



Hackney Carriage Driver Licence

Rules, Regulations and Routes

Address

Licensing Section
Public Health and Public Protection
PO Box 504
Civic Centre
Middlesbrough
TS1 9FY

Email

licensing@middlesbrough.gov.uk

Telephone

(01642) 728010

Opening Hours

Monday, Tuesday, Thursday – 9.15am to 4.15pm
Wednesday – 12.30pm to 4.15pm
Friday – 9.15am to 3.45pm

January 2022

Before you undertake your legislation test it is important that you read this booklet thoroughly and familiarise yourself with all the rules, regulations and policies that will be imposed upon you once you become a licensed driver. This booklet does not cover every single law in relation to the trade; however, it covers everything that will be required in your knowledge test.

If you choose not to study this document then it is highly likely that you will fail the test. There is a charge involved in re-sitting the test and there may also be a significant delay before a further test is available. It is to your advantage to study the information in this booklet which will allow you to pass the test on the first occasion.

Who can drive a Hackney Carriage (HC)? – To drive a HC you must hold a HC driver's licence. This licence must be issued by the same local authority who licence the vehicle you intend to drive. For example, if you hold a HC driver licence issued to you by Middlesbrough Council, you are able to drive a HC licensed by Middlesbrough Council, but would not be able to drive a HC licensed by Stockton Council or any other authority.

The driver of a HC must hold a HC driver licence even when the vehicle is not being used for HC purposes and that person is detailed on the vehicle's insurance.

Checking a vehicle before driving – Each and every time you prepare to start work as a HC driver you should inspect the vehicle in which you intend to work. During this inspection you should check the following:

- Tyres – Check that the minimum tread depth is at least 1.6mm, a desirable tread depth is 3mm or greater and will provide you with a significantly improved stopping distance.
- Lights – Ensure that all lights work correctly
- Damage – Ensure that there is no accident damage to the vehicle
- Licence Plates and Council Signs – Ensure that the vehicle has a valid Council HC plate on the front and rear of the vehicle and Council roundels on both front doors. A no smoking sticker must be displayed in the vehicle. A tariff sticker should also be displayed on the dashboard of the vehicle and on each rear passenger window there should be a further information sticker. A sticker on the roof also gives the hackney carriage plate details. You must ensure that these stickers are not obscured in any way.
- Cleanliness – Ensure that the vehicle is clean and odour free.
- Equipment – Check the vehicle is carrying a fire extinguisher and first aid kit.

It is important that you remember that you are responsible for the condition of the vehicle you drive, even if you do not own the vehicle. If a car has a bald tyre, it will be you, the driver, who receives the penalty points, not the vehicle's owner

Smoking – A HC is considered to be a place of work. It is illegal to smoke in your vehicle at any time, whether you are working as a HC driver or not. It is also illegal for your passengers to smoke in your vehicle and you may be prosecuted if you allow them to.

Abusive Passengers – Unfortunately, at some point it is likely that you will encounter a passenger who becomes abusive or aggressive towards you. Under these

circumstances, you must not retaliate and should try to calm the passenger down. If this fails then you should contact the Police. Your health and safety is of utmost importance so do not take any unnecessary risks or endanger yourself in any way. If a passenger is being aggressive or abusive towards you prior to entering your vehicle, then you may refuse to carry them.

Assisting Passengers – You should offer any reasonable assistance to your passengers as they enter or leave your vehicle. If a passenger is carrying luggage or shopping you should ask the passenger if they need any assistance and give them any reasonable assistance they may request.

Disabled or Infirm Passengers – If someone approaches your vehicle and they appear to be disabled or infirm you should speak to them and ask them if they need any assistance. You should then give any reasonable assistance that they request.

Blind Passengers – If you are asked to carry a blind person, upon arriving at the pickup point you should make yourself known to the passenger and ask them what assistance they need to get into your vehicle. You should then give them any reasonable assistance that they request to enter and exit your vehicle safely.

Assistance Dogs – If a passenger is accompanied by an assistance dog, you must carry both the passenger and the dog. It is a criminal offence to refuse to carry an assistance dog unless you have a medical exemption notice. It is sensible to allow the dog to sit in the front passenger footwell of the vehicle. Assistance dogs are very well trained and would not cause any problems within the vehicle that may be associated with 'pet' dogs.

Under the Equality Act 2010, licensed drivers of taxis and private hire vehicles are under a duty to carry passengers with guide, hearing and other assistance dogs without additional charge. When carrying such passengers, drivers have a duty to:

- a) Convey the disabled passenger's dog and allow it to remain under the physical control of the owner; and
- b) Not to make any additional charge for doing so

Under the Equality Act 2010, it is an offence for any operator or driver to refuse to carry assistance dogs or to charge more for the fare or booking. On conviction for such an offence, drivers can be fined up to £1,000 and have their licence removed.

Collecting Passengers – If you agree to collect passengers at a specific time, then you should attend at the agreed time unless you are prevented from doing so. If you are going to be late, you should do your best to contact the passengers and inform them.

If you arrive to collect someone from their home address, on arrival you should wait a short period of time before leaving your vehicle and knocking on their door. You must not sound your horn to alert them to your presence. If there is likely to be a delay before your passengers are able to enter your vehicle, then you should turn off your engine to avoid causing disturbance to nearby residents.

Once you have passengers in your vehicle you must not collect any further passengers unless the first fare requests that you do so.

Convictions – Once licensed if you are cautioned or convicted of any offence you must report that fact to the Council in writing within 7 days. You must report any offence including driving offences such as speeding or using a mobile telephone. You are also required to report cautions. If you ask the Police they may advise you that you do not have to report a caution to the Council. This is not correct. As with any other offence a caution must be reported to the Council within 7 days.

Change of Address – If you change your home address you must inform the Council, in writing, of this change within 7 days of the change taking place. You must also inform the DVLA so that your driving licence can be changed. If the address on your driving licence is different to your current address, this may lead to a delay in your licence being issued or renewed.

Receipts – You must supply a customer with a receipt for their journey if they request one. The vehicle owner must ensure that you are supplied with a pen and paper to write a receipt where necessary. The receipt should include the following details:

- Place where you collected the customer
- Place where you dropped them off
- Cost of the fare
- Date and Time
- Your driver badge number
- Your signature

Change of Employer – If you change the person who you drive for, you must tell the Council within 7 days of changing.

Seatbelts – You are not required by law to wear a seatbelt. This does not mean that you shouldn't wear a seatbelt for your own health and safety. It is your responsibility as driver of the vehicle to ensure that children under the age of 14 wear seatbelts in accordance with the law. The law in relation to the wearing of seatbelts in HCs is detailed in the following table:

PASSENGER	FRONT SEAT	REAR SEAT	WHO IS RESPONSIBLE
CHILDREN UNDER 3 YEARS OF AGE	CORRECT CHILD RESTRAINT MUST BE USED. IF THE CORRECT RESTRAINT IS NOT AVAILABLE THEN THE CHILD <u>MUST</u> TRAVEL IN THE REAR OF THE VEHICLE.	CORRECT CHILD RESTRAINT MUST BE USED. IF ONE IS NOT AVAILABLE IN A HACKNEY CARRIAGE, MAY TRAVEL UNRESTRAINED IN ADULTS ARMS	DRIVER
CHILD FROM 3 RD BIRTHDAY UP TO 135CM IN HEIGHT (APPROX 4'5") OR 12 TH BIRTHDAY	CORRECT CHILD RESTRAINT MUST BE USED. IF THE CORRECT RESTRAINT	CORRECT CHILD RESTRAINT MUST BE USED. MUST USE ADULT SEAT	DRIVER

PASSENGER	FRONT SEAT	REAR SEAT	WHO IS RESPONSIBLE
WHICHEVER THEY REACH FIRST	IS NOT AVAILABLE THEN THE CHILD <u>MUST</u> TRAVEL IN THE REAR OF THE VEHICLE.	BELTS IF CHILD RESTRAINT NOT AVAILABLE IN A HACKNEY CARRIAGE	
CHILD AGED 12 OR OVER, OR OVER 135CM IN HEIGHT	ADULT SEATBELT MUST BE WORN	ADULT SEATBELT MUST BE WORN	DRIVER
ADULT PASSENGERS AGED 14 AND OVER	SEAT BELT MUST BE WORN	SEAT BELT MUST BE WORN	PASSENGER

Lost Property – After carrying passengers you should check your vehicle to ensure that passengers have not left any property in your vehicle. If you find that they have left any property then you should immediately return it to the passengers if possible. If you cannot return it to the passengers immediately, then you should take the property to the Police Station within 48 hours.

National Speed Limits – It is important that drivers are aware of the national speed limits that may be in force on any road. The following table shows the speed limits in force dependant on the nature of the road unless there is specific signage indicating a different speed limit.

