully search the carriage for any property which may have been accidentally left therein.
19. The proprietor or driver of a hackney carriage shall, if any property accidentally left therein by any person who may have been conveyed in the carriage be found by or handed to him,
 - (a) carry it as soon as possible and in any event within 48 hours, if not sooner claimed by or on behalf of its owner, to a police station in the District and leave it in the custody of the officer in charge of the office on his giving a receipt for it.
 - (b) be entitled to receive from any person to whom the property shall be re-delivered an amount equal to 5p in the pound of its estimated value, (or the fare for the distance from the place of finding to the Police Station, whichever be the greater) but not more than £5.

Penalties

20. Every person who shall offend against any of these byelaws shall be liable on summary conviction to a fine

THE COMMON SEAL of THE COUNCIL OF THE BOROUGH OF CRAWLEY was hereunto affixed this Fifteenth day of August, 1974 pursuant to a resolution of the Council passed on the twenty-third day of May, 1974.

(Signed) B. CLAY
Mayor

L.S.

(Signed) K.J.L. NEWELL
Chief Executive

THE SECRETARY OF STATE this day confirmed the foregoing byelaws and fixed the date on which the byelaws are to come into operation as the Twenty-seventh day of September, 1974.

(Signed) K.P. WITNEY
An Assistant Under Secretary of
State

Home Office,
Whitehall
25th September 1974

Hackney Carriage Vehicle Specification

Vehicle Specification

18. When licensing hackney carriage vehicles the Council has to consider the need for safety, convenience, and comfort of passengers in vehicles that operate in rural, urban and motorway environments. The size and engine capacity have also to be considered given that all vehicles are required to carry their licensed number of passengers together with their luggage. The Council considers that a vehicle should be of manufacturers' original specification and shall be as constructed and designed:
 - (a) For the Carriage of not more than 8 passengers with the provision of a seatbelt for each passenger.
 - (b) With the seat provided for each passenger having a minimum width of 405 millimetres (16 inches) measured across its narrowest part.
 - (c) Not to be left-hand drive. Right hand drive passenger vehicles offer the driver clearer and safer vision in an overtaking manoeuvre, and also eliminate the need for a front seat passenger to alight from the vehicle into the road.
 - (d) With an engine having a capacity of at least 1600 cc. including vehicles badged by the manufacturer as "1.6" models.
 - (e) To have windows to the side and rear providing natural light to passenger compartment.
19. In the interest of safety each vehicle should have a minimum 4 doors, which are capable of being opened from the inside.
20. The passenger carrying capacity will be at the discretion of the Council however but shall usually be such for the carriage of not less than 4 and not more than 8 passengers with the provision of a seatbelt for each passenger.
21. The vehicle seats must have these specifications:
 - (a) The rear seat of the vehicle must be a minimum of 1.22 meters long (405 millimetres, 16 inches per person)

- (b) All seats must be fitted with fully operational seat belts
 - (c) The number of passenger seats must remain as stated on the vehicle licence
 - (d) There must be no alteration to the seating configuration without notifying the Council
 - (e) All seats must be forward or rear facing
 - (f) All vehicles must be able to seat all passengers in comfort with sufficient legroom for all passengers
 - (g) The seat covering must be clean and in a good state of repair.
22. The vehicle and its fittings must, when being presented for inspection and at all times during when it is licensed and available for hire:
- (a) Be safe
 - (b) Be tidy
 - (c) Be clean
 - (d) Comply with all relevant statutory requirements applicable to the class of vehicle to which it belongs including, but without prejudice to the Motor Vehicle (Construction and Use) Regulations which currently apply.
23. The vehicle must be maintained throughout the term of the vehicle licence to a high standard of appearance to the complete satisfaction of the Council.
24. The licensed vehicle shall be white and no other colour unless it is a purpose-built vehicle approved by the Council.
25. All paintwork will be professionally finished and the vehicle free from dents and damage to either bodywork or fittings. Bare metal, primer paint, visible rust and perforations will not be permitted.
26. In the interests of safety and reassurance of passengers, tinted glass or mirrored glass that restricts all view into the passenger compartment will not be accepted on vehicles which are presented for licensing. Where a vehicle is licensed and subsequently the proprietor wants to affix tinting to the windows, one of the standard conditions of licence (see Appendix B) provides that they must first apply to and be given approval by the Council

to affix the tinting. A transitional period of 3 years in accordance with the rolling vehicle replacement programme will be permitted for existing licensed vehicles. This is so the Council can ensure that any tinting applied to a licensed vehicle's windows is consistent with these specifications.

