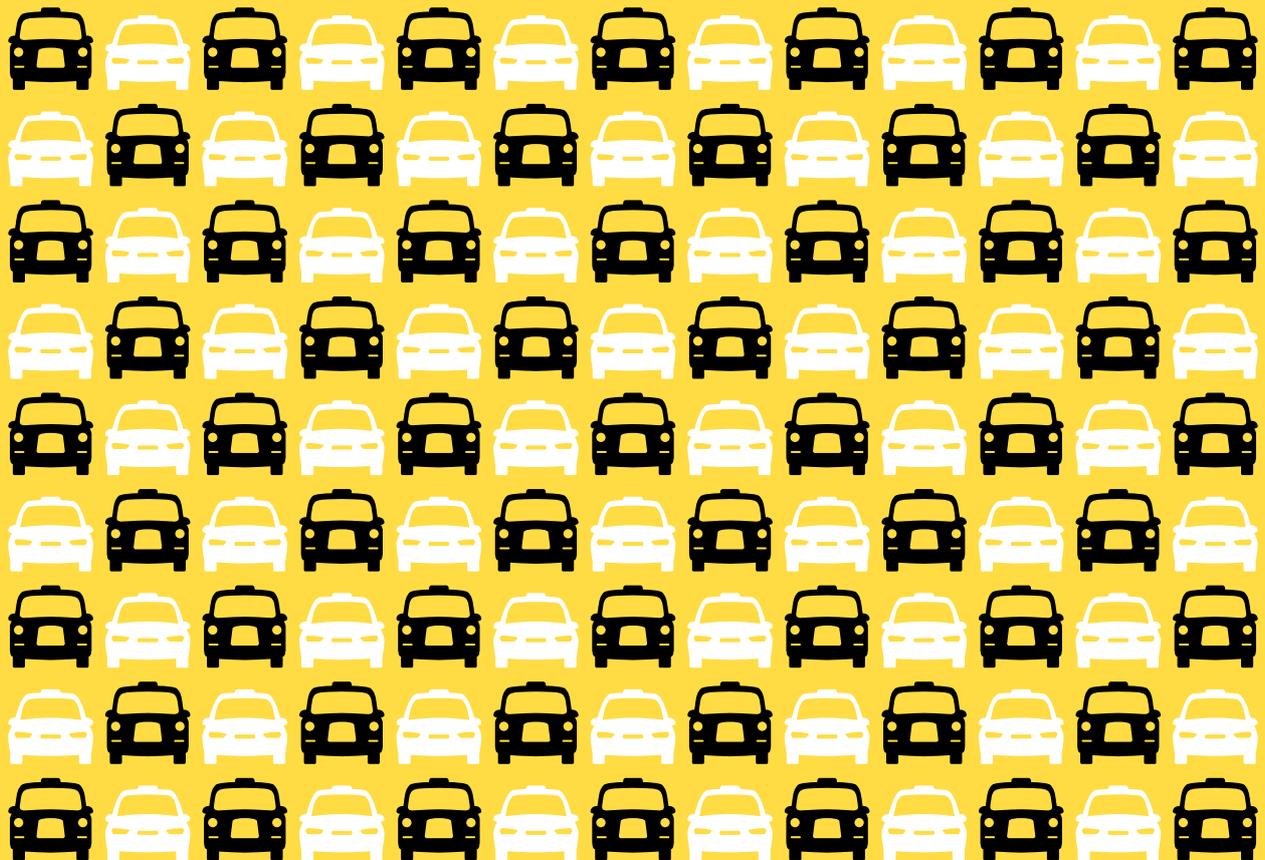


# **GREATER MANCHESTER TAXI AND PRIVATE HIRE MINIMUM LICENSING STANDARDS**

## **Consultation Document**

**Consultation runs from 8 October to 3 December 2020**



**Find out more  
[gmtaxistandards.com](https://gmtaxistandards.com)**



This document sets out the proposals for the GM Minimum Licensing Standards, which are being consulted on between 8 October and 3 December 2020.

It presents the policies that have been developed by the 10 Local Authorities of Greater Manchester. At the end of each section, you'll find the questions relevant to that section, that are asked in the consultation.

Throughout this document, when Greater Manchester or GM is used to describe the decision-making body for the proposals, it refers to the 10 Local Authorities of Greater Manchester.



**Oldham**  
Council



**Salford City Council**



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# 1. Foreword by Sara Todd



**Chief Executive,  
Trafford MBC  
and GM Lead for  
Minimum Licensing  
Standards**

Taxis and private hire vehicles play a vital role in keeping Greater Manchester moving, enabling

people to make tens of millions of journeys every year. The 10 Greater Manchester licensing authorities are committed to supporting the taxi and private hire sector, to make sure it continues to fulfil that crucial role into the future and achieve the vision of a stronger and healthier sector, providing consistently safe and high quality services to residents and visitors across the whole of Greater Manchester.

Currently the picture is mixed and there are differing standards for taxi and private hire services across the ten Greater Manchester local licensing authorities. We have worked together and – in conversation with the trade – developed a proposed set of minimum licensing standards for all services licensed locally.

We think these common standards will put local services one step ahead of the competition and help give the public peace of mind on every single journey. And now we are asking for your views, whether you're a driver, operator or customer – to make sure we get it right.

The proposals include standards for drivers and vehicles, as well as operators, and the 10 Greater Manchester licensing authorities. They include a range of checks to ensure that drivers and operators meet high standards, and a single vehicle livery so that customers can easily identify Greater Manchester-licensed services.

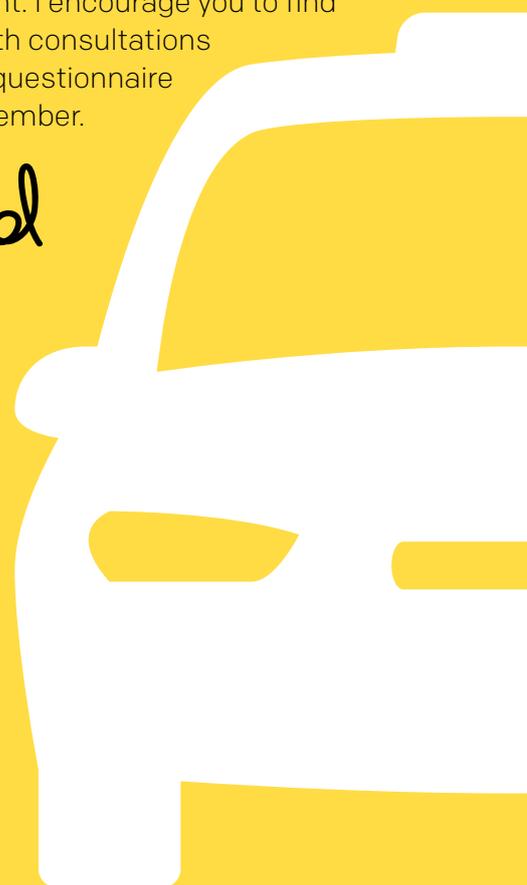
We also want to make sure licensed vehicles play a part in reducing harmful emissions. That's why we are proposing a step-by-step pathway to reaching an entirely zero-emission hackney carriage and private hire vehicle fleet across Greater Manchester by 2029. This is driven by Greater Manchester's Five-Year Environment Plan, through which Greater Manchester aims to be carbon neutral by 2038.

Work to develop the proposed licensing standards has taken place alongside the Greater Manchester Clean Air Plan which will help tackle poor roadside air quality and which also affects taxis and private hire vehicles. Greater Manchester is asking for views on its Clean Air Plan during a consultation running at the same time, to give a complete view of all the proposed changes to vehicles, and the potential funding support available for upgrades.

Your knowledge and views will be essential to help us get it right. I encourage you to find out more about both consultations and complete the questionnaire by Thursday 3 December.

A handwritten signature in black ink that reads "Sara Todd".

**Sara Todd**



## 2. Introduction

This document outlines a set of proposed minimum licensing standards for hackney carriages and private hire services for adoption by Greater Manchester's 10 Local Authorities (Bolton, Bury, Oldham, Manchester, Rochdale, Salford, Stockport, Tameside, Trafford and Wigan). This consultation seeks views on these standards from a wide range of individuals and groups to make sure the standards are useful and effective.

### What is the difference between a hackney carriage and a private hire vehicle?

There are two types of vehicles that the general public call 'taxis'



**Hackney carriages** are licensed to pick up people who wave for the vehicle to pull over and stop at the roadside or from an authorised taxi rank. Hackney carriages are often purpose built 'black cabs' but don't have to be (depending on local policy) and they may also do pre-booked work.



A **private hire vehicle** is only permitted to pick people up via a pre-arranged booking. This might be over the phone or using an app based booking system.

The use of the word **'taxi'** in this document refers to hackney carriages.

To help protect the public, taxis, private hire vehicles and their drivers must be licensed. The proposed minimum licensing standards are based on the principles that anyone using a licensed vehicle must:

- be able to trust its driver
- be assured the vehicle is safe
- trust any operator or driver to keep their information safe
- understand the vehicle is not contributing to emissions that could harm drivers, passengers and residents of Greater Manchester (GM)

These proposed minimum licensing standards are intended to form the cornerstone of the licensing framework used by all 10 GM Local Authorities to help deliver a shared vision for taxi and private hire services.

They have been developed using the insight and experience of GM's 10 Local Authorities' licensing authorities supported by Transport for Greater Manchester (TfGM). Development of the standards so far has been informed by a public engagement exercise called the 'conversation' in the summer of 2018 and ongoing engagement with the taxi and private hire trade, Elected Members and other interested parties. Findings of the 2018 conversation are summarised in Appendix 2.

The standards set out in this document also incorporate the Department for Transport's recently published Statutory Taxi and Private Hire Vehicle Standards. The Department for Transport's standards can be found at **[gov.uk/government/publications/statutory-taxi-and-private-hire-vehicle-standards](https://gov.uk/government/publications/statutory-taxi-and-private-hire-vehicle-standards)**. The Local Authorities acknowledge these standards and aim to build on them. The 10 GM Local Authorities believe hackney carriage and private hire vehicle drivers should be licensed by the local authority where they operate in order to ensure the high standards expected in GM. GM will continue to emphasise the importance of local governance and safety in their discussions with Government.

This public consultation on the minimum licensing standards is a joint exercise, coordinated by TfGM on behalf of the 10 GM Local Authorities, to give the public, the trade and any other interested parties the opportunity to consider, comment on and contribute to the proposals and the lead-in times for implementation.

The effects of the COVID-19 pandemic have impacted the trade. A key part of the overall consultation process will be to help the 10 GM Local Authorities more fully understand how the trade has been affected by the pandemic, and any consequences this might have on the trade's ability to comply with the proposed minimum licensing standards.

The minimum licensing standards have also been designed to support and help deliver the GM Clean Air Plan. Respondents to this consultation are also actively encouraged to consider and contribute to the parallel public consultation at **[cleanairgm.com](https://cleanairgm.com)**. Some of the standards will have significant financial implications for many drivers, proprietors and operators particularly those that will require a vehicle upgrade to comply with the government-directed Clean Air Zone across Greater Manchester. As part of the work around implementing the proposed Clean Air Plan, GM has secured funding that will help some locally licensed owners renew or upgrade their vehicles.



# 3. Vision

The GM Strategy sets out a clear and ambitious vision for our city region: to make it one of the best places in the world to grow up, get on and grow old. When it comes to transport, the GM Transport Strategy 2040 outlines what we are focused on achieving: world class connections that support sustainable economic growth and access to opportunity for all.

In practice, this means working together to create 'Our Network': an integrated, transport network where residents, workers and visitors benefit from seamless connections, simplified ticketing and affordable fares when traveling within GM. To achieve this we need all forms of transport - taxis and private hire vehicles, Metrolink, trains, buses, walking and cycling - to play their part.

Tens of millions of trips are made in taxis and private hire vehicles in GM each year. Around 2,000 taxis and approximately 14,000 private hire vehicles are currently licensed by one of GM's Local Authorities. Taxis and private hire services play a vital role in GM. They help fill the gaps in our transport system, particularly for those without access to a car, enabling people to make the first or last leg of their journey if they live or work in a location that is remote from the mainstream public transport network. They are often essential for people with mobility impairments who cannot easily use conventional public transport. They can be relied on by early morning or late-night travellers; provide vital backup in the event of other transport modes' travel disruption and play a vital role in supporting GM's visitor and night-time economy.

The proposed standards are based on the principle that GM deserves taxi and private hire services that deliver safer and high-quality services for the public, using vehicles that meet high environmental standards.

The proposed minimum standards have been developed to assure:

**Safety** – By setting high standards in vehicle conditions, robust licensing and checking processes, the consistent application of stringent suitability and conviction policies, and a common approach to compliance, to ensure that people are safer, and feel safer, when they use clearly liveried taxi and private hire services throughout GM.

**Customer focus** – Well trained, reliable and knowledgeable drivers, giving people the confidence that they will arrive at their destinations on time.

**Environmental responsibility** – By transition to a cleaner, greener fleet of vehicles, supporting the pledge made by the Mayor of Greater Manchester to make GM carbon neutral by 2038.

**Accessibility** - Taxi and private hire services must be as accessible as possible to everyone, regardless of their age and personal mobility. Services should be better integrated with the wider public transport network to minimise any time, cost and mobility difficulties associated with changing between different forms of transport.

**Wider benefits to drivers and the trade** – Strengthening public confidence in a well-regulated and locally licensed sector will help grow the market for, trust in and respect for GM's licensed taxi and private hire services. The 10 licensing authorities have agreed commitments to provide high standards of service to the drivers, proprietors and operators that they licence, and together with TfGM, to more actively promote GM-licensed taxi and private hire trade, for example through travel advice.

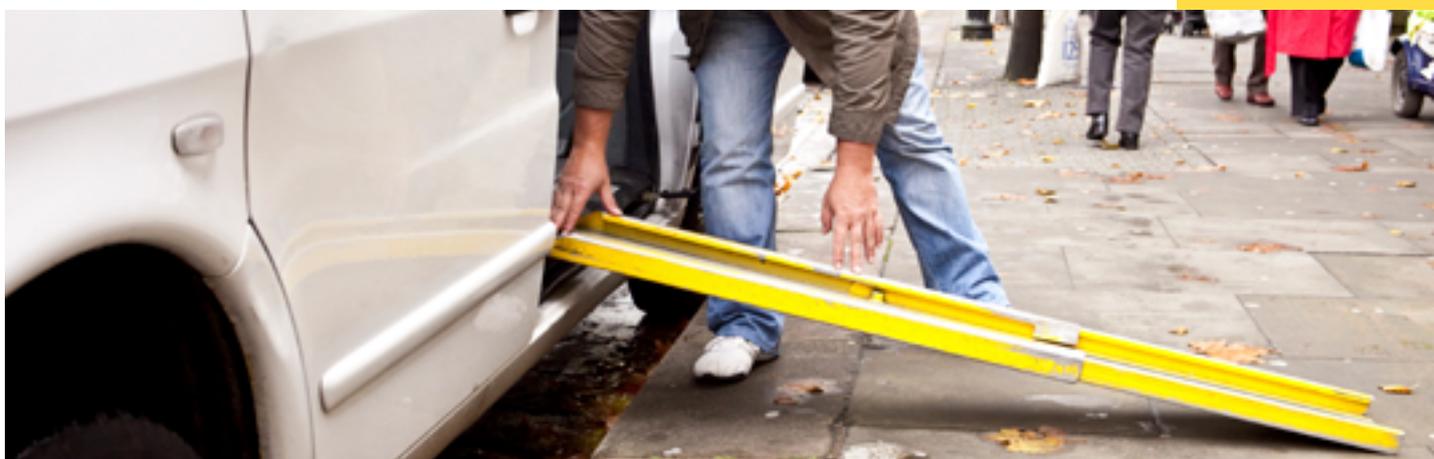
## 4. The Minimum Standards

The minimum standards being consulted on fall into four distinct areas. These are standards affecting:

- Licensed drivers (see pages 8 to 11)
- Licensed vehicles (pages 12 to 15)
- Licensed private hire operators (page 16)
- Local authority standards (page 17)

The following sections explain in more detail the minimum standards agreed in principle for public consultation by the GM Local Authorities.

It should be emphasised that these are **minimum** standards the 10 GM Local Authorities can work to. Some Local Authorities may already be working to higher standards or may plan to do so, this consultation will not affect that work.





## 5. Licensed Drivers

A public engagement exercise was held in 2018 and is summarised in Appendix 2. At that time, respondents told us:

- They weren't confident about drivers' knowledge of their local area.
- There were relatively high levels of dissatisfaction with language and communication.
- There was a lack of confidence in driver standards, with only half of the respondents stating they felt safe in licensed vehicles.

These proposals aim to address these concerns and improve public confidence in both the taxi and private hire trades throughout GM.

### Minimum Standards

The proposed standards for licensed drivers cover the following areas:

- Criminal records checks
- Knowledge test
- Driver training
- Dress code
- Medical examinations
- English language
- Driving proficiency
- Drug & alcohol testing of drivers

### Criminal Records Checks

A criminal record check on a driver is an important safety measure. Checks are made with the applicant authority's local police force to ensure checks are conducted on local intelligence systems as well as national systems. Different levels of clearance for Disclosure and Barring Service (DBS) certificates, needed for different types of taxi and private hire work, are checked against different lists.

Furthermore, as drivers' licences can be issued for up to three years, arrangements must be in place to ensure that the licensing authority is aware of any new, relevant information that has not been disclosed voluntarily by the driver or operator. The proposed minimum standards for these checks are:

- All drivers will be required to undertake an Enhanced DBS. The check will include the Barred Lists such as details of unprotected spent convictions and police cautions. Checks will be at the driver's expense.
- All drivers must register for the DBS update service and maintain that registration to enable the licensing authority to routinely check for new information every six months.
- If a licence has not been granted within six months of the date of issue of the DBS, then a further enhanced DBS will be required unless the applicant is registered with the DBS Update Service.

Under the proposed minimum standards the licensing authority will need to ensure that sufficient background checks are conducted on applicants who have, from the age of 18 years, spent three continuous months or more living outside the United Kingdom (UK). For European Union (EU) nationals (including UK citizens) suitable checks should be available (to be confirmed). For those countries for which checks are not available, the licensing authority will require a certificate of good conduct authenticated by the relevant embassy.

## Medical Examinations

Medical examinations which are the same as those applied by the Driver and Vehicle Standards Agency (DVSA) to the licensing of lorry and bus drivers (**Group 2 standards of medical fitness**) are currently considered the appropriate standard for licensed taxi and private hire drivers. Drivers are required to submit a medical certificate along with their application. The proposed minimum standards are:

- The medical certificate a driver presents as part of their application must be no more than four months old on the date a licence is granted.
- Medical examinations must be undertaken by a GP who has reviewed the applicant and had access to their full medical history.
- All licensed drivers will be required to notify the licensing authority in writing immediately (or in any case within 48 hours) of a change to their health that might affect their driving capabilities.
- A satisfactory medical certificate must be submitted on first application and then again when the applicant reaches 45 years of age, and then every fifth year until the driver reaches the age of 65, when it will be required annually. This frequency will apply (as a minimum) unless otherwise directed by a medical professional.

Where there is any doubt as to the applicant's medical fitness, they may be required to undergo, and pay for, a further examination undertaken by a medical specialist. No licence will be issued until sufficient medical clearance has been established.

## Knowledge Test

In order to assist the licensing authority in determining the fitness of an applicant to hold a taxi or private hire driver's licence, it is proposed that applicants undertake a knowledge test. The test may include some or all of the following:

- Local area knowledge
- Local conditions
- Licensing law
- Road safety/Highway Code/cycle awareness
- Numeracy
- Reading and writing
- Safeguarding





Where drivers are required by condition/policy to undertake training or produce documents or certificates to comply with the licensing authorities' policy, that cost must be paid by the driver and will not be paid for by the licensing authority.

## **English Language**

Licensing authorities require that all new drivers are able to communicate in English both verbally and in writing to a standard that is required to fulfil their duties, including in emergency and challenging situations. This should include:

- Talking to passengers to find out where they want to travel to, an estimation of the time taken to get there and acknowledgement of other common passenger requests.
- Being able to communicate with the customer in order to provide them with correct change from a note or notes of higher value than the given fare, and doing so with relative simplicity; and
- Providing a legibly written receipt upon request.

It is proposed that applicants undertake an assessment that meets the above criteria. This assessment could also be used following a licence review and could, as a result, require an element of training as part of the decision.

## **Driving Proficiency**

Under the proposed minimum standards all new drivers will be required to pass a taxi/private hire on-road assessment with a GM approved supplier (each local authority has an approved list of suppliers) and must submit evidence of that pass as part of their application process.

Where an existing licensed driver's driving proficiency is called into question, a licensing hearing may require the driver to undertake a relevant skills assessment, which may include a classroom-based theory session.

## **Driver Training**

Under the proposed minimum licensing standards, licensing authorities require all drivers to undertake training in safeguarding and awareness of child sexual exploitation and human trafficking - including the positive role that taxi / private hire vehicle drivers can play in identifying and reporting signs of abuse and neglect of vulnerable people. Drivers must also undergo disability and dementia awareness training. The training also includes licensing law and county lines awareness.

## **Dress Code Policy**

It is proposed a dress code is introduced to promote a positive image of the licensed taxi and private hire trade in GM. All clothing worn must be in good condition and the driver must keep good standards of personal hygiene. Further details are provided in Appendix 7 of the consultation document.

## Drug & Alcohol Testing of Drivers

Driving under the influence of drugs and / or alcohol poses a risk to the public and other road users as well as bringing the trade into disrepute. GM local authorities are considering developing a policy so that drivers can be required to undertake a drug/alcohol test following complaints or information received.

## Private Hire Driver Conditions

The private hire driver conditions are set out in detail in Appendix 3 of the consultation document and include matters such as driver conduct, fares, convictions, assistance dogs and lost property.

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**Q1: To what extent do you agree or disagree with the proposals for minimum licensing standards for licensed drivers in Greater Manchester?**

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**Q1a: Do you have any comments relating to the proposals for minimum licensing standards for licensed drivers in Greater Manchester?**

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## 6. Licensed Vehicles

Respondents in the 2018 'conversation' provided feedback about the age, accessibility and condition of vehicles being important to them. GM have set out the following proposals in areas relating to vehicles.

### Minimum Standards

- Vehicle emissions
- Vehicle age
- Vehicle colour
- Vehicle livery
- Vehicle testing
- CCTV
- Executive hire
- Vehicle design and licensing requirements

**To support the city-region's taxi and private hire vehicle (PHV) trade, GM has put together a significant package of support, including £20m of government funding to directly help the sector in upgrading their vehicles and assisting the move to a zero-emission fleet as part of the GM Clean Air Plan proposals. The GM Clean Air Plan also proposes a temporary exemption for wheelchair-accessible taxi and PHVs as well as a 'Try Before You Buy' scheme for hackney drivers to test drive electric taxis, and will work with the trade to develop a network of taxi and PHV-only electric vehicle charge points.**

**In addition, GM will continue to lobby government to change the law to prevent out of area operation, so only those who are licensed within the city-region, and meet GM's high standards, can drive or operate in the area.**

### Vehicle Emissions

The licensed vehicle trade has a vital part to play in the ambition for all licensed vehicles to become emission free in support of the vision of the Greater Manchester Combined Authority (GMCA) Environment Plan<sup>1</sup> which states: "We want Greater Manchester to be a clean, carbon neutral, climate resilient city region with a thriving natural environment and circular, zero-waste economy".

It is proposed that all licensed vehicles must comply with the vehicle emission Euro standards in the Government's Clean Air Zone Framework when they are first licensed. The current Euro standard is Petrol: Euro IV (2005 onwards manufacture) and Diesel: Euro VI (2015 onwards manufacture). Hybrid vehicles are generally compliant with these standards. Liquid Petroleum Gas (LPG) vehicles are also compliant.

Note that this will mean that taxi / private hire vehicles of the standards set out above will be compliant with the GM Clean Air Zone as detailed in the consultation on the proposed GM Clean Air Plan and therefore will not be subject to the charges.

<sup>1</sup> GMCA Environment Plan Summary document  
[greatermanchesterca.gov.uk/media/1975/5\\_year\\_plan\\_exec\\_summ\\_digital.pdf](https://greatermanchesterca.gov.uk/media/1975/5_year_plan_exec_summ_digital.pdf)

The GM Five-Year Environment Plan sets out the ambition to make Greater Manchester carbon neutral by 2038. To achieve this, sectors including transport need to take significant action now to reduce their carbon emissions, including a shift to vehicles that are not powered by fossil fuels. For taxis and private hire vehicles this means a switch to zero-emission capable (ZEC) vehicles<sup>2</sup>.

In addition, the Government has announced plans to ban the sale of petrol and diesel vehicles from as early as 2032. GM is therefore including the transition to ZEC vehicles in its timetable as part of this consultation.

## Vehicle Age

It is proposed that all licensed vehicles are under 5 years old at first licensing and no more than 10 years old. This proposal aims to promote a strong image of quality, safe and modern vehicles. There may be some local transition periods in relation to this proposal.

GM are considering whether there should be a different age policy in relation to electric vehicles and to wheelchair accessible purpose-built vehicles so that they can be licensed for more than 10 years.

## Vehicle Colour

It is proposed that all PHVs should be white in colour. Exceptions will be considered for vehicles used exclusively for executive hire work.

It is also proposed all taxis (hackney carriages) will be black in colour with the exception of London style taxis which may be of the manufacturer's colour. Advertising wraps (used for marketing) on London style taxis will be allowed but not on any other vehicle. Colour wraps will not be allowed on any vehicle.

A 'single colour' policy aims to create a uniform fleet across GM which will be easily identifiable by the public. This uniform brand will assist in safety messaging to the public as they are encouraged to use GM-licensed and approved vehicles.

In order to reassure licence holders, it is not intended that vehicles which meet the proposed emission standards and wider licensing requirements but do not meet the colour requirement need updating straight away. If a colour policy is introduced Local Authorities will determine the relevant transition to fit in with local policy.

## Wheelchair Accessible Taxis (Hackney Carriages)

Currently not all GM authorities have a wheelchair accessible purpose-built hackney carriage policy. Passengers with additional mobility needs should not have to wait for long periods at a taxi rank for a suitable accessible vehicle. Licensing authorities need to ensure their policies are non-discriminatory and inclusive.

It is proposed to introduce a standard that all taxis are wheelchair accessible, to ensure that there is sufficient availability and a consistent standard of vehicle across GM and that they cater for the needs of all passengers.

<sup>2</sup> Vehicles which are eligible / supported by the Office for Low Emission Vehicles (OLEV) plug-in grant [gov.uk/plug-in-car-van-grants](https://www.gov.uk/plug-in-car-van-grants)



As a minimum it is proposed the following vehicles will be licensed: LTIs, Mercedes Vito Taxis, Peugeot E7 Taxis, and Ford Procab.

A policy as to whether purpose-built vehicles should be side and/or rear loading without the need for swivel seats is also being considered.

## Vehicle Livery

It is proposed all vehicles will display licence plates on the front and back of the vehicle. These will be permanently affixed and must not be magnetic, to safeguard against unlicensed vehicles posing as licensed vehicles.

It is proposed that all vehicles display a 'GM Approved' sticker on their bonnet.

It is proposed that PHVs display stickers on both rear side doors which will include the operator name, the wording 'advance bookings only' and the wording 'not insured unless pre-booked'. No magnetic signage will be allowed. The operator name will be displayed in the back window on a strip sticker.

It is proposed that all stickers will be provided by the licensing authority at a cost to the trade. Some examples of proposed livery can be found at Appendix 1.

It is proposed that there will be no advertising other than Local Authority issued signage on private hire vehicles.

## Vehicle Testing

It is proposed that all vehicles more than three years old will be tested at least twice a year.

All vehicles will be tested against the standard DVSA MOT Standard as a minimum. This will be at the cost of the owner / driver of the vehicle.

## CCTV Cameras

It is proposed that all licensed vehicles will be fitted with mandatory CCTV (Taxi Cameras) to a standard yet to be determined. Cameras can act as a deterrent to the occurrence of a crime and can protect both drivers and passengers.

It is also proposed, if a CCTV policy is agreed, that there is audio as well as visual recording. If audio were to be introduced it would likely be triggered via a panic button system, operated by either the driver or passenger.



## Executive Hire

The following standards are proposed for executive hire vehicles:

- Bookings to be confirmed by written contract.
- Payments to be made in advance of the journey or by invoice afterwards.
- The types of vehicle to be licensed.
- Dress code.

- Business plan shared with licensing authority.
- Vehicles not to be fitted with operator radios, dataheads, meters.
- Exemptions from plates and door signs.
- Must be used exclusively for executive hire work.

## Vehicle Design

The following standards for vehicle design are proposed:

- All vehicles must conform to M1 vehicle standard (DVLA vehicle classification) either via manufacture or if converted must be inspected to attain M1. Any modified vehicle at M2 standard must have the appropriate test to ensure conformity with single vehicle type approval.
- No retrofitting of engines into older vehicles. LPG conversions will be accepted.
- Where retrofit emissions technology is installed in a vehicle, the technology must have been approved as part of the Clean Vehicle Retrofit Accreditation Scheme (CVRAS).
- Manufacturer window tint is allowed if it follows the specification outlined below. Only tinted windows at the point of manufacture will be allowed.  
There must be a clear view of the interior and passengers from outside. The light transmission must meet the following criteria:
  - a) Front windscreen – minimum 75% light transmission.
  - b) Front side door glass – minimum 70% light transmission.
  - c) Remaining glass (exc. rear window) minimum 70% light transmission.
- No vehicle first being licensed will have been written off in any category and will not be renewed (if previously written off) after the 1st April 2022.
- No roof signs permitted on PHVs.
- No advertising other than Local Authority issued signage on private hire vehicle.

## Vehicle Conditions

Details of proposed GM private hire and taxi vehicle conditions can be found at Appendices 4 and 5 respectively and include matters such as identification plates, accidents, meters, fare tables and CCTV.

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**Q2: To what extent do you agree or disagree with the proposals for minimum licensing standards for licensed vehicles in Greater Manchester?**

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**Q2a: Do you have any comments relating to the proposals for minimum licensing standards for licensed vehicles in Greater Manchester?**

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# 7. Licensed Operators

## Minimum Standards

Private hire operators play an important part in the private hire system and are an integral link between driver, vehicle owners and the Local Authority. They must comply with the conditions attached to their licence and are expected to work to high standards of integrity.

Full details of the proposed GM private hire operator conditions can be found at Appendix 6.

It is proposed that:

- Common conditions be attached to each private hire operator licence setting out their responsibilities and how records should be kept with regards to bookings, vehicles and drivers working from and for their company.
- A condition on each private hire operator licence requiring operators and their staff (paid or unpaid) to be DBS checked every year to ensure that only safe and suitable people have access to operator records. The cost of this will not be paid for by the licensing authority.
- Vehicle owners who are not licensed drivers, including Directors of companies or partners, are to have a basic DBS check as a part of their application process.

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**Q3: To what extent do you agree or disagree with the proposals for minimum licensing standards for licensed operators in Greater Manchester?**

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**Q3a: Do you have any comments relating to the proposals for minimum licensing standards for licensed operators in Greater Manchester?**

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# 8. Local Authority Standards

It is proposed that Local Authorities will also have to adhere to minimum standards of their own.

These are:

- Applications may be submitted up to eight weeks in advance of licence expiry.
- Once an application has been determined, a driver/vehicle or operator licence will be issued within five working days.
- An agreed common enforcement approach across GM including cross border authorisations will be developed (Currently, if a defect is found on a vehicle by another GM licensing authority other than the authority in which the vehicle is licensed, the matter is referred back to the authority the vehicle is licensed with (so a Trafford licensed vehicle found to be non-compliant in Manchester would have to be dealt with by Trafford not Manchester), under these proposals GM authorities would jointly authorise each other so that (for e.g.) Manchester officers can take direct action against any driver / vehicle licensed in GM).
- The framework governing levels of licensing fees (including enforcement and compliance costs) will be agreed.
- Councillors within the 10 Local Authorities will receive annual training pertinent to their role before they hear licensing applications. New Councillors will not be able to sit on licensing hearings until trained.
- Appropriate delegated powers will be in place for Licensing Managers and Heads of Service to suspend or revoke licences on the grounds of public safety when an urgent need arises.

It is also proposed that drivers and operators who provide excellent service, support others and work to the principles of public safety will be recognised and rewarded. A scheme is being considered where members of the public can nominate drivers and companies for an 'Excellence in Licensing Award'.

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**Q4: To what extent do you agree or disagree with the proposals for minimum licensing standards for Local Authorities in Greater Manchester?**

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**Q4a: Do you have any comments relating to the proposals for minimum licensing standards for Local Authorities in Greater Manchester?**

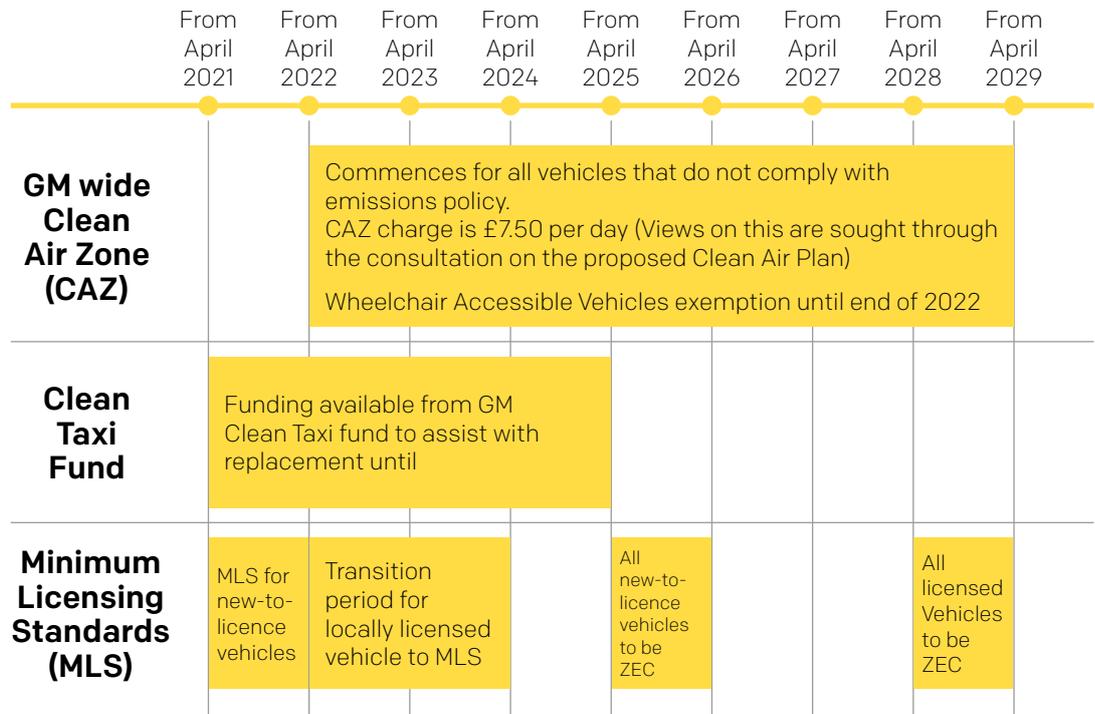
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# 9. Timetable

It is acknowledged that there will have to be a period of transition for licensing authorities to implement any proposals agreed following this consultation. This will also allow the trade to consider their options for vehicles and drivers.



It is proposed that all new vehicles being licensed from April 1, 2021 will be required to meet the standards that are approved following this consultation. It is also anticipated that most of the other policy areas that are approved will start to come into force from April 2021, for example relating to driver and operator standards.

From April 1, 2022 it is proposed that all existing licensed vehicles will commence transitioning to meet the standards that are approved following this consultation. This will include the stated emissions requirements and age of vehicles.

The transition period will be determined by each individual licensing authority having considered current and revised policies and the likely effect on the trade, but it is expected that all vehicles would have to be compliant with the proposed emissions standards by April 1, 2024<sup>3</sup>. This will mean that from April 2023, hackney and private hire vehicles will need to meet MLS standards to secure a vehicle licence.

<sup>3</sup> Vehicles that are non-compliant with the vehicle emission Euro standards in the Government's Clean Air Zone Framework would still be subject for daily charges for driving inside the proposed category C Greater Manchester Clean Air Zone before 2024. For more information on the Greater Manchester Clean Air Plan proposals, visit [cleanairgm.com](http://cleanairgm.com)

For vehicles that are emissions compliant, but not colour compliant, on April 1, 2024 it is envisaged that the change of colour would not be mandated until the vehicle is next being changed in line with the policy at the time.

In relation to zero emission capable (ZEC) vehicles it is proposed that:

- From 2025 all new-to-licence vehicles would need to be ZEC.
- From 2028, all vehicles would need to be ZEC, meaning an entirely zero emission Taxi/PHV fleet across GM by 2029.

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#### **Q5: Do you have any comments relating to the proposed timetable?**

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**To support GM licensed taxi and PHVs owners to upgrade, the GM Clean Air Plan proposals include a 'Clean Taxi Fund' and a series of other measures. For more information, and to have your say, please go to [cleanairgm.com](https://cleanairgm.com)**





# 10. Impact and Overall Opinion

When considering the impacts the proposed minimum licensing standards may have on you or your business, you may also want to review current licence standards within the Local Authority in which you are currently licensed. A link to these can be found on [gmtaxistandards.com](http://gmtaxistandards.com) or you can contact each Local Authority Licensing Department directly. A summary table showing current licensing standards is provided at Appendix 8.

Typical examples of how proposals within both the GM Clean Air Plan and GM Minimum Licensing Standards may affect vehicle owners can be found at Appendix 9.

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**Q6a: Having read through the proposals for minimum licensing standards in Greater Manchester, please describe how you / your business will be affected by these proposals (if at all) if they are approved and implemented?**

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## Impact of COVID-19

Local Authorities are aware that businesses have been and continue to be impacted by the COVID-19 pandemic. Therefore, the consultation is asking about the impact of COVID-19 to inform decisions on the nature and requirements for additional support for those most vulnerable to the proposals.

The consultation will adhere to the Government guidance around social distancing whilst ensuring sufficient engagement activity to enable residents, businesses and visitors to engage with the consultation materials and respond in a meaningful way. In light of the current restrictions much of the activity will have to be conducted in a virtual way, using digital tools such as attendance at virtual meetings, virtual exhibitions, social media and webinars. However, telephone and postal correspondence will allow those who may not have digital access to engage in the consultation and will build on the connections made during the Taxi/PHV 'conversation' held in 2018.

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**Q6b: Which of the following best reflects your trading status as a result of the COVID-19 pandemic?:**

- **Have continued trading throughout**
  - **Currently trading, having temporarily paused - but have resumed trading during the pandemic**
  - **Paused trading**
  - **Permanently ceased trading**
  - **Other, please state**
-

---

**Q6c: Have you or your business received any of the following as a result of the COVID-19 pandemic?**

- Coronavirus job retention scheme (aka Furlough)
  - Government-backed accredited loans or finance agreements (aka CBIL / BBLS)
  - Business grants funded by the UK and devolved governments
  - Self-employment income support scheme
  - Other government support
  - Other loans / grants (please specify)...
  - Not applied for any of these schemes
- 

---

**Q6d: To what extent has the COVID-19 pandemic affected the following aspects of your business?**

- Level of debt
  - Reserves / Savings
  - Turnover
  - Profitability
- 

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**Q6e: Please tell us how the COVID-19 pandemic has affected your ability to meet the proposed GM Minimum Licensing Standards?**

---

## **Overall opinion**

Having read through the proposals for minimum licensing standards in GM, please answer the following questions:

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**Q7a: Overall, to what extent do you agree or disagree with the proposed Greater Manchester minimum licensing standards for hackney carriages and private hire vehicles?**

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**Q7b: Please explain your answer?**

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**Q7c: Are there any changes that you think would improve the proposed minimum licensing standards?**

**Q7d: if yes - please provide further details as to the changes you think would improve the proposed standards. (open text box)**

**Q7e: If you disagreed with the proposals, how likely would you be to agree with them if the changes you suggested in answer to the previous question were made?**

---

# 11. Equalities

Under equality legislation, there is a requirement to have due regard for the need to:

- Eliminate unlawful discrimination, harassment and victimisation.
- Advance equality of opportunity between persons who share a relevant protected characteristic, and persons who do not share it.
- Foster good relations between those who have a relevant protected characteristic and those who don't.

'Relevant protected characteristics' are age; disability; gender reassignment; pregnancy and maternity; race; religion or belief; sex and sexual orientation.

A draft Equality Impact Assessment has been produced by GM to identify the potential impacts of the proposed minimum licensing standards on persons with protected characteristics. The draft Equality Impact Assessment can be found at [gmtaxistandards.com](http://gmtaxistandards.com)

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## Q8: Do you have any comments on the draft Equality Impact Assessment?

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# 12. How to Respond

## Who can take part?

Everyone who is interested or affected by the proposals should get involved to share their views. We are particularly interested in hearing from:

- Licensed drivers
- Disability groups
- Vehicle owners
- Vehicle manufacturers
- Private hire operators
- Members of the public
- Trade Associations
- Other interested parties

## Where can I get more information?

The questionnaire is available on **gmtaxistandards.com** where you can also find supporting documents to give you more detailed information on the proposals.

## How do I respond?

You can have your say on the proposals by going to **gmtaxistandards.com** to answer the questions in the online questionnaire.

Alternatively you can email your feedback to **gmtaxistandards@aecom.com**.

Give your feedback via telephone on **0161 244 1100** (you will be forwarded through to our independent research organisation AECOM to submit your response).

Or write/send a completed questionnaire to

**Freepost RUBS-XRAT-GLBK,  
AECOM, 1 New York Street,  
MANCHESTER, M1 4HD.**

All responses will go to AECOM – the independent agency who are managing and analysing the responses.

For further information or to request paper copies of the consultation document and questionnaire please ring **0161 244 1100** or email **info@gmtaxistandards.com**. A pre-paid envelope will be provided along with the paper version of the questionnaire so that you are able to return your completed form to AECOM free of charge.

The consultation is open from Thursday 8 October to 23:59 on Thursday 3 December 2020.

## Access to all

If you need to respond to the consultation in a different way, or require the consultation materials in a different format, please contact **info@gmtaxistandards.com** or call **0161 244 1100** to discuss how we can help you. Support for non-English speakers is available on **0161 244 1100**.



## Greater Manchester Clean Air Plan proposals

Government has instructed GM to introduce a region-wide Clean Air Zone from spring 2022 as part of its Clean Air Plan. Under the plans, higher emission non-compliant taxis and private hire vehicles would pay a daily charge of £7.50 to drive in GM. The consultation on minimum licensing standards is running in parallel with the consultation on the Clean Air Plan to ensure that respondents affected by the proposals are clear about their combined effects and respond accordingly.

Taxi / PHVs which meet the proposed standards in terms of emissions set out in this document will be compliant within the GM Clean Air Plan and therefore will not be subject to the charges. To have your say on the GM Clean Air Plan proposals go to [cleanairgm.com](https://cleanairgm.com)



# Consultation Questionnaire

These are the questions included in the consultation questionnaire. They are set out throughout this document at the appropriate points within each section.

- Q1: To what extent do you agree or disagree with the proposals for minimum licensing standards for licensed drivers in Greater Manchester?
- Q1a: Do you have any comments relating to the proposals for minimum licensing standards for licensed drivers in Greater Manchester?
- Q2: To what extent do you agree or disagree with the proposals for minimum licensing standards for licensed vehicles in Greater Manchester?
- Q2a: Do you have any comments relating to the proposals for minimum licensing standards for licensed vehicles in Greater Manchester?
- Q3: To what extent do you agree or disagree with the proposals for minimum licensing standards for licensed operators in Greater Manchester?
- Q3a: Do you have any comments relating to the proposals for minimum licensing standards for licensed operators in Greater Manchester?
- Q4: To what extent do you agree or disagree with the proposals for minimum licensing standards for Local Authorities in Greater Manchester?
- Q4a: Do you have any comments relating to the proposals for minimum licensing standards for Local Authorities in Greater Manchester?
- Q5: Do you have any comments relating to the proposed timetable?
- Q6a: Having read through the proposals for minimum licensing standards in Greater Manchester, please describe how you / your business will be affected by these proposals (if at all) if they are approved and implemented?
- Q6b: Which of the following best reflects your trading status as a result of the COVID-19 pandemic?:
- Have continued trading throughout
  - Currently trading, having temporarily paused - but have resumed trading during the pandemic
  - Paused trading
  - Permanently ceased trading
  - Other, please state
- Q6c: Have you or your business received any of the following as a result of the COVID-19 pandemic?
- Coronavirus job retention scheme (aka Furlough)
  - Government-backed accredited loans or finance agreements (aka CBIL / BBLs)
  - Business grants funded by the UK and devolved governments
  - Self-employment income support scheme
  - Other government support
  - Other loans / grants (please specify)...
  - Not applied for any of these schemes



Q6d: To what extent has the COVID-19 pandemic affected the following aspects of your business?

- Level of debt
- Reserves / Savings
- Turnover
- Profitability

Q6e: Please tell us how the COVID-19 pandemic has affected your ability to meet the proposed GM Minimum Licensing Standards?

Q7a: Overall, to what extent do you agree or disagree with the proposed Greater Manchester minimum licensing standards for hackney carriages and private hire vehicles?

Q7b: Please explain your answer?

Q7c: Are there any changes that you think would improve the proposed minimum licensing standards?

Q7d: if yes - please provide further details as to the changes you think would improve the proposed standards. (open text box)

Q7e: If you disagreed with the proposals, how likely would you be to agree with them if the changes you suggested in answer to the previous question were made?

Q8: Do you have any comments on the draft Equality Impact Assessment?



# Appendices



# Appendix 1: Design Options

Below are some design considerations for common vehicle livery.





GREATER MANCHESTER  
PRIVATE HIRE VEHICLE STANDARDS



Licensed by



Private Hire Bonnet

GREATER MANCHESTER  
TAXI VEHICLE STANDARDS



Licensed by



Hackney Carriage Bonnet

**OPERATOR NAME**  
**0161 123 4567**

**ADVANCE**  
**BOOKINGS ONLY**  
**Not insured unless booked**

Private Hire Door Sign

# Appendix 2: Findings from the Public Taxi and PHV Conversation

During the summer of 2018 a public engagement exercise called the 'conversation' was held with members of the public to gather information on their use of taxis and PHVs in GM and their perceptions and experience of both the vehicles and the drivers.

2,003 responses were received.

The findings included:

- 85% of those who expressed an opinion agreed or strongly agreed that a consistent standard of the appearance of PHVs would help people recognise them.
- 78% of those who expressed an opinion felt comfortable or very comfortable with the idea of CCTV in taxis or PHVs.
- 76% of those whose who expressed an opinion thought that the age and condition of the licensed vehicles was important to them.
- 54% of private hire passengers and 48% of taxi passengers who answered stated that they were concerned or very concerned about the emissions from such vehicles.
- 38% of those who replied stated that it was easy/very easy to see driver ID.
- 29% of those who responded stated it was easy /very easy to get an accessible vehicle.
- 55% of PHV passengers and 34% of taxi passengers stated that they had confidence that drivers were fully licensed and trained.
- 17% of respondents said that they were not confident that drivers had knowledge of routes.
- 41% of respondents said they were not satisfied with drivers' language and communication.
- 50% of those who replied stated that they felt safe or very safe in licensed vehicles.

# Appendix 3: Proposed Private Hire Driver Conditions

The licensee shall at all times comply with the provisions of Part II of the Local Government (Miscellaneous Provisions) Act 1976 and the conditions hereinafter provided.

## Definitions

In this licence:

“the Act” means the Local Government (Miscellaneous Provisions) Act 1976.

“the Council” means xxxx Council

“the Operator” means a person holding a licence to operate private hire vehicles issued pursuant to Section 55 of the Act.

“private hire vehicle” has the same meaning as in Section 80 of the Act.

“the proprietor” has the same meaning as in Section 80 of the Act.

“the meter” means any device for calculating the fare to be charged in respect of any journey in a private hire vehicle by reference to the distance travelled or time elapsed since the start of the journey or a combination of both.

“authorised officer” has the same meaning as in section 80 of the Act.

“licensee” means the person who holds the private hire drivers’ licence.

“hirer” means the customer that has made the booking, who could also be the passenger

“passenger” means the person(s) travelling in the booked vehicle. For the avoidance of doubt, all children (including babies) count as individual passengers.

‘Sexual Activity’ includes but not limited to touching, kissing, inappropriate comments or conversation or propositioning.

“Owner” means a person to whom any lost property belongs to

“Drivers badge” has the same meaning as in Section 80 of the Act.

Words importing the masculine gender such as “he” and “him” shall include the feminine gender and be construed accordingly.

Where any condition below requires the Licensee to communicate with the Council, all communication must be to the Council’s Licensing Department unless otherwise stated. Reference to the Council’s email address means the email address of the Council’s Licensing Department.

## **1. Licence Administration**

- 1.1 The licensee shall notify the Council in writing of any change of their address and contact details during the period of the licence within 7 days of such change taking place.
- 1.2 The licensee shall notify the Council in writing within 7 days of commencing work with a private hire operator.
- 1.3 The licensee shall notify the Council in writing within 7 days of any subsequent change of operator.
- 1.4 The licensee shall provide a copy of his private hire driver's licence with the Operator through which the Private Hire Vehicle is being used.
- 1.5 The licensee shall ensure that relevant documentation (including DBS certificate/status, Medical Certificate, and right to work documentation) required by the Council to assess their fit and proper status, is kept up to date and remains 'valid' in line with the Council's policies.
- 1.6 For the duration of the licence, the licensee shall attend (as required) and pay the reasonable administration charge or fee attached to any requirement for training or to produce a relevant certificate (i.e. new medical certificate), assessment, validation check or other administration process.
- 1.7 The licensee will register and remain registered with the DBS Update Service to enable the Council to undertake regular checks of the DBS certificate status as necessary.

## **2. Convictions and Suitability Matters**

- 2.1 The licensee shall notify the Council immediately in writing (or in any case within 24 hours) if they are subject to any of the following:
  - arrest or criminal investigation,
  - summons,
  - charge,
  - conviction,
  - formal/simple caution,
  - fixed penalty or speed awareness course,
  - criminal court order,
  - criminal behaviour order or anti-social behaviour injunction,
  - domestic violence related order,
  - warning or bind over
  - any matter of restorative justice

and shall provide such further information about the circumstances as the Council may require.

### **3. Notifications of Medical Conditions**

- 3.1 The licensee shall notify the Council of any newly diagnosed or change to a current medical condition which may restrict their entitlement to a driver's licence requiring a DVSA Group 2 medical standard (the same standard as applied by the DVSA to the licensing of lorry and bus drivers). Notification must be sent to the Council's email address immediately (or in any case within 48 hours) of the relevant diagnosis or change to medical condition.
- 3.2 The licensee shall at any time (or at such intervals as the Council may reasonably require) produce a certificate in the form prescribed by the Council signed by an appropriate Doctor/Consultant who has access to the driver's full medical records to the effect that he/she is or continues to be fit to be a driver of a private hire vehicle.

### **4. Driver Badge**

- 4.1 The licensee shall at all times when driving a private hire vehicle wear the driver's badge issued to them by the Council so that it is plainly and distinctly visible and show it to any passenger(s) if requested.
- 4.2 The badge shall be returned to the Council immediately upon request by an Authorised Officer (i.e. the licence is suspended, revoked or becomes invalid for any reason).
- 4.3 The licensee must wear any lanyard, clip or holder issued to them by the Council.

### **5. Driver Conduct and Dealing with Passengers**

- 5.1 The licensee shall behave and drive in a civil, professional and responsible manner to passengers, other road users, members of the public Council officers and other agencies.
- 5.2 The licensee shall comply with any reasonable request made by an Authorised Officer, Testing Mechanic or Police Officer. The licensee will also comply with any reasonable request of the passenger regarding their comfort during the journey (e.g. heating/ventilation).
- 5.3 The licensee shall, unless delayed or prevented by some sufficient cause, punctually attend with the private hire vehicle at the appointed time and place as required by the operator booking or as instructed by an Authorised Officer.
- 5.4 The licensee shall stop or park the private hire vehicle considerately and legally (not in contravention of any road traffic orders) and shall switch off the engine if required to wait (no idling).
- 5.5 The licensee shall not use the vehicle's horn to attract customer attention. The horn must only be used in an emergency.
- 5.6 The licensee shall comply with the Council's Licensed Drivers Dress Code.
- 5.7 The licensee shall provide reasonable assistance to passengers as required by the hirer (e.g. mobility assistance and loading/unloading luggage). The licensee shall not provide mobility assistance to passengers by physically touching without consent to do so.
- 5.8 The licensee shall ensure that luggage (including shopping and other large objects) are safely and properly secured in the vehicle.

- 5.9 The licensee and passengers are not permitted to smoke in the vehicle. The licensee also must not:
- a) vape or use an e-cigarette in the vehicle
  - b) drink or eat whilst driving
  - c) use any hand-held device whilst driving or allow themselves to be distracted in any other way
  - d) display any moving images or have any form of visual display screen fitted to the licensed vehicle other than satellite navigation
  - e) conduct lengthy telephone conversations whilst driving passengers
  - f) play a radio or sound reproducing instrument or equipment in the vehicle (other than for communicating with the operator) without the express permission of the passenger(s)
  - g) cause or permit the noise emitted from any radio or sound reproducing instrument or equipment in the private hire vehicle to cause nuisance or annoyance to any person.
- 5.10 The licensee when hired shall, (subject to any directions given by the passenger), take the shortest route bearing in mind likely traffic problems and known diversions and explain to the passenger any diversion from the most direct route. Alternative routes must be discussed with the passengers before being taken.
- 5.11 The licensee shall at all times when a vehicle is hired take all reasonable steps to ensure the safety of the passengers within, entering or alighting from the vehicle.
- 5.12 The licensee shall report immediately to the operator any incident of concern including accidents where hurt or distress has been caused, customer disputes or passenger conduct concerns.
- 5.13 The licensee shall be vigilant regarding vulnerable passengers and safeguarding concerns when carrying out his duties and shall report any concerns immediately or in any event within 24 hours in accordance with Council guidance.
- 5.14 The licensee shall report (on the conclusion of the booking) to the operator any complaints a passenger/member of the public has made to the licensee regarding their conduct or the conduct of other personnel/drivers.
- 5.15 The licensee shall not engage in any sexual related activity in a licensed vehicle, even if consensual.
- 5.16 The licensee shall not, except with the express consent of the hirer/passenger or approved ride share journey, carry any person (other than the hirer/passenger) in the private hire vehicle.
- 5.17 The licensee shall not carry a greater number of passengers than is prescribed on the vehicle licence and shall not allow any unaccompanied child to be carried in the front seat of the vehicle.
- 5.18 The licensee will ensure that the vehicle is clean for passengers and the plate clearly visible at all times he is on control of the vehicle.
- 5.19 The licensee will ensure that he is aware of all the workings and mechanics of the vehicles before undertaking bookings.

5.20 The licensee shall report any accidents involving a licensed vehicle they are driving within 72 hours to the Licensing Department and must comply with any requests thereafter by an Authorised Officer.

5.21 The licensee shall ensure that a daily vehicle check log has been completed (either by himself or the vehicle proprietor) at the beginning of each shift. The checks to be carried out are as follows:

- lights and indicators
- tyre condition, pressures and tread
- Wipers, washers and washer fluid levels
- Cleanliness inside and out
- Bodywork – no dents or sharp edges
- Licence plates present and fixed in accordance with these conditions
- Any internal discs on display and facing inwards so customers can see
- Door and bonnet stickers on display
- Tariff sheet on display (this could potentially be electronic on a driver / customer app)
- Horn in working order

The licensee shall ensure a record of the above information is kept in the vehicle at all times and will ensure the information is available to an Authorised Officer upon request.

## **6. Assistance Dogs**

6.1 The Licensee shall carry a disabled passenger's assistance dog with the passenger. The licensee will follow the advice of the passenger as to the exact position and location for the assistance dog to travel, to best suit their needs.

6.2 Where the licensee has been granted a medical exemption so as to exempt them from any requirement under the Equality Act 2010; the notice of exemption must be displayed in the vehicle so that it is visible by fixing it in an easily accessible place (for example on the dashboard) or as prescribed by the Council.

6.3 The licensee must notify their operator of any medical exemption they hold in relation to the requirements under the Equality Act 2010.

## **7. Fares**

7.1 If the vehicle is fitted with a meter the licensee shall ensure it is always visible. The licensee shall ensure it is not cancelled or concealed until the passenger has paid the fare.

7.2 The licensee shall ensure a copy of the current fare table is always displayed and visible in the vehicle (this could potentially be electronic on a driver / customer app)

7.3 The licensee shall not demand from any passenger a fare in excess of that previously agreed or if the vehicle is fitted with a meter the fare shown on the face of the taximeter.

7.4 The licensee shall, if requested by the passenger, provide a written receipt for the fare paid.

## **8. Conduct relating to illegally plying or standing for hire**

- 8.1 The licensee shall ensure that the passenger(s) entering the vehicle is/are the correct person(s) for whom the vehicle has been pre-booked.
- 8.2 The licensee must take precautions against behaviour that may be deemed to be standing or plying for hire, by not plotting or waiting without a booking:
- a) in high footfall /high visible locations
  - b) outside busy venues/businesses or in close proximity to events
  - c) at the front or back of designated hackney ranks
  - d) in groups or lines that present as a 'rank'
  - e) in contravention of road traffic orders
- 8.3 The licensee shall not while driving or in charge of a private hire vehicle:
- (a) Tout or solicit any person to hire or be carried for hire in any private hire vehicle.
  - (b) Cause or allow any other person to tout or solicit any person to hire or be carried for hire in any private hire vehicle.
  - (c) Offer any Private Hire vehicle for immediate public hire (whether the journey was undertaken or not)
  - (d) Accept, or consider accepting, an offer for the immediate hire of that vehicle, including any such hire that is then communicated to the Operator to be recorded on the Operator's booking system. For the avoidance of doubt, bookings can only be undertaken when first communicated to the licensee by the operator.

## **9. Responsibility for lost property**

- 9.1 The driver must immediately after the end of every hiring or as soon as is practical thereafter, search the vehicle for any property which may have been accidentally left there.
- 9.2 If any property accidentally left in a private hire vehicle is found by or handed to the licensee then all reasonable steps must be taken to return the property to its rightful owner. If the property cannot be returned to the owner, then the property should be reported to the Operator through whom the passenger booked the vehicle at the earliest opportunity and handed to the Operator as soon as is practical and in any case within 24 hours of the property being found.

# **Appendix 4: Proposed Private Hire Vehicle Conditions**

The licensee shall at all times comply with the provisions of Part II of the Local Government (Miscellaneous Provisions) Act 1976 and the conditions hereinafter provided.

## **1. Definitions**

For a legal definition of the following terms, see the Local Government (Miscellaneous Provisions) Act 1976.

“Appointed Test Station” a garage approved by the Council for the purposes of carrying out a Vehicle Test

“Authorised Officer” any Officer of the Council authorised in writing by the Council for the purposes of the Local Government (Miscellaneous Provisions) Act 1976

“The Council” ..... Council

“Identification Plates” means the plates issued by the Council for the purpose of identifying the vehicle as a private hire vehicle

“The Licensee” means the holder of a private hire vehicle licence.

“The Operator” / “PHO” a person who makes provisions for the invitation and acceptance of booking / hiring for a Private Hire Vehicle.

“The Private Hire Vehicle” a motor vehicle constructed to seat fewer than nine passengers, other than a hackney carriage or public service vehicle which is provided for hire with the services of a driver for the purpose of carrying passengers

“The Proprietor” means the person(s) who owns, or part owns the private hire person who is in possession of the vehicle if subject to a hiring or hire purchase agreement.

“The Meter” means any device for calculating the fare to be charged in respect of any journey in a private hire vehicle by reference to the distance travelled or time elapsed since the start of the journey or a combination of both

“Test” a compliance test of the vehicle undertaken at an Appointed Test Station

Words importing the masculine gender such as “he” and “him” shall include the feminine gender and be construed accordingly.

Where any condition below requires the Licensee to communicate with the Council, unless otherwise stipulated, all communication must be to the Council’s Licensing Department.

## **2. Identification Plates**

2.1 The vehicle front and rear licence identification plates must be displayed in the authorised plate holder, obtained from the Licensing Department; and the plate must be fixed in the plate holder using the clips provided, so as to allow them to be easily removed by an authorised officer. The plate holder should be securely fixed to the vehicle in such a way that neither it, nor the number plate are obscured; and that both are 100% visible. Cable ties are not an acceptable means of fixing plates to a vehicle or indeed to the plate holder.

- 2.2 The Licensee shall ensure that the 'Identification Plates' are maintained and kept in such condition that the information contained on the plate is clearly visible to public view at all times.
- 2.3 The Council has specified that the vehicle licence number, make, model and licence expiry date together with the number of passengers it is licensed to carry shall be placed on the identification plate attached to the vehicle. This plate must not be tampered with or amended by anybody other than an Authorised Officer.

### **3. Condition of Vehicle**

- 3.1 The Licensee shall ensure that the private hire vehicle shall be maintained in good mechanical and structural condition at all times and be capable of satisfying the Council's mechanical and structural inspection at any time during the period the vehicle is licensed.
- 3.2 The interior and exterior of the Private Hire Vehicle shall be kept in a clean and safe condition by the Proprietor.
- 3.3 The Licensee shall not allow the mechanical and structural specification of the Private Hire Vehicle to be varied without the written consent of the Council.
- 3.4 The Licensee of the Private Hire Vehicle shall: -
- provide sufficient means by which any person in the Private Hire Vehicle may communicate with the driver during the course of the hiring;
  - ensure the interior of the vehicle is kept wind and water tight and adequately ventilated;
  - ensure the seats in the passenger compartment are properly cushioned and covered;
  - ensure the floor in the passenger compartment has a proper carpet, mat or other suitable covering;
  - ensure fittings and furniture of the Private Hire Vehicle are kept in a clean condition and well maintained and in every way fit and safe for public use;
  - provide facilities for the carriage of luggage safely and protected from damaging weather conditions.
- 3.5 All vehicles must undertake and pass any further Test at the Appointed Test Station in accordance with Council policy (Arrangements for vehicle testing are entirely the responsibility of the Licensee).
- 3.6 A daily vehicle check log must be completed by the driver of the vehicle at the beginning of each shift. The checks to be carried out are as follows:
- Lights and indicators
  - Tyre condition, pressures and tread
  - Wipers, washers and washer fluid levels
  - Cleanliness inside and out
  - Bodywork – no dents or sharp edges
  - Licence plates present and fixed in accordance with these conditions
  - Any internal discs on display and facing inwards so customers can see.

- Door and bonnet stickers on display
- Tariff sheet in display
- Horn in working order

The Licensee shall record the above information and keep it in the vehicle at all times and make it available to an authorised officer upon request.

## **4. Accidents**

- 4.1 The Licensee shall report to the Council, in writing, as soon as is reasonably practicable and in any case within 72 hours any accident causing damage materially affecting the safety, performance or appearance of the vehicle or the comfort or convenience of passengers. The report should contain full details of the accident damage including photos.

## **5. Vehicle signage**

- 5.1 No sign, notice, flag or emblem or advertisement shall be displayed in or on any Private Hire Vehicle without the express permission of the Council.
- 5.2 The Licensee shall ensure that the Council issued mandatory bonnet and rear door and rear window signs are affixed permanently to the vehicle and are not removed whilst the vehicle is licensed.

## **6. Assistance Dogs**

- 6.1 The Licensee shall permit any assistance dog to ride in the vehicle (in the control and custody of the passenger) and allow it to be carried in the front passenger seat footwell of the vehicles if required.
- 6.2 The location of the assistance dog must be agreed with the passenger at all times.
- 6.3 The Licensee will ensure that any certificates exempting drivers of the vehicle from duties to carry assistance dogs are displayed visibly and prominently as prescribed by the Council.

## **7. Other Animals**

- 7.1 Any other animal may be carried in the vehicle at the discretion of the driver and must be carried in the rear of the vehicle in the custody and control of the passenger.

## **8. Meters**

- 8.1 If the vehicle is fitted with a meter:
- The licensee shall ensure the meter is of a type approved by the Council and maintained in a sound mechanical condition at all times
  - The licensee shall ensure the meter is set to display any fare table which may be adopted by the private hire operator
  - The Council may ensure calibrate and seal, at the expense of the licensee, any meter which is to be used in the licensed vehicle
  - The licensee shall ensure the meter is illuminated and is located in a position where any hirer can see the fare easily

- The licensee shall ensure that the words 'FARE' shall be printed on the face of the meter in clear letters so as to apply to the fare recorded thereon
- The licensee shall ensure that the meter and any connected equipment is fitted securely without the risk of impairing the driver's ability to control the vehicle or be a risk to any person in the vehicle
- No meter shall be replaced without the consent of an authorised officer of the council.

## **9. Fare Tables**

- 9.1 The Licensee shall ensure that a copy of the current fare table is available, when not working for an 'app only' based operator, at all times, so it can be easily read by passengers.
- 9.2 The Licensee shall ensure that the fare table is not concealed from view or rendered illegible whilst the vehicle is being used for hire.

## **10. Licence**

- 10.1 The Licensee shall retain a copy of the original private hire vehicle drivers' licences of all drivers driving the private hire vehicle and produce the same to an Authorised Officer or Police Constable on request.

## **11. Convictions and Suitability Matters**

- 11.1 The licensee shall notify the Council if they are subject to any:

- arrest or criminal investigation,
- summons,
- charge,
- conviction,
- formal/simple caution,
- fixed penalty or speed awareness course,
- criminal court order,
- criminal behaviour order or anti-social behaviour injunction,
- domestic violence related order,
- warning or bind over
- or any matter of restorative justice

against them immediately in writing (or in any case within 24 hours) and shall provide such further information about the circumstances as the Council may require.

## **12. Notifications and Licence Administration**

- 12.1 For the duration of the licence, the licensee shall pay the reasonable administration charge or fee attached to any requirement to attend training, or produce a relevant certificate, assessment, validation check or other administration or notification process.
- 12.2 The Licensee shall notify the Council in writing within 14 days of any transfer of ownership of the vehicle. The notice will include the name, address and contact details of the new owner.

12.3 The Licensee shall give notice in writing to the Council of any change of his address or contact details (including email address) during the period of the licence within 7 days of such change taking place.

12.4 If requested by an Authorised Officer the Licensee must provide, in the timescale requested, in writing, to Council the following information: -

- The name of the driver and their badge number;
- The address of the driver;
- The company for whom the driver works for;
- The date and time you hired / lent / leased / rented your vehicle to the driver;
- Whose insurance the driver will be using the vehicle under;
- Whether the driver will have sole use of the vehicle; if not sole use whom else will have access to the vehicle;
- The expected duration the vehicle will be hired / lent / leased / rented to the driver

### **13. CCTV**

13.1 The licensee shall ensure that, in accordance with any Council policy, that CCTV cameras are fitted and in good working order.

NB: This proposed condition is subject to change and further consideration if CCTV is mandated either by GM or the Government. At this stage further conversations will take place with the trade, Surveillance Commissioner and other relevant parties.

### **14. Local Additional Conditions**

14.1 Any localised specific conditions may be inserted below:

# **Appendix 5: Proposed Hackney Carriage Vehicle Conditions**

This Licence is issued subject to compliance with the Council's current Hackney Carriage byelaws and the relevant provisions of the Town Police Clauses Act 1847 and the Local Government (Miscellaneous Provisions) Act 1976.

## **1. Definitions**

"Appointed Test Station" a garage approved by the Council for the purposes of carrying out a Test

"Authorised Officer" any Officer of the Council authorised in writing by the Council for the purposes of the Local Government (Miscellaneous Provisions) Act 1976

"The Council" means ..... Council

"Hackney Carriage" has the same meaning as in the Town Police Clauses Act 1847

"The Identification Plates" the plates issued by the Council for the purpose of identifying the vehicle as a hackney carriage

The "Licensee" is the person who holds the Hackney Carriage Vehicle Licence

"The Proprietor" means the person(s) who owns or part owns the private hire person who is in possession of the vehicle if subject to a hiring or hire purchase agreement.

"Taximeter" any device for calculating the fare to be charged in respect of any journey in a hackney carriage or private hire vehicle by reference to the distance travelled or time elapsed since the start of the journey, or combination of both

"Test" a compliance test of the vehicle undertaken at an Appointed Test Station

"Vehicle" the vehicle licensed as a Hackney Carriage

Words importing the masculine gender such as "he" or "him" shall include the feminine gender and be construed accordingly.

Where any condition below requires the Licensee to communicate with the Council unless otherwise stipulated, all communication must be with the Council's Licensing Department.

## **2. Identification Plates**

- 2.1 The front and rear vehicle identification plates must be displayed in the authorised plate holder, obtained from the Licensing Department; and that the plate must be fixed in the plate holder using the clips provided so as to allow them to be easily removed by an authorised officer. The plate holder should be fixed to the vehicle in such a way that neither it nor the number plate are obscured; and that both are 100% visible. Cable ties are not an acceptable means of fixing plates to a vehicle or indeed to the plate holder.
- 2.2 The Licensee of the vehicle shall ensure that the 'Identification Plates' are maintained and kept in such condition that the information on the plate is clearly visible to public view at all times.
- 2.3 The Council has specified that the vehicle licence number, make, model and licence expiry date together with the number of passengers it is licensed to carry shall be

placed on the identification plate attached to the vehicle. This plate must not be tampered with or amended by anybody other than an Authorised Officer.

### **3. Condition of Vehicle**

- 3.1 The Licensee shall ensure that the vehicle is always maintained in a good mechanical and structural condition and be capable of satisfying the Council's mechanical and structural inspection at any time during the period of the licence.
- 3.2 The interior and exterior of the Hackney Carriage shall be kept in a clean condition by the Proprietor.
- 3.3 The Licensee shall not allow the mechanical and structural specification of the vehicle to be varied without the consent of the Council.
- 3.4 The Licensee of the vehicle shall: -
  - provide sufficient means by which any person in the vehicle may communicate with the driver during the course of the hiring;
  - ensure the interior of the vehicle to be kept wind and water tight and adequately ventilated;
  - ensure the seats in the passenger compartment are properly cushioned and covered;
  - cause the floor in the passenger compartment to be provided with a proper carpet, mat or other suitable covering;
  - ensure fittings and furniture of the vehicle are kept in a clean condition and well maintained and in every way fit and safe for public use;
  - provide facilities for the carriage of luggage safely and protected from damaging weather conditions.
- 3.5 All vehicles must undertake and pass any further Test at the Appointed Test Station in accordance with Council policy (Arrangements for vehicle testing are entirely the responsibility of the Proprietor).
- 3.6 The Licensee must ensure that a daily vehicle check log must be completed by the licensee or driver(s) of the vehicle at the beginning of each shift. The checks to be carried out are as follows:
  - Lights and indicators
  - Tyre condition, pressures and tread
  - Wipers, washers and washer fluid levels
  - Cleanliness inside and out
  - Bodywork – no dents or sharp edges
  - Licence plates present and fixed in accordance with these conditions
  - Any internal discs on display and facing inwards so customers can see.
  - Door and bonnet stickers on display
  - Tariff sheet in display
  - Horn in working order

- 3.7 The Licensee shall ensure that he or the driver shall record the above information and keep it in the vehicle at all times and make it available to an authorised officer upon request.

## **4. Accidents**

- 4.1 The Licensee shall report to the Council, in writing, as soon as is reasonably practicable and in any case within 72 hours any accident causing damage materially affecting the safety, performance or appearance of the vehicle or the comfort or convenience of passengers. The report should contain full details of the accident damage including photos.

## **5. Advertisements**

- 5.1 The Licensee may only display advertisements on the outside of a London Style Hackney Carriage which must comply with the Council's policy and for which consent has been provided by an Authorised Officer.

## **6. Vehicle Signage**

- 6.1 The Licensee will not allow any sign, notice flag, emblem or advertisement to be displayed in or from any Hackney Carriage Vehicle without the express permission of the Council
- 6.2 The Licensee will ensure that any mandatory signs be affixed permanently to the vehicle as directed by the Council and are not removed whilst the vehicle is licensed.

## **7. Assistance Dogs**

- 7.1 The Licensee shall permit any assistance dog to ride in the vehicle (in the control and custody of the passenger) and allow it to be carried in the front passenger seat footwell where the seat is licensed for passenger use.
- 7.2 The location of the assistance dog must be agreed with the passenger at all times.
- 7.3 The Licensee will ensure that any certificates exempting drivers of the vehicle from duties to carry assistance dogs, are displayed visibly and prominently as prescribed by the Council.

## **8. Other Animals**

- 8.1 Any other animal may be carried in the vehicle at the discretion of the driver and must be carried in the rear of the vehicle in the custody and control of the passenger.

## **9. Taximeters**

- 9.1 The Licensee shall ensure the vehicle is fitted with a Council approved, tested and sealed Taximeter before plying or standing for hire and shall use the approved meter only.
- 9.2 The Licensee shall ensure that the Taximeter is located within the vehicle in accordance with the reasonable instruction of an Authorised Officer, and sufficiently illuminated that when it is in use, it is visible to all passengers.
- 9.3 The Licensee shall ensure that the authorised Taximeter is maintained in a sound mechanical/electrical condition at all times and programmed to calculate the fare in accordance with the current fares tariffs fixed by the Council.

- 9.4 The Licensee shall ensure that the 'for hire' sign is extinguished when the fare commences, and the taximeter is brought into operation.
- 9.5 The Licensee shall ensure that the 'for hire' sign is not illuminated when the vehicle is outside of its licensing district.

## **10. Tampering with Taximeters**

- 10.1 Taximeters must not be tampered with by anybody other than an Authorised Officer or an approved contractor approved by the Council.

## **11. Fare Table**

- 11.1 The Licensee shall ensure that a copy of the current fare table supplied by the Council is displayed and visible at all times so that it can be easily read by passengers.

## **12. Drivers Licence**

- 12.1 The Licensee shall retain copies of the hackney carriage drivers' licence of each driver of his vehicle and produce the same to an Authorised Officer or Police Officer on request.

## **13. Communication Equipment**

- 13.1 The Licensee shall ensure that any communication equipment, used to communicate with passengers, fitted to his Hackney Carriage is at all times kept in a safe and sound condition and maintained in proper working order.

## **14. Convictions and Suitability Matters**

- 14.1 The licensee shall notify the Council if they are subject to any:

- arrest or criminal investigation,
- summons,
- charge,
- conviction,
- formal/simple caution,
- fixed penalty or speed awareness course,
- criminal court order,
- criminal behaviour order or anti-social behaviour injunction,
- domestic violence related order,
- warning or bind over
- or any matter of restorative justice

against them immediately in writing (or in any case within 24 hours) and shall provide such further information about the circumstances as the Council may require.

## **15. Notifications and Licence Administration**

- 15.1 For the duration of the licence, the Licensee shall pay the reasonable administration charge or fee attached to any requirement to attend training, or produce a relevant certificate, assessment, validation check or other administration or notification process.

- 15.2 The Licensee shall notify the Council in writing within 14 days of any transfer of ownership of the vehicle. The notice will include the name, address and contact details of the new owner.
- 15.3 The Licensee shall give notice in writing to the Council of any change of his address or contact details (including email address) during the period of the licence within 7 days of such change taking place.
- 15.4 If requested by an Authorised Officer the Licensee must provide, in the timescale requested, in writing, to Council the following information: -
- The name of the driver and their badge number;
  - The address of the driver;
  - The company for whom the driver works for;
  - The date and time the Licensee hired / lent / leased / rented your vehicle to the driver;
  - Whose insurance the driver will be using the vehicle under;
  - Whether the driver will have sole use of the vehicle; if not sole use whom else will have access to the vehicle;
  - The expected duration the vehicle will be hired / lent / leased / rented to the driver

## **16. Intended Use**

- 16.1 The Licensee of the Hackney Carriage vehicle licence shall ensure that an accurate and contemporaneous record is made and maintained either by himself or the driver of the vehicle, of all uses of the vehicle when being used to fulfil pre-booked hirings on behalf of a private hire operator licensed by another Local Authority;
- 16.2 The accurate and complete record should include, as a minimum, the following information, and be recorded in a stitch or heat / glue bound book so as to provide a continuous record without breaks between rows: -
- date;
  - time of first pick up;
  - first 'pick up' point by location / name / address including house number;
  - destination point by location / name / address including house number;
  - the name and address of the operator on behalf of which the journey was being undertaken.
- 16.3 Each book shall legibly and clearly display the details of the vehicle to which it relates, including the make, model, registration number and vehicle licence number;
- 16.4 The record of journeys shall be available for inspection at any time by a Police Officer or PCSO; and an Authorised Officer of any Local Authority who through the course of their normal duties are authorised to inspect the licensed vehicle;
- 16.5 Each book, when full, shall be delivered to the Council's Licensing Department;
- 16.6 Where the Licensee wishes to maintain a record of use in any other format than set out above, prior approval must be obtained from an Authorised Officer.

## **17. CCTV**

17.1 The licensee shall ensure that, in accordance with any Council policy, that CCTV cameras are fitted and in good working order.

NB: This proposed condition is subject to change and further consultation if CCTV is mandated either by GM or the Government. At this stage further consultation will take place with the trade, Surveillance Commissioner and other relevant parties.

# **Appendix 6: Proposed Private Hire Operator Conditions**

The Operator shall at all times comply with the provisions of Part II of the Local Government (Miscellaneous Provisions) Act 1976 and the conditions hereinafter provided.

## **1. Definitions**

For a legal definition of these terms, see the Local Government (Miscellaneous Provisions) Act 1976. You can get a copy online.

“Authorised Officer” any Officer of the Council authorised in writing for the purposes of the Local Government (Miscellaneous Provisions) Act 1976

“The Council” means (*insert name of Council*)

“The Operator / PHO” a person who makes provisions for the invitation and acceptance of bookings/hiring for a Private Hire Vehicle.

“The Private Hire Vehicle” a motor vehicle constructed to seat fewer than nine passengers, other than a hackney carriage or public service vehicle which is provided for hire with the services of a driver for the purpose of carrying passengers

“District” means the area within the Licensing Authority boundary

Words importing the masculine or feminine gender such as ‘his’ and ‘her’ shall include a company and be construed accordingly.

Reference to the Council’s email address means the email address for the Council’s Licensing Department.

Where any condition below requires the Licensee to communicate with the Council, unless otherwise stipulated, all communication must be to the Council’s Licensing Department.

## **2. Premises & Equipment**

- 2.1 The Operator shall obtain any necessary planning permission required for his/her premises and shall comply with any conditions imposed.
- 2.2 The Operator shall provide adequate communication facilities and staff to provide an efficient service to the public using the operator’s facilities.
- 2.3 The Operator’s premises shall be kept clean and tidy, and adequately heated, ventilated and lit.
- 2.4 The Operator shall ensure that any waiting area for the use of prospective hirers shall be provided with adequate and comfortable seating.
- 2.5 The Operator’s radio/electrical equipment where installed shall be regularly maintained in good working condition and any defects shall be repaired promptly.
- 2.6 The Operator shall at no time cause or permit any audio equipment to be a source of nuisance, annoyance or interference to any other person. In addition, all reasonable precautions are to be taken to ensure that activities within the Operator’s office and from licensed vehicles do not create a nuisance to others.

- 2.7 The Operator shall obtain and maintain in force at all times a public liability insurance policy in respect of his/her premises and produce the same to an Authorised Officer or Constable on request.
- 2.8 The Operator must display the following at their premises at all times:
- a) A copy of the current Operator licence
  - b) A schedule of fares
  - c) A notice which provides information on how to complain to the Licensing Authority including email and phone number
  - d) A copy of the public liability insurance policy certificate
- The above shall be displayed in a prominent position, where the public have access and, where it can be easily read.
- 2.9 If the Operator has a website and/or uses Application based technology to attract bookings, the notices listed at 2.8 above must also be available to view on the relevant web pages or application menu.
- 2.10 The Operator shall now allow their Licensed Operator Premises to be used to conduct business relating to another non (*insert name of Council*) Licensed Operator.

### **3. Booking Fares**

- 3.1 When accepting the hiring, the Operator shall, unless prevented by some sufficient cause, ensure that a licensed private hire vehicle attends at the appointed time and place.
- 3.2 When accepting the hiring, the Operator shall, if requested by the person making the booking, specify the fare or the rate of the fare for the journey to be undertaken and, in every case, the Operator shall immediately enter all the details of the hiring legibly as required, by Condition 3.3.
- 3.3 The records of hiring accepted by the Operator as required under Section 56 of the Local Government (Miscellaneous Provisions) Act 1976, shall contain the following detail:
- Time and date booking received (using 24-hour clock)
  - Name and contact details (phone number or address) of person making the booking
  - How the booking was made e.g. Telephone/Online etc
  - Time and detailed pick up location
  - Specific destination (the use of the term 'as directed' or similar term should only be used exceptionally).
  - ID of dispatched driver (i.e. name and call sign)
  - ID of dispatched vehicle (Licence/fleet number)
  - ID of person taking booking (excludes electronic bookings)
  - Any special requirements e.g. wheelchair accessible or disability assistance
  - Details of any subcontracting to or from another PHO (Inc. any other Operator owned by the Operator subject to these conditions)
  - Any fare quoted at time of booking, if requested by the person making the booking.

- 3.4 The Operator shall not allow drivers to pass a booking on to the Operator on the passenger's behalf and will take all reasonable steps to ensure their drivers are aware that such practice is illegal.
- 3.5 Where a booking is sub-contracted the customer must be so advised and informed as to the sub-contracted Operator who will be undertaking the booking.
- 3.6 If a non - *(insert name of Council)* licensed driver and vehicle are being dispatched to fulfil the booking, the Operator must communicate to the person making the booking (whether via telephone, automated booking or booking App) the following message:
- The driver and vehicle you are about to book are not licensed by (insert name of Council) to (insert name of Council) standards and (insert name of Council) Council are not empowered to take licensing action in the event of a complaint. Your driver and vehicles are licensed by {insert name of Council} and customers will have to deal with that authority in the event of a complaint.*
- 3.7 The despatch, by an Operator, of a passenger carrying vehicles (PCV) licensed drivers and the use of a public service vehicle (PSV), such as a minibus, is not permitted routinely without the express consent of the hirer.
- 3.8 Where the hirer is being given the option of one of the above mentioned vehicles being despatched, they should be notified that the driver is subject to different checks than a private hire driver and are not required to have an enhanced DBS check.
- 3.9 The booking system used by the operator must be demonstrated to and approved by an authorised officer, and the approved booking system, whether that be an electronic or manual system, can only be used to record journeys taken for and carried out by vehicles licensed by *(insert name of Council)* (or a Public Services Vehicle, operating under a licence from the Vehicle and Operator Services Agency).
- 3.10 No change in the approved booking system can be made unless that change has been approved by an authorised officer.

#### **4. Record Keeping & Responsibility**

- 4.1 The Operator must keep detailed, up to date, records of every driver and vehicle operated by him (whether licensed as private hire or hackney carriage) and no matter which Council licensed the driver/vehicle. The records must include:
- a) Name and home address of the driver
  - b) The dates the driver commenced fulfilling bookings from the PHO and the date the driver ceased taking bookings from the PHO (where applicable).
  - c) A copy of the driver's current private hire or hackney carriage driver licence including the expiry date of that licence and that Licensing Authority that issued it.
  - d) Name and home address of the proprietor of every vehicle
  - e) A copy of the current vehicle licence including expiry date, the licensing authority that issued it.
  - f) The date the vehicle was first used by the PHO to fulfil bookings and the date the PHO ceased using the vehicle to fulfil bookings (where applicable)
  - g) The vehicle registration number
  - h) A list of unique radio/call sign allocated to the driver and vehicle

- i) A copy of the valid insurance in place for the driver and vehicle
- 4.2 The Operator must ensure that booking records are:
- a) Kept electronically
  - b) Are available for immediate inspection by an Authorised Officer or Police Officer
  - c) Able to be printed onto paper or downloaded in an electronic format
  - d) Continuous and chronological
  - e) Not capable of retrospective alteration or amendment
  - f) Kept as one set of records. Cash and credit account bookings can be separately identified but must not be in separate sets of records. The name of the person compiling the records must be detailed on the records.
  - g) Are clear, intelligible, kept in English and retained for a minimum of 12 months from the date of the last entry or for such other period as required by an Authorised Officer.
- 4.3 The Operator must retain records for a minimum period of 12 months and make available any GPS data and any voice recording system for inspection upon request by an Authorised Officer or Police Officer.
- 4.4 The Operator must implement a robust system to ensure that drivers and/or vehicles do not operate when their licence or insurance has expired. This must be documented and approved by an Authorised Officer.
- 4.5 The Operator must conduct a check of the Council's public register before allowing a driver to carry out bookings.
- 4.6 The Operator must take all reasonable steps to ensure that its drivers and vehicles, when plotting or waiting without bookings around the district, do not do so:
- a) in high footfall / high visible locations
  - b) outside busy venues/businesses or in close proximity to events
  - c) at the front or back of designated hackney ranks
  - d) in groups or lines that present as a 'rank'
  - e) in contravention of road traffic orders
- Operators will upon request by an Authorised Officer or Police Officer demonstrate how they monitor and control this behaviour.
- 4.7 The Operator must have an approved process in place to ensure that the individual carrying out a booking is the licensed driver they have employed for this purpose.
- 4.8 The Operator will ensure registration with the Information Commissioner's Office for Data Controller, CCTV and other relevant purposes. Where the Operator is exempt from registration with the Information Commissioner's Office, they will notify the Council within 7 days of the commencement of these conditions.
- 4.9 Where the Operator agrees sub-contracting arrangements with other non-*(insert name of Council)* licensed Operators, it must have due regard for the comparative licensing policies and standards of the relevant licensing authority their partner Operator is subject to, and take steps not to undermine the Council's licensing standards which have been set in the interests of promoting high levels of public safety.

## **5. Complaints**

- 5.1 The Operator must notify the Council immediately by email (or in any case within 24 hours) of any complaints, police enquiries or notification of convictions involving any driver that is registered to carry out bookings for the operator which relates to matters of a sexual nature, dishonesty, indecency, violence or threats of violence, equality or drugs. The Operator is required to provide at the time of notification to the council the identity of the driver involved and the nature of the complaint/enquiry including the complainant's details. This notification to the Council must take place regardless of whether the Operator ceases any contractual arrangement with the driver.
- 5.2 The Operator must record every complaint received against its service (against any driver operated by him, including those licensed by other authorities carrying out a sub-contracted booking on the Operator's behalf) and, if unable to resolve the complaint within 7 days (from the date of the complaint) the Operator must provide the complainant with the relevant Licensing Authority contact details within 10 days (from the date of complaint).
- 5.3 Where a complaint not covered by section 5.1 above is received against a driver and it remains unresolved after 7 days (from the date of complaint), the operator must notify the Council within 10 days (from the date of complaint). The Operator is required to provide at the time of notification, the identity of the driver involved, the nature of the complaint/enquiry including the complainant's details.
- 5.4 The Operator must provide a report every six months to the council detailing all complaints received (including against drivers carrying out sub-contracted bookings) and action taken. The report should be provided no later than one month after the end of the reporting period. The Operator must keep all records for at least 12 months.

## **6. Convictions and Staff Vetting**

- 6.1 The licensee shall notify the Council immediately in writing (or in any case within 24 hours) if they are subject to any of the following:
- arrest or criminal investigation,
  - summons,
  - charge,
  - conviction,
  - formal/simple caution,
  - fixed penalty,
  - criminal court order,
  - criminal behaviour order or anti-social behaviour injunction,
  - domestic violence related order,
  - warning or bind over
  - any matter of restorative justice

and shall provide such further information about the circumstances as the Council may require.

- 6.2 The Operator must keep up to date records of all individuals working in any capacity (paid or unpaid) for the business as follows:
- Full Name
  - Address
  - Date of Birth
  - Contact details (phone and email)
  - DBS issue date and certificate number
  - Start and finish dates of employment
  - Job Title
- 6.3 The Operator must ensure that all individuals (non-drivers) working in any capacity (paid or unpaid) have obtained a basic DBS Certificate from the Disclosure and Baring Service before commencing employment. The DBS certificate must be dated within one month before the commencement of employment.
- 6.4 The Operator must ensure that DBS checks are carried out for all existing staff (paid or unpaid) within one month of the commencement of these conditions.
- 6.5 The employee should be registered with the DBS Update Service to enable the Operator to conduct regular checks (six monthly as a minimum) of the individual's DBS status.
- 6.6 The Operator must have a policy compatible with the Council's suitability policy or adopt the Council's suitability policy and implement this policy in relation to the recruitment of all staff (paid or unpaid) and the recruitment of ex-offenders. This must be produced upon request.
- 6.7 The Operator must be able to evidence that they have had sight of a basic DBS by maintaining a register. The register must be retained for inspection for a minimum of 12 months, being the duration of how long booking records are to be kept and allows cross referencing between the two records. A record that the operator has had sight of a basic DBS check certificate (although the certificate itself should not be retained) should be retained for the duration that the individual remains on the register. Should an employee cease to be on the register and later re-entered, a new basic DBS certificate should be requested and sight of this recorded.
- 6.8 Operators may outsource booking and dispatch functions, but they cannot pass on the obligation to protect children and vulnerable adults. Operators should be required to evidence that comparable protections are applied by the company to which they outsource these functions.

## **7. Advertisements**

- 7.1 The Operator shall not cause or permit to be displayed in, on or from his/her premises or to be published in relation to the Operator's business any sign, notice or advertisement which consists of or includes the words "Taxi" whether in the singular or plural or the words "For Hire" or any other word or words of similar meaning or appearance whether alone or as part of another word or phrase or any other word or words likely to cause a person to believe that any vehicle operated by him/her is a hackney carriage.
- 7.2 All advertisements by the Operator should first be approved by the Council to ensure they comply with conditions and do not breach the Codes of Practice of the Advertising Standards Authority or those of the Portman Group relating to alcohol advertising.

- 7.3 The Operator must not dispatch any vehicle that has been licensed by another Authority, which uses, displays or exhibits any literature, documentation, advertising or which displays any signage associated to the Private Hire Operator or the Council which suggests, indicates, misleads or might lead to a misunderstanding that the vehicle is licensed by this Council.

## **8. Notifications and Licence Administration**

- 8.1 For the duration of the licence, the Licensee shall pay the reasonable administration charge or fee attached to any requirement to attend training, or produce a relevant certificate, assessment, validation check or other administration or notification process.
- 8.2 The Licensee shall notify the Council in writing within 14 days of any transfer of ownership of the vehicle. The notice will include the name, address and contact details of the new owner.
- 8.3 The Licensee shall give notice in writing to the Council of any change of his address or contact details (including email address) during the period of the licence within 7 days of such change taking place.

## **9. Duty to Co-operate**

- 9.1 The Operator and his/her staff shall co-operate fully with any Local Authority Authorised Officer or Police Officer in respect of any enquiries or investigations carried out relating to drivers or vehicles currently connected to the business or formerly connected to the business.
- 9.2 The Operator will provide the Council with details of appropriate members of staff (whether at the base or via telephone) to be contactable during the times of operation (day or night) in relation to compliance/enforcement related matters. Where the aforementioned contact details change, the Operator shall inform the Council of the new contact details within 24 hours.
- 9.3 The Operator shall grant access to the licensed premises to any Local Authority Authorised Officer or Police Officer upon request.

## **10. Lost Property**

- 10.1 The Operator must keep a record of lost property that is handed to him by drivers or passengers. The record must include the date the item is handed to the Operator, details of where it was found and a description of the property. The log must always be available for inspection by an Authorised Officer or Police Officer and any information entered onto the record must be kept for a period of 12 months from the date of entry.
- 10.2 Any lost property held by the Operator must be stored securely by him for 6 months after it was found.

## **11. Operator Policies**

11.1 Operators are required to adopt, implement, review, update as is necessary and submit to the Council the following policies:

- Safeguarding Policy
- Customer Service and Complaints Policy which includes conduct of drivers and the timeframe for responding to complaints
- Equality Policy (Equality Act 2010) including disability awareness and the carrying of assistance animals.
- Data Protection Policy
- Recruitment / Suitability Policy

## **12 Training**

12.1 Operators should ensure that they have attended any licensing training required by the Council within one month of a licence being granted or as otherwise directed by the Council.

12.2 The Operator must ensure that training is provided to staff (paid or unpaid) on licensing law, the policies listed at paragraph 12.1 and how and when to accept bookings. This training must be undertaken within one month of the commencement of these conditions or employment and thereafter, at least every two years. The Operator must keep a record of the aforementioned training which has been signed by the operator and the member of staff.

# **Appendix 7: Licensed Drivers' Dress Code**

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The purpose of the dress code is to set a standard that provides a positive image of the licensed hackney carriage and private hire trade in Greater Manchester, promoting public and driver safety.

## **Dress Standard**

- All clothing worn by those working as private hire or hackney carriage drivers must be in good condition and the driver must keep good standards of personal hygiene.
- As a minimum standard whilst working a licensed driver, males should wear trousers and a shirt which has a full body and short/long sleeves. Knee length tailored shorts are acceptable. Exceptions related to faith or disability are accepted.
- As a minimum standard whilst working as a licensed driver, females should wear trousers, or a knee length skirt or dress, and a shirt/blouse which have a full body and a short/long sleeve. Knee length tailored shorts are also acceptable. Exceptions related to faith or disability are accepted.
- Footwear whilst working as a licensed driver shall fit (i.e. be secure) around the toe and heel.

## **Examples of unacceptable standard of dress**

- Clothing that is not kept in a clean condition, free from holes, rips or other damage.
- Words or graphics on any clothing that is of an offensive or suggestive nature which might offend.
- Sportswear e.g. football/rugby kits including shirts, track suits in whole or part or 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 driver's 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 do require licensed drivers to wear appropriate corporate branded uniform and this is a practice that the Council would encourage licensed drivers to support.

# Appendix 8: Current Licensing Standards: Driver

Taxi and Private Hire Minimum Licensing Standards Audit - GM 10 Local Authorities

	Bury	Bolton	Manchester	Oldham	Rochdale	Salford	Stockport	Tameside	Trafford	Wigan
Criminal Record Checks - applicants require an enhanced DBS certificate and sign up to the DBS update service		No update service approval sought this year.					Enhanced DBS required but not yet required to register with update service.		Enhanced DBS required but not yet required to register with update service.	Enhanced DBS required but not required to sign up to the update service.
Require certificate of good conduct for applicants who have lived outside the UK for 6 months or more					If applicants have not lived in UK consecutively for the last 5 years, will require certificate of good conduct.					If applicant has lived outside of the UK for more than 3 months in the past 5 years they will require a certificate of good conduct.
Applicants/drivers must meet DVLA Group 2 Medical Standards and medicals to be undertaken by GPs who have access to applicant's full medical history - and proposed frequency									Must be completed by applicant's own doctor but currently only require Group 1.	Group 2 Medical with any Doctor.
Applicants required to take a local area knowledge test										
Authorities to ensure that drivers can communicate in English orally and in writing to a standard required to fulfil their duties										
Authorities must require all drivers to undertake safeguarding/child sexual exploitation/ human trafficking awareness training and also disability awareness training										
All new drivers required to pass a practical driving test with a GM approved supplier										

# Appendix 8: Current Licensing Standards: Vehicles

Taxi and Private Hire Minimum Licensing Standards Audit - GM 10 Local Authorities

	Bury	Bolton	Manchester	Oldham	Rochdale	Salford	Stockport	Tameside	Trafford	Wigan
All licensed vehicles must comply with the current Euro standard relating to vehicle emissions at first licensing. (Petrol - Euro IV 2005 + and Diesel - Euro VI 2015 +)			Enhanced DBS required but not yet required to register with update service.							
All vehicles must be under five years of age at first licensing and will not be licensed beyond ten years of age.				PH vehicles - up to 7 years until 12 years HC vehicles - up to 7 years until 14 years.		Must be under 4 years.		PH vehicles - upto 5 years until 12 years PH WAV's & HC vehicles - upto 5 years until 15 years.	4 years and 10 years unless vehicle is in exceptional condition.	PH vehicles - off at 7 years HC vehicles - off at 10 years.
Vehicle Colour - all Private Hire vehicles will be white in colour and all taxis/hackney carriage vehicles to be black in colour			Currently allow 'True Silver' in PHVs also.					Currently, all WAVs must be black.		
Vehicle Stickers as prescribed by the Council only - no advertisements, no magnetic stickers		Approved adverts on taxis. No adverts on private hire, however problems with company wraps on private hire.				Limited advertising is permitted on PHV as per policy.	Limited advertising is permitted on PHV as per policy.			"Pre booked vehicle stickers as prescribed by the Council only. Approved adverts only - Any livery to be authorised by the Council".
All taxis to be Wheelchair Accessible Vehicles (WAV).										
All Licensed vehicles over the age of three will be tested at least twice a year										Limited advertising is permitted on PHV as per policy.

# Appendix 8: Current Licensing Standards: Vehicles

Taxi and Private Hire Minimum Licensing Standards Audit - GM 10 Local Authorities

	Bury	Bolton	Manchester	Oldham	Rochdale	Salford	Stockport	Tameside	Trafford	Wigan
Not allowing retrofit of engines										
Not licensing vehicles that have previously been written off		Allow category D vehicles.		Will consider licensing Cat S & N - must pass Autolign inspection.	Will consider licensing Cat S & N provided it meets the Council's compliance test.	We allow if they are professionally repaired and meet DVSA standards and compliance test.	Will consider licensing Cat S & N provided it meets the Council's compliance test.	Will consider licensing Cat S & N - must pass Autolign inspection.		Will consider licensing written off vehicles as long as they pass our vehicle inspection test.
Window tint allowances (as proposed)		"Current failure item - Light transmittance through: a. front-window glass is less than 75%. b. side-door glass is less than 70%. c. remaining glass (except rear window) is less than 70%".					As manufacture / factory fitted.		"Current failure item - Light transmittance through: a. front-window glass is less than 75%. b. side-door glass is less than 70%. c. remaining glass (except rear window) is less than 70%".	As manufacture / factory fitted.
No roof signs on PHVs										
Proprietors to have DBS check										Not currently but considering basic disclosures for applicants who are not current licensed drivers.
All Licensed vehicles to be fitted with mandatory CCTV cameras to a standard yet to be determined.										

# Appendix 8: Current Licensing Standards: Operators

Taxi and Private Hire Minimum Licensing Standards Audit - GM 10 Local Authorities

	Bury	Bolton	Manchester	Oldham	Rochdale	Salford	Stockport	Tameside	Trafford	Wigan
Operator Licence Conditions that set clear requirements around records and responsibilities		Have this but proposed conditions go further and put further responsibilities around policy and training.	Have this but proposed conditions go further and put further responsibilities around policy and training.		We do have conditions relating to this, but proposed conditions are more robust.	Have this but proposed conditions go further and put further responsibilities around policy and training.	Have this but proposed conditions go further and put further responsibilities around policy and training.			
DBS Checks for Operators and Staff every three years			DBS for Operator Licence Holders but not staff at present.		A basic/standard DBS required at the point of application from operators who are not currently licensed as a driver.		DBS for Operator Licence Holders but not staff at present.			Not currently but considering basic disclosures for applicants who aren't current licensed drivers - if implemented this would be done every 5 years in line with their licence.
Fit and Proper criteria for operator applications			This will be dealt with in the suitability policy.							

## **Appendix 9:**

**These case studies are based on the current proposals and are subject to change following consultation and confirmation of government funding**



## Outlining the effects of GM Clean Air Plan and GM Minimum Licensing Standards on licensed vehicles – Bolton

Average/Most Common Vehicle in Each District (incl. Age)				
District	Private Hire Vehicle		Hackney Carriage	
	Make/Model	Year	Make/Model	Year
Bolton	Toyota Prius	2006	Peugeot Expert	2008

### Scenario One – Bolton

Silver 2006 diesel Toyota Avensis. The car is licensed as a Private Hire Vehicle by Bolton Council.

#### Clean Air Zone

As the vehicle has a Euro IV Diesel engine, it would not comply with the Clean Air Zone proposed for introduction in Spring 2022 and would therefore be charged £7.50 each day if it was used in Greater Manchester. A discounted charge of only 5 out of 7 days per week for vehicles licensed by Greater Manchester local authorities and also used as a private car is proposed.

#### Licensing policy

The vehicle would not comply with the proposed MLS age standards (10 years maximum age), and therefore would not be relicensed after April 2023. This vehicle would need to be white and should also meet MLS age and emissions standards.

#### Financial Support

Under the Clean Air Zone programme, subject to the award of government funding, it is proposed that financial support may be available to assist in obtaining a replacement compliant vehicle, including either:

- A £1,000 grant or vehicle finance contribution towards a replacement compliant petrol or diesel vehicle is available;
- A £2,000 grant or vehicle finance contribution towards replacement to a hybrid or plug-in hybrid; or
- A £2,500 running costs grant for replacement with a zero emissions capable vehicle.

### Scenario Two – Bolton

Black 2008 diesel, non-wheelchair accessible Peugeot Expert, licensed as a Hackney Cab with Bolton Council.

#### Clean Air Zone

As the vehicle has a Euro IV and therefore non-compliant engine, it would not comply with the proposed Clean Air Zone due for introduction in Spring 2022, when it would be charged £7.50 each day it was used in GM.

#### Minimum Licensing Standards

As the vehicle is more than 10 years old it will not meet the age standards under MLS and would not be re-licensed after April 2023. A black, age and emissions compliant and wheelchair accessible vehicle must be obtained.

#### Financial Support

Under the Clean Air Zone programme, subject to the award of government funding, it is proposed that financial support is available to assist in obtaining a replacement compliant vehicle, including either:

- £10,000 per vehicle for a running costs grant or a contribution for vehicle finance, for a replacement zero emissions capable vehicle.

Further UK Government funding may also be available including;

- UK government grant available of up to £7,500 for purchasing a new zero emissions capable vehicle, on top of the £10,000 grant
- UK Government grant of up to £3,000 for new plug-in vehicles.

## Outlining the effects of GM Clean Air Plan and GM Minimum Licensing Standards on licensed vehicles – Bury

Average/Most Common Vehicle in Each District (incl. Age)				
District	Private Hire Vehicle		Hackney Carriage	
	Make/Model	Year	Make/Model	Year
Bury	Skoda Octavia	2012	Peugeot Expert	2006

### Scenario One – Bury

Silver diesel 2012 Skoda Octavia, licensed as a Private Hire Vehicle by Bury Council.

#### Clean Air Zone

As the vehicle has a Euro V Diesel engine, it would not comply with the proposed Clean Air Zone due for introduction in Spring 2022 and would therefore be charged £7.50 each day it was used. A discounted charge of 5 out of 7 days per week for vehicles licensed by Greater Manchester local authorities and also used as a private car is proposed.

#### Minimum Licensing Standards

As the vehicle was registered in 2012 and will be over 10 years old as MLS come into effect, it would not comply with the proposed Minimum Licensing Standards and therefore could not be relicensed after April 2023. An MLS compliant, white replacement vehicle would need to be obtained.

#### Financial Support

Under the Clean Air Zone programme, subject to the award of government funding, it is proposed that financial support may be available to assist in obtaining a replacement compliant vehicle, including either:

- A £1,000 grant or vehicle finance contribution towards a replacement compliant petrol or diesel vehicle is available;
- A £2,000 grant or vehicle finance contribution towards replacement to a hybrid or plug-in hybrid; or
- A £2,500 running costs grant for replacement with a zero emissions capable vehicle.

### Scenario Two – Bury

Black 2006 non-wheelchair accessible Peugeot Expert, licensed as a Hackney Cab with Bury Council.

#### Clean Air Zone

As the vehicle has a Euro IV and therefore non-compliant engine, it would not comply with the proposed Clean Air Zone due for introduction in Spring 2022, when it would be charged £7.50 each day it was used in GM.

#### Minimum Licensing Standards

As the vehicle is more than 10 years old it will not meet the age standards under MLS and would not be re-licensed after April 2023. A black, age and emissions compliant and wheelchair accessible vehicle must be obtained.

#### Financial Support

Under the Clean Air Zone programme, subject to the award of government funding, it is proposed that financial support is available to assist in obtaining a replacement compliant vehicle, including either:

- £10,000 per vehicle for a running costs grant or a contribution for vehicle finance, for a replacement zero emissions capable vehicle.

Further UK Government funding may also be available including;

- UK government grant available of up to £7,500 for purchasing a new zero emissions capable vehicle, on top of the £10,000 grant
- UK Government grant of up to £3,000 for new plug-in vehicles.

## Outlining the effects of GM Clean Air Plan and GM Minimum Licensing Standards on licensed vehicles – Manchester

### Average/Most Common Vehicle in Each District (incl. Age)

District	Private Hire Vehicle		Hackney Carriage	
	Make/Model	Year	Make/Model	Year
Manchester	Skoda Octavia	2014	LTI TX4b	2011

### Scenario One – Manchester

Silver 2014 registered diesel Skoda Octavia, licensed by Manchester City Council as a private hire vehicle.

#### Clean Air Zone

As the vehicle has a Euro V Diesel engine, it would not comply with the proposed Clean Air Zone proposed for introduction in Spring 2022, and would therefore be charged £7.50 each day it was used. A discounted charge of 5 out of 7 days per week for vehicles licensed by Greater Manchester local authorities and also used as a private car is proposed.

#### Minimum Licensing Standards

As the car was registered in 2014, it may have to be replaced by 2022, as Manchester City Council's current age policy already goes beyond the proposed MLS and the licence could only be renewed with a vehicle older than 7 years since the date of first registration if it remains in exceptional condition. When the vehicle was replaced to comply with MCC's age policy, it would also have to be white in colour by 2024 to comply with the proposed MLS.

#### Financial Support

Under the Clean Air Zone programme, subject to the award of government funding, it is proposed that financial support may be available to assist in obtaining a replacement compliant vehicle, including either:

- A £1,000 grant or vehicle finance contribution towards a replacement compliant petrol or diesel vehicle is available;
- A £2,000 grant or vehicle finance contribution towards replacement to a hybrid or plug-in hybrid; or
- A £2,500 running costs grant for replacement with a zero emissions capable vehicle.

### Scenario Two – Manchester

White 2011 diesel wheelchair accessible LTI TX4. The car is licensed by Manchester City Council as a hackney carriage.

#### Clean Air Zone

As the vehicle has a Euro IV and therefore non-compliant engine, it would not comply with the proposed Clean Air Zone proposed for introduction in Spring 2022. However, as a Wheelchair Accessible Vehicle, it is subject to a temporary exemption from the charge, meaning it would not be liable for charging until the start of 2023, when it would be charged £7.50 each day it was used in GM.

#### Minimum Licensing Standards

As the vehicle would be more than 10 years old when MLS is introduced, it will not be re-licensable after April 2023, when a black, age and emissions compliant and wheelchair accessible vehicle would need to be presented for licensing as a hackney carriage.

#### Financial Support

Under the Clean Air Zone programme, subject to the award of government funding, it is proposed that financial support is available to assist in obtaining a replacement compliant vehicle, including either:

- £10,000 per vehicle for a running costs grant or a contribution for vehicle finance, for a replacement zero emissions capable vehicle.

Further UK Government funding may also be available including;

- UK government grant available of up to £7,500 for purchasing a new zero emissions capable vehicle, on top of the £10,000 grant
- UK Government grant of up to £3,000 for new plug-in vehicles.

## Outlining the effects of GM Clean Air Plan and GM Minimum Licensing Standards on licensed vehicles – Oldham

Average/Most Common Vehicle in Each District (incl. Age)				
District	Private Hire Vehicle		Hackney Carriage	
	Make/Model	Year	Make/Model	Year
Oldham	Skoda Octavia	2014	Toyota Avensis	2010

### Scenario One – Oldham

Blue 2014 diesel Skoda Octavia. The car is licensed with Oldham Council as a Private Hire Vehicle.

#### Clean Air Zone

As the vehicle has a Euro V engine, it is not compliant with the proposed Clean Air Zone and would therefore be charged £7.50 each day it was used once it was introduced in Spring 2022. A discounted charge of 5 out of 7 days per week for vehicles licensed by Greater Manchester local authorities and also used as a private car is proposed.

#### Minimum Licensing Standards

As the car was registered in 2014 it would comply with MLS age standard until 2024 when a replacement vehicle would need to be obtained that complies with all aspects of the MLS (age, emissions and colour).

#### Financial Support

Under the Clean Air Zone programme, subject to the award of government funding, it is proposed that financial support may be available to assist in obtaining a replacement compliant vehicle, including either:

- A £1,000 grant or vehicle finance contribution towards a replacement compliant petrol or diesel vehicle is available;
- A £2,000 grant or vehicle finance contribution towards replacement to a hybrid or plug-in hybrid; or
- A £2,500 running costs grant for replacement with a zero emissions capable vehicle.

### Scenario Two – Oldham

Silver 2010 registered diesel, non-wheelchair accessible Toyota Avensis. It is licensed with Oldham Council as a Hackney Carriage.

#### Clean Air Zone

As the vehicle is a Euro IV engine it does not comply with the proposed Clean Air Zone and would therefore be charged £7.50 each day it was used once it was introduced in Spring 2022.

#### Minimum Licensing Standards

As the vehicle would be more than 10 years old when MLS is introduced, it will not be re-licensable after April 2023, when a black, age and emissions compliant and wheelchair accessible vehicle must be presented for licensing as a hackney carriage.

#### Financial Support

Under the Clean Air Zone programme, subject to the award of government funding, it is proposed that financial support is available to assist in obtaining a replacement compliant vehicle, including either:

- £10,000 per vehicle for a running costs grant or a contribution for vehicle finance, for a replacement zero emissions capable vehicle.

Further UK Government funding may also be available including;

- UK government grant available of up to £7,500 for purchasing a new zero emissions capable vehicle, on top of the £10,000 grant
- UK Government grant of up to £3,000 for new plug-in vehicles.

## Outlining the effects of GM Clean Air Plan and GM Minimum Licensing Standards on licensed vehicles – Rochdale

Average/Most Common Vehicle in Each District (incl. Age)				
District	Private Hire Vehicle		Hackney Carriage	
	Make/Model	Year	Make/Model	Year
Rochdale	Toyota Avensis	2005	Toyota Prius	2008

### Scenario One – Rochdale

Silver 2005 Toyota Avensis diesel, licensed with Rochdale Council as a Private Hire Vehicle (PHV).

#### Clean Air Zone

As the vehicle has a Euro Three Diesel engine, it would not comply with the proposed Clean Air Zone due for introduction in Spring 2022, and would therefore be charged £7.50 each day it was used. A discounted charge of 5 out of 7 days per week for vehicles licensed by Greater Manchester local authorities and also used as a private car is proposed.

#### Minimum Licensing Standards

As the vehicle is registered in 2005, and is over 10 years old, it would not comply with the proposed Minimum Licensing Standards and therefore could not be relicensed after April 2023. A MLS compliant, white replacement vehicle would need to be obtained.

#### Financial Support

Under the Clean Air Zone programme, subject to the award of government funding, it is proposed that financial support may be available to assist in obtaining a replacement compliant vehicle, including either:

- A £1,000 grant or vehicle finance contribution towards a replacement compliant petrol or diesel vehicle is available;
- A £2,000 grant or vehicle finance contribution towards replacement to a hybrid or plug-in hybrid; or
- A £2,500 running costs grant for replacement with a zero emissions capable vehicle.

### Scenario Two – Rochdale

White 2008 non-wheelchair accessible Toyota Prius, licensed as a Hackney Carriage with Rochdale Council.

#### Clean Air Zone

As it is a Hybrid Electric vehicle, and therefore a Euro VI engine, it is compliant with the proposed Clean Air Zone and will not be charged.

#### Licensing Standards

As the vehicle is registered in 2008 it does not comply with the age requirements under MLS. Also MLS requires all hackney carriages to be wheelchair accessible. Therefore a black, compliant, and wheelchair accessible vehicle must be obtained to secure a hackney licence after April 2023.

#### Financial Support

A UK Government grant of up to £3,000 is available for new plug-in vehicles.

## Outlining the effects of GM Clean Air Plan and GM Minimum Licensing Standards on licensed vehicles – Salford

### Average/Most Common Vehicle in Each District (incl. Age)

District	Private Hire Vehicle		Hackney Carriage	
	Make/Model	Year	Make/Model	Year
Salford	Seat Toledo	2015	LTI TX4	2010

### Scenario One – Salford

Black 2015 Euro VI diesel Seat Toledo, registered with Salford City Council as a Private Hire Vehicle.

#### Clean Air Zone

As the vehicle has a Euro VI engine, it complies with the Clean Air Zone and will not be charged.

#### Minimum Licensing Standards

The vehicle complies with age and emissions but not colour under the proposed MLS. A replacement vehicle that complies with the proposed colour standard (white for PHV) would need to be obtained when the current vehicle needs to be changed to meet the age requirement (ie less than 10 years, ie before 2025)

#### Financial Support

As the vehicle is already compliant with the Clean Air Zone there is no funding available in order to upgrade.

### Scenario Two – Salford

Black 2010 diesel wheelchair accessible LTI TX4, which is licensed as a Hackney Carriage by Salford Council.

#### Clean Air Zone

The vehicle has a Euro IV engine therefore it would not comply with the proposed Clean Air Zone due for introduction in Spring 2022. However, as a Wheelchair Accessible Vehicle, it is subject to a temporary exemption from the charge, meaning it would not be liable for charging until the start of 2023, when it would be charged £7.50 each day it was used in GM.

#### Licensing Policy

As the vehicle would be more than 10 years old when MLS is introduced, it will not be re-licensable after April 2023, when a black, age and emissions compliant and wheelchair accessible vehicle must be presented for licensing as a hackney carriage.

#### Financial Support

Under the Clean Air Zone programme, subject to the award of government funding, it is proposed that financial support is available to assist in obtaining a replacement compliant vehicle, including either:

- £10,000 per vehicle for a running costs grant or a contribution for vehicle finance, for a replacement zero emissions capable vehicle.

Further UK Government funding may also be available including;

- UK government grant available of up to £7,500 for purchasing a new zero emissions capable vehicle, on top of the £10,000 grant
- UK Government grant of up to £3,000 for new plug-in vehicles.

## Outlining the effects of GM Clean Air Plan and GM Minimum Licensing Standards on licensed vehicles – Stockport

Average/Most Common Vehicle in Each District (incl. Age)				
District	Private Hire Vehicle		Hackney Carriage	
	Make/Model	Year	Make/Model	Year
Stockport	Skoda Octavia	2014	LTI TX2	2006

### Scenario One – Stockport

Blue 2014 diesel Skoda Octavia. The vehicle is licensed with Stockport Council as a Private Hire Vehicle.

#### Clean Air Zone

As the vehicle has a Euro V Diesel engine, it would not comply with the Clean Air Zone due for introduction in Spring 2022 and would therefore be charged £7.50 each day if it was used in Greater Manchester. A discounted charge of only 5 out of 7 days per week for vehicles licensed by Greater Manchester local authorities and also used as a private car is proposed.

#### Minimum Licensing Standards

As the car was registered in 2014 it would comply with MLS until 2024 when a replacement vehicle would need to be obtained and licensed, this vehicle would need to be white and must also meet emissions standards.

#### Financial Support

Under the Clean Air Zone programme, subject to the award of government funding, it is proposed that financial support may be available to assist in obtaining a replacement compliant vehicle, including either:

- A £1,000 grant or vehicle finance contribution towards a replacement compliant petrol or diesel vehicle is available;
- A £2,000 grant or vehicle finance contribution towards replacement to a hybrid or plug-in hybrid; or
- A £2,500 running costs grant for replacement with a zero emissions capable vehicle.

### Scenario Two – Stockport

Black 2006 diesel wheelchair accessible LTI TX2. The vehicle is licensed by Stockport Council as a Hackney Carriage.

#### Clean Air Zone

As the vehicle has a Euro IV and therefore non-compliant engine, it would not comply with the proposed Clean Air Zone due for introduction in Spring 2022. However, as a Wheelchair Accessible Vehicle, it is subject to a temporary exemption from the charge, meaning it would not be liable for charging until the start of 2023, when it would be charged £7.50 each day it was used in GM.

#### Minimum Licensing Standards

As the vehicle would be more than 10 years old when MLS is introduced, it will not be re-licensable after April 2023, when a black, age and emissions compliant and wheelchair accessible vehicle would need to be presented for licensing as a hackney carriage.

#### Financial Support

Under the Clean Air Zone programme, subject to the award of government funding, it is proposed that financial support is available to assist in obtaining a replacement compliant vehicle, including either:

- £10,000 per vehicle for a running costs grant or a contribution for vehicle finance, for a replacement zero emissions capable vehicle.

Further UK Government funding may also be available including;

- UK government grant available of up to £7,500 for purchasing a new zero emissions capable vehicle, on top of the £10,000 grant
- UK Government grant of up to £3,000 for new plug-in vehicles.

# Outlining the effects of GM Clean Air Plan and GM Minimum Licensing Standards on licensed vehicles – Tameside

Average/Most Common Vehicle in Each District (incl. Age)				
District	Private Hire Vehicle		Hackney Carriage	
	Make/Model	Year	Make/Model	Year
Tameside	Toyota Auris	2014	Mercedes Vito	2013

## Scenario One – Tameside

Silver 2014 diesel Skoda Octavia. The vehicle is licensed with Tameside Council as a Private Hire Vehicle.

### Clean Air Zone

As the vehicle has a Euro V Diesel engine, it would not comply with the Clean Air Zone proposed for introduction in Spring 2022 and would therefore be charged £7.50 each day if it was used in Greater Manchester. A discounted charge of only 5 out of 7 days per week for vehicles licensed by Greater Manchester local authorities and also used as a private car is proposed.

### Minimum Licensing Standards

As the car is registered in 2014 it would comply with the proposed MLS until 2024 when a replacement vehicle would need to be obtained. This vehicle would need to be white and also meet age and emissions standards.

### Financial Support

Under the Clean Air Zone programme, subject to the award of government funding, it is proposed that financial support may be available to assist in obtaining a replacement compliant vehicle, including either:

- A £1,000 grant or vehicle finance contribution towards a replacement compliant petrol or diesel vehicle is available;
- A £2,000 grant or vehicle finance contribution towards replacement to a hybrid or plug-in hybrid; or
- A £2,500 running costs grant for replacement with a zero emissions capable vehicle.

## Scenario Two – Tameside

Black 2013 diesel wheelchair accessible Mercedes Vito, licensed as a hackney carriage with Tameside Council.

### Clean Air Zone

As the vehicle has a Euro V and therefore non-compliant engine, it would not comply with the proposed Clean Air Zone due for introduction in Spring 2022. However, as a Wheelchair Accessible Vehicle, it is subject to a temporary exemption from the charge, meaning it would not be liable for charging until the start of 2023, when it would be charged £7.50 each day it was used in GM.

### Minimum Licensing Standards

As the vehicle is registered in 2013 it would not comply with the proposed MLS age requirements after 2023. Therefore, a replacement vehicle would need to be obtained before this date, when a black, age and emissions compliant and wheelchair accessible vehicle would need to be presented for licensing as a hackney carriage.

### Financial Support

Under the Clean Air Zone programme, subject to the award of government funding, it is proposed that financial support is available to assist in obtaining a replacement compliant vehicle, including either:

- £10,000 per vehicle for a running costs grant or a contribution for vehicle finance, for a replacement zero emissions capable vehicle.

Further UK Government funding may also be available including;

- UK government grant available of up to £7,500 for purchasing a new zero emissions capable vehicle, on top of the £10,000 grant
- UK Government grant of up to £3,000 for new plug-in vehicles.

## Outlining the effects of GM Clean Air Plan and GM Minimum Licensing Standards on licensed vehicles – Trafford

Average/Most Common Vehicle in Each District (incl. Age)				
District	Private Hire Vehicle		Hackney Carriage	
	Make/Model	Year	Make/Model	Year
Trafford	Skoda Octavia	2012	LTI TX4	2007

### Scenario One – Trafford

White 2012 diesel Skoda Octavia. The car is licensed with Trafford Council as a Private Hire Vehicle.

#### Clean Air Zone

As the vehicle has a Euro V diesel engine, it is not compliant with the proposed Clean Air Zone and would therefore be charged £7.50 each day it was used once it was introduced in Spring 2022. A discounted charge of 5 out of 7 days per week for vehicles licensed by Greater Manchester local authorities and also used as a private car is proposed.

#### Minimum Licensing Standards

As the vehicle was registered in 2012, it would not comply with the proposed MLS age policy after 2022, and a replacement vehicle would need to be obtained for licensing after April 2023. This vehicle would also need to be white and should meet age and emissions standards.

#### Financial Support

Under the Clean Air Zone programme, subject to the award of government funding, it is proposed that financial support may be available to assist in obtaining a replacement compliant vehicle, including either:

- A £1,000 grant or vehicle finance contribution towards a replacement compliant petrol or diesel vehicle is available;
- A £2,000 grant or vehicle finance contribution towards replacement to a hybrid or plug-in hybrid; or
- A £2,500 running costs grant for replacement with a zero emissions capable vehicle.

### Scenario Two – Trafford

Black 2007 diesel, wheelchair accessible LTI TX4 licensed with Trafford Council as a Hackney Carriage.

#### Clean Air Zone

As the vehicle has a Euro IV and therefore non-compliant engine, it would not comply with the proposed Clean Air Zone due for introduction in Spring 2022. However, as a Wheelchair Accessible Vehicle, it is subject to a temporary exemption from the charge, meaning it would not be liable for charging until the start of 2023, when it would be charged £7.50 each day it was used in GM.

#### Minimum Licensing Standards

As the vehicle would be more than 10 years old when MLS is introduced, it will not be re-licensable after April 2023, a black, age compliant and wheelchair accessible vehicle must be obtained.

#### Financial Support

Under the Clean Air Zone programme, subject to the award of government funding, it is proposed that financial support is available to assist in obtaining a replacement compliant vehicle, