



Private Hire Vehicle Driver Licence

Rules, Regulations and Routes

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Opening Hours

Monday – Thursday 10.00am – 4.00pm
Friday 10.00am – 3.45pm

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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 Private Hire Vehicle (PHV) ? - To drive a PHV you must hold a PHV 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 PHV driver licence issued to you by Middlesbrough Council, you are able to drive a PHV licensed by Middlesbrough Council, but would not be able to drive a private hire vehicle licensed by Stockton Council or any other authority.

A driver of a PHV must be licensed to drive PHV's even if the vehicle is not being used for PHV purposes and that person is detailed on the vehicles insurance.

Checking a vehicle before driving – Each and every time you prepare to start work as a PHV 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 PHV licence plate on the front and rear of the vehicle and Council issued stickers on both front doors. A sticker giving customers advice in relation to plying for hire must 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 PHV details. A no smoking sticker must also be displayed in the vehicle. 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 that has a bald tyre, it will be you, the driver, who receives the penalty points, not the vehicle's owner

Smoking – A PHV 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 PHV 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 your operator or 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 that 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 are instructed 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.

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 required by law to wear a seatbelt unless you are carrying passengers. When you are carrying passengers 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 private hire vehicles 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 PRIVATE HIRE VEHICLE, MAY TRAVEL UNRESTRAINED IN ADULTS ARMS	DRIVER
CHILD FROM 3 RD BIRTHDAY UP TO 135CM IN HEIGHT (APPROX 4'5") OR 12 TH BIRTHDAY WHICHEVER THEY	CORRECT CHILD RESTRAINT MUST BE USED. IF THE CORRECT RESTRAINT IS NOT AVAILABLE	CORRECT CHILD RESTRAINT MUST BE USED. MUST USE ADULT SEAT BELTS IF CHILD	DRIVER

REACH FIRST	THEN THE CHILD <u>MUST</u> TRAVEL IN THE REAR OF THE VEHICLE.	RESTRAINT NOT AVAILABLE IN A PRIVATE HIRE VEHICLE	
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 inform your Operator so that they may log the information then you must 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 immediately 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 the owner. 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 any animal in your vehicle unless it is an assistance dog.

Waiting for Fares – Once you have completed a fare you are not required to return to your home base, however, there are some rules in relation to where you are allowed to park and wait for your next job. PHV s are not permitted to wait on hackney carriage ranks and you may be prosecuted if you chose to do so. Speak to your Operator to establish areas where it is appropriate for you to wait. Once you arrive at the area, you should wait with your engine turned off to avoid causing nuisance to any residents or businesses in the area.

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 you 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 PHV 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 PHV 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 private hire vehicle until a replacement badge has been issued to you.

Fares/Plying for Hire – A PHV driver is not permitted to collect passengers unless the job has been pre booked through a licensed PHV operator and had the job passed to them by that operator. It is a criminal offence for a PHV driver to take a fare unless it has been pre booked with their operator. Doing so would also be likely to negate insurance cover for the vehicle leading to prosecution both for plying for hire and no insurance. If a PHV driver is approached in the street by a member of the public who asks them to take them somewhere, the driver must refuse and advise the person to contact their licensed operator.

Any fare in relation to a PHV booking is agreed between the licensed operator and the customer at the time of the booking. A PHV driver must ensure that they charge only the fare that has been previously agreed between the customer and the licensed operator.

Under certain circumstances you are permitted to refuse to carry a passenger. 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 PHV licence plate as this is a criminal offence and may nullify your insurance policy.

ROUTE KNOWLEDGE

All PHV 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.