Built Up Areas	Single Carriageways	Dual Carriageways and Motorways
30mph	60mph	70mph

Traffic Accidents – If you are involved in an accident you should first ensure the safety of your passengers. If any passenger is injured you should provide them with your first aid kit unless the injuries are serious in which case you should call for an ambulance. You must then report the accident to the Police and inform the Council within 72 hours. If the vehicle is damaged, then you should make the owner of the vehicle aware and where possible, return it to its proprietor. The first aid kit in the vehicle is for the use of the passengers and there is no requirement for a driver to attempt to offer first aid to a passenger, especially where they are not qualified to do so.

Other Animals – You must not carry your own pet in your vehicle and you are not obliged to carry a passengers pet unless it is an assistance dog.

Ranks – If you reach a HC rank and the rank is full, then you must drive to the next available rank and not wait in the general area of the rank until a space becomes available. You must not leave your vehicle unattended on a HC rank, even for a short period of time as this causes nuisance to other drivers. Although there is a general gentleman’s agreement among the HC trade whereby drivers direct customers to the first

vehicle in a queue on a rank, a customer is not obliged to take the first vehicle on the rank and may choose any vehicle on the rank that they wish to use.

Driver Conduct – You must always behave in a civil and orderly manner which means you should be polite, well mannered, well behaved and disciplined. You must ensure that both you and the vehicle are clean and you must give priority to the safety of your passengers. You must not drink or eat without the permission of your passengers and must not play music without their permission. You must not engage in any sexual activity with passengers, make inappropriate personal contact or make inappropriate comments of a sexual nature.

Insurance – The vehicle's insurance must cover you to drive the vehicle for HC purposes. You must ensure that you have seen the insurance certificate covering you to drive the vehicle before you start work.

Driver Identification Badge – You must wear your identification badge at all times when you are working as a HC driver. The badge must be positioned so that it is visible to your passengers. If you lose your badge you must inform the Council at the earliest opportunity (the next time the Licensing Office is open) and must cease driving your HC until a replacement badge has been issued to you.

Carrying out Bookings for Private Hire Operators – HCs can be used for private hire purposes and many HCs contain operator radio or data systems. Whenever you carry out a booking for a private hire operator you must always:

- Activate your meter only when the passengers have been collected.
- Charge your passengers no more than is displayed on your meter.

Fares/Plying for Hire – You are not allowed to charge a fare greater than is permitted by the current Council tariff. Charging above that level is likely to lead to criminal prosecution and may result in your driver badge being reviewed by the Council's Licensing Committee.

When the customer first enters your vehicle the meter should read Zero or For Hire. You must turn on your meter after the customers have entered your vehicle before EVERY journey and you must not turn off the meter until the end of your journey, even if the customers request that you turn it off. When your meter is turned on you must ensure that the 'FOR HIRE' sign is turned off.

If two separate people wish to use your vehicle, you should only charge the single fare for the entire journey. How your passengers decide to split the fare between them is up to them.

You are allowed to agree a fare with your passengers prior to starting the journey; however, you must still activate your meter. At the end of the journey, if the metered fare is lower than the price agreed, the passengers should be charged the metered fare, otherwise they should be charged the agreed amount.

In general, if someone flags your vehicle down or approaches you at a HC rank you are required by law to carry them. In certain circumstances you can refuse them. If a

passenger is excessively dirty or being abusive towards you or if they are excessively drunk you may chose to refuse to carry them. In these circumstances it is wise to make a note of the incident and record the reason as to why you refused to carry them.

You must never carry more people in your vehicle than the number stated on your HC licence plate as this is a criminal offence and may nullify your insurance policy.

ROUTE KNOWLEDGE

All HC vehicle drivers licensed in Middlesbrough are expected to have a sound knowledge of the local area. During the legislation test your knowledge of the local area will be assessed. You will be asked 20 multiple choice questions relating to the places detailed below.

Streets/Roads: Burlam Road, Broughton Avenue, Preen Drive, Overdale Road, Surrey Street, Clarendon Road, Kader Avenue, Sandy Flatts Lane, Flatts Lane, St Barnabas Road, Heythrop Drive, Westminster Road, Crescent Road, Lansdowne Road, Falmouth Street, Sutton Way, Woodlands Road, Earlsdon Avenue, Cass House Road, Clive Road The Greenway, Westbourne Grove, Chipchase Road, Kensington Road, Valley Road, Homerton Road, Thornfield Road, Captain Cooks Crescent, Hutton Road, Croft Avenue, Costa Street, Hartington Road, Pallister Avenue, The Fountain, Orchard Road.

Specific Locations: The Brunton Arms, The Yellow Rose, Hollywood Bowl, Goals Soccer Centre, Oakfields Community College, The Sporting Lodge, The Empire, Carter Bequest Hospital, The Rudds Arms, The Master Cooper, Stewart Park, James Cook Hospital, The Parkway Centre, Lloyds Bar, The Arena, The Huntsman, Newlands Medical Centre, The Oak, The Riverside Stadium, Barracuda, Tennis World, The Toby Carvery, Middlesbrough Train Station, UGC Cinema, The Coronation.

LIST OF RANKS

TAXI RANKS	SPACES	OPERATION TIMES
Aintree Oval, Teesside Park (Millennium)	7	7pm-6am
Albert Road (Flares)	4	7pm-5am
Albert Road (Holiday Inn)	2	At All Times
Albert Street (Bongo)	4	7pm-5am
Bolckow Street	4	7pm-5am
Borough Road (Europa)	3	11pm-5am
Bridge Street West	6	At All Times
Brunswick Street (Last Orders)	4	7pm-5am
Cargo Fleet Lane (Cargo Fleet Club)	2	12pm-12am
Cargo Fleet Road (M'bro Leisure Park)	6	At All Times
Cargo Fleet Road (M'bro Leisure Park - McDonalds)	3	Midnight – 5am

TAXI RANKS	SPACES	OPERATION TIMES
Corporation Road (The Central)	8	At All Times
Corporation Road (Vancouver House)	12	Midnight-5am
Corporation Road (Walkabout)	3	7pm-5am
Denmark Street Car Park (Sainsburys)	12	At All Times
Exchange Place (Uncle Alberts)	5	7pm-5am
Grange Road	14	At All Times
James Street, Market Place (North Ormesby)	5	8am-6pm
King's Road (North Ormesby Working Mens Club)	2	12pm-1am
King's Road (Sainsburys)	5	8am-6pm
Linthorpe Road (Inn off the Park)	3	7pm-2am
Linthorpe Road (The Crown)	8	10pm-5am
Linthorpe Road (Rigatonis)	5	7pm-5am
Linthorpe Road (Park Hotel)	2	12pm-2am
Linthorpe Road (Village)	3	At All Times
Linthorpe Road (Florist to junction with Southfield Road)	4	7pm – 5am
Linthorpe Road (Linthorpe Hall 248)	7	Midnight – 5am
Memorial Drive (Rudds Arms)	2	At All Times
Newport Road (Arena)	6	7pm-6am
Newport Road (Bus Station)	7	At All Times
Oak Street (Medicine Bar)	3	7pm-5am
Ormesby Road (Pallister Park)	12	At All Times
Queens Square (feeder rank for Bridge St West)	3	At all times
Southfield Road (Al Forno)	7	7pm – 3am
Wilson Street (Chicago Rock)	6	Midnight-5am
Wilson Street (Dundas St)	9	Midnight-5am
Woodlands Road (Southfield Road)	4	At All Times

CURRENT TARIFFS

Tariff 1	Tariff 2
For the first mile (1.61km) or the first 8 minutes and 30 seconds or part thereof..... £3.20	For the first mile (1.61km) or the first 6 minutes or part thereof..... £4.20
For every additional 1/17 mile (103.5 yards/94.6m) or 30 seconds or part thereof..... 10p	For every additional 1/12 mile (146.7 yards/134m) or 30 seconds or part thereof..... 20p
At all times other than those shown in Tariff 2	<p>All day Good Friday to 6am Easter Saturday</p> <p>All day Bank Holiday Mondays to 6am the Tuesday following a Bank Holiday Monday</p> <p>12 noon 24 December to 6am 27 December</p> <p>12 noon 31 December to 6am 2 January</p>
Waiting Time	
For each period of 30 seconds or part thereof 10p (£12 per hour)	For each period of 30 seconds or part thereof 20p (£24 per hour)
<p>More than 2 to 4 passengers conveyed – For each additional passenger from 2 to 4 (excluding infants under 3 years) 2 children under the age of 10 years count as one person - 10p</p> <p>More than 4 passengers conveyed – For each additional passenger over 4 (excluding infants under 3 years) 2 children under the age of 10 years count as one person - 50p</p>	
Soiling Charge - £40	
Luggage – For each item of luggage to be stored in the luggage compartment – 10p	