

Appendix F

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Hackney Carriage and Private Hire Driver Code of Conduct

In order to become a licensed hackney carriage driver/ private hire driver an applicant must satisfy the council that they are “fit and proper” to be a licensed driver. There is no legal definition of what constitutes a “fit and proper” person, but in assessing an application, the Council takes into account various factors including an applicant’s ability to communicate effectively with customers, any criminal history, any motoring convictions and medical fitness.

A licensed driver is expected to remain a fit and proper person during the duration of his/ her licence. This code of conduct outlines the standards of conduct expected of a licensed driver, failure to comply with this code of conduct or licence conditions or other legal requirements may result in the review of the drivers’ hackney carriage or private hire drivers’ licence.

For hackney carriage drivers

- Use the meter within the licensed area, unless the passenger has agreed to hire by time (*DfT best practice guidance*)
- If using the meter, not start the meter until the passenger is seated in the vehicle (*DfT best practice guidance*)
- If travelling outside the licensed area, agree the fare in advance. If no fare has been negotiated in advance for a journey going beyond the licensing area then the driver must adhere to the meter
- Take the most-time efficient route, bearing in mind likely traffic problems and known diversions, and explain any diversion from the most direct route. (*DfT best practice guidance*)
- A licensed hackney carriage driver shall notify the Council in writing within 14 days providing full details of any conviction, binding over, caution, warning, reprimand or arrest for any matter (whether or not charged) imposed on him / her during the period of the licence.
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For private hire drivers

- Ensure that the passenger has prebooked and agrees the fare before setting off. (*DfT best practice guidance*)

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- Take the most time efficient route bearing in mind likely traffic problems and known diversion's, and explain any diversion from the most direct route. *(DfT best practice guidance)*

For all licensed drivers

- Drive with due care and courtesy towards the passenger and other road users. *(DfT best practice guidance)*
- Keep relationships with passengers on an appropriate professional basis
- Be polite to passengers, and communicate clearly
- Keep the vehicle clean and free of rubbish
- Provide reasonable assistance to passengers (e.g. getting in and out of the vehicle, and unloading luggage to the outer door of the premises / building)
- Ensure luggage including shopping and other large objects are safely and properly secured in the vehicle
- Comply with reasonable passenger requests regarding comfort of the journey e.g. heating/ air con on/ off radio/ music on/off
- Provide written receipts on request
- Be neat and tidy in appearance, and have a good standard of personal hygiene
- Comply with the dress code attached below.

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Rossendale licensed drivers' dress code

The Rossendale licensed drivers dress code forms part of the driver's code of conduct. The purpose of the dress code is to set a standard that provides a positive image of Rossendale's licensed hackney carriage and private hire trade, and that the standard adopted seeks to promote public and driver safety

Rossendale licensed drivers dress standard

- All clothing worn by driver whilst working as private hire/hackney carriage driver must be in good condition and the driver must have good standards of personal hygiene.
- As a minimum standard whilst working as a licensed driver males should wear trousers and a shirt which has a full body and short/ long sleeves. Knee length tailored shorts are also acceptable

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- As a minimum standard whilst working as a licensed driver females should wear trousers. Knee length skirt or dress and a shirt/ blouse which have a full body and short/long sleeves. Knee length tailored shorts are also acceptable.
- Footwear whilst working as a licensed driver shall fit i.e. be secure around the heel of both feet

Examples of unacceptable standard of dress

- Clothing that is not kept in clean condition, free from holes, rips or other damage
- Words or graphics on any clothing that is of an offensive nature or suggestive nature which might offend
- Sportswear e.g. football/ rugby kits including shirts, track suits in whole or part , beachwear
- Sandals with no heel straps, flip flops or any other footwear not secure around the heel
- The wearing of any hood or any other type of clothing that may obscure the drivers vision or their identity

Uniforms

The Council recognises the positive image that uniforms can create. This dress code does not require a licensed driver to wear a distinct uniform. The Council acknowledges that many private hire and hackney carriage companies outside of Rossendale do require licensed drivers to wear appropriate corporate branded uniform and this is a practice that the Council would encourage Rossendale companies to consider and adopt.

Notes

The notes will be removed from the final policy but are provided in terms of clarification only

(adapted from Salford/ Rotherham Policies) differences from Salford and Rotherham include the following

- 1. clarification that the code only applies when working as a licensed driver***
- 2. Inclusion of the provision of knee length shorts for women as well as men***
- 3. Requirements that shorts are tailored shorts clarifying that sport / Bermuda shorts are not acceptable***

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4. Addition of ref to damaged clothing in the first bullet point of unacceptable standard of dress, this is to prevent clothing which has been damaged by permanent staining but is still clean (e.g. prevent wearing of clothes that have been badly stained with paint/ bleach or similar)

5. Insertion of paragraph on uniforms to reflect the growing practice of drivers wearing uniforms.

(Option remains for production of a charter detailing behaviour expected of passengers)

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