Wheelchair Accessible Vehicles

27. In the case of all hackney vehicles that are built or adapted for disabled passengers, the design of the vehicle should ensure that any wheelchair is loaded from the side rather than the rear of the vehicle. Vehicles adapted to load wheelchairs both from the side and rear are acceptable.
28. Vehicles already licensed will be able to continue with rear loading access however when the proprietor applies to licence a new vehicle, the requirement in 10 above will apply.
29. If a hackney carriage vehicle is off the road due to accident or damage and a replacement vehicle is supplied, this vehicle must also comply with 10 above.
30. The Council will only consider licensing vehicles converted or adapted to carry wheelchairs if the conversion is approved by an Institute of Automotive Engineers Assessor. The licence applicant must produce the original certificate from the approved Institute of Automotive Engineers Assessor as part of their licence application.
31. Any equipment fitted to the vehicle for the purpose of lifting a wheelchair into the vehicle must have been tested in accordance with the requirements of the Lifting Operations and Lifting Equipment Regulations 1998 (S.I. 1998/2307) and the original testing certificate must be presented to the Licensing Office as part of the licence application.

Roof signage

32. Hackney carriages must have a sign complying with the following criteria. The sign must:
 - (a) measure 76cm in width x 15cm in length x 16cm in height.
 - (b) be of "Aero" type design
 - (c) include the Crawley Borough Council logo in colour on the left hand side of the front face of the sign.
 - (d) the logo must measure not less than 13cm in height by 13cm in width.

- (e) display in the middle of the front face of the sign the following words in the format shown below:

CRAWLEY
TAXI

- (f) The letters comprising the word 'CRAWLEY' shall be not less than 3cm in height, and the letters comprising the word 'TAXI' shall be not less than 7cm in height.
- (g) Include the hackney carriage proprietor's licence number on the right hand side of the front face in numbers measuring not less than 6 cm in height.
- (h) The rear face of the sign there shall be displayed only the telephone number of the operator or proprietor of the vehicle, in digits measuring not less than 9cm in height. The rear face of the sign may be left blank if the operator or proprietor does not wish to display his/her telephone number.
- (i) All letters and numbers displayed must be solid black in colour and be in Flute B font.
- (j) The sign must be white on the front face. The sign may be red or white on the rear face but must be red at the rear when illuminated.
- (k) No words or numbers may be displayed on the sign except as set out above.
33. Vehicles which have a built-in roof sign or light may be exempt from displaying the standard roof light if the Licensing Officer is satisfied that the built-in roof light is an acceptable alternative.

Door signage

34. Door signs will be ordered and authorised by the Council and proprietors will be advised when the door signs are ready for collection.
35. Proprietors are responsible for collecting, paying for and affixing the signs to the lower panel of each front door of the vehicle.
36. If at any time replacement door signs are required, because for example the signs are lost or damaged, the proprietor will be responsible for the cost of the replacement door signs and for arranging for them to be affixing them to the vehicle.

Advertising on hackney carriages

37. One of the standard conditions of licence for hackney carriages is that the proprietor may affix advertising if they have first applied for and obtained the Council's permission. The Council will generally require that advertising complies with the following specifications before approval will be given for it to be affixed to the vehicle:

- (a) Display screens on rear headrests is permitted.
- (b) Full livery or half livery third party advertising is permitted on purpose-built hackney carriages (that is London-style black cab vehicles).
- (c) Advertising may be displayed on the external sides of the rear doors providing the advertisement complies with the following criteria:
 - (i) Purpose-built hackney carriages (that is London-style black cab vehicles) may advertise inside the vehicle on the base of the occasional seats or along the bulkhead on top of the passenger/ driver partition.
 - (ii) Any advertisements shall not exceed 30 inches by 15 inches.
 - (iii) Advertisements must be of such a form as not to become easily soiled or detached.
 - (iv) Advertisements shall not contain matters relating to alcohol, smoking, or products or services likely to give offence to the public.

CCTV

38. One of the standard conditions of licence for hackney carriages is that the proprietor may install CCTV into the vehicle if they have first applied for and obtained the Council's permission to do so. The Council will generally require that a CCTV system complies with the following specifications before approval will be given for it to be installed in a vehicle:

- (a) The CCTV system must either be only capable of only recording images and not sound, or if the system is able to record sound, the proprietor must ensure that the sound recording function of the system is disable so that only images are recorded.

- (b) The CCTV system must not have a video display screen (VDU) screen inside the vehicle.
- (c) The CCTV system must be designed and capable of adequately recording after dark.
- (d) The CCTV system must be one where any recorded data is encrypted and access to the data is password protected or locked and only authorised persons can view any recordings.

Emissions

22. From 1st April 2016, an 11 year rolling age limit will be introduced for taxis unless exempted. Vehicles already licensed at the date of adoption of this policy must, as a minimum, meet Euro 4 standards for emissions or be capable of being retrofitted to achieve the same within a reasonable time period and all newly licensed taxis must, as a minimum, meet Euro 5 standards for emissions. Vehicles older than 4 years older with an average mileage of less than 30,000 may be considered but any such application must be accompanied by original MOT certificates or other suitable documents such as a service history to verify the vehicle mileage as genuine.
- 23 The Council is fully committed to meeting the needs of the travelling public in Crawley including those who have disabilities of any nature. In addition to the disability awareness training drivers shall be required to undertake the number of Hackney Carriages licensed by the authority will therefore contain a sufficient number of vehicles which are capable of carrying a wheel chair as determined by an unmet demand survey which shall include a section on this matter. The Council therefore reserves the right to increase or decrease the number of wheel chair accessible vehicles based on local need. The decision as to whether any vehicle that is submitted to the Council for the purposes of being licenced as a hackney carriage, shall be capable of carrying a wheel chair will be at the discretion of the Head of Economic and Environmental Services in conjunction with the Portfolio Holder for Licensing functions and be made with reference to local need at the time of the applica

Private Hire Limousines & Speciality Vehicles Special Conditions

The following are a pool of standard conditions relating to speciality vehicles. The Council may decide to attach all or any of the following standard conditions (which may be in addition to some of all of the conditions in Appendix F) to the grant of a private hire vehicle licence in respect of a speciality vehicle, as may be considered appropriate in any individual case.

1.0 Additional Conditions for Private Hire Limousines & Speciality Vehicles

1.2 The vehicle to be exempted is of a high quality both in terms of brand and condition.

- Vehicles will normally be the accepted luxury brands such as Mercedes Benz, BMW, Jaguar, Rolls Royce, Bentley and Lexus. The highest specification executive type cars from other manufacturers may also be considered.
- The vehicle must have no visible defects, dents or blemishes to the external bodywork or internal trim. This is a spec – to be added to the pre-amble or the body of the policy.

2.0 Types of Vehicles

2.1 The vehicle must have one of the following:

- (i) A UK Single Vehicle Approval Certificate
- (ii) A European Whole Vehicle Approval Certificate
- (iii) UK Low Volume Type Approval Certificate

2.2 If the vehicle has a UK Single Vehicle Approval Certificate, the Council will expect that the vehicle will have been modified in accordance with a program approved by the original vehicle manufacturer and have appropriate documentary proof. The licensee must produce a copy of the IVA certificate at time of licensing.

3.0 Vehicle and Safety Equipment

3.2 The proprietor of a vehicle shall:

- Ensure that the vehicle and all its fittings and equipment are at all times kept in a fit, serviceable, safe and clean condition.

3.7 Ensure the vehicle is fitted with tyres that meet both the manufacturer's size and weight specification for that vehicle.

3.8 Vehicles may be granted an exemption from the requirement under the conditions of licence for private hire vehicles to be right hand drive.

3.9 Vehicles with sideways facing seating may be considered for private hire licensing.

3.10 The passenger compartment of the vehicle may be fitted with darkened or blackened glass if approved by the Council.

4.0 Use of Vehicle

- Not permit to be conveyed in the vehicle more than the number of persons for which the vehicle is licensed, regardless of the age or size of the passengers (should also be a condition for standard HC/PH vehicles).
- Ensure that in any advertisement publicising their business, the vehicle is not stated to carry any more than 8 passengers.
- Not convey any passengers in the front compartment with the driver.
- Not supply alcohol to passengers unless there is in force an appropriate authorisation under the Licensing Act 2003 permitting the sale or supply of the same
- If the occupants are below the age of 18, there should be no alcohol carried in the passenger compartment.
- Any glassware in the vehicle must be made of either shatterproof glass or plastic
- The driver shall not play or permit the performance of any film, video or similar media where any passenger in the vehicle is below the age permitted by the age classification to view the particular film etc.

Fit and Proper & Enforcement Matters



In most cases where there are reasons to believe that enforcement action against a licence holder may be required the procedure to be followed is that set out in the Council's General Enforcement Policy (available on the Council's website at www.crawley.gov.uk), in particular the procedure relating to enforcement meeting. The following should therefore be read in conjunction with, and is in addition to, the Council's General Enforcement Policy.

The Councils Hackney Carriage and Private Hire Policy, the latest version of which was adopted in April 2022, deals extensively with the issue of whether a person is fit and proper, relevant matters for consideration and enforcement. Applicants must read this Policy and make necessary disclosures as part of the application process and during the currency of a licence. [Private Hire and Hackney Carriage Licensing Policy From 01042022](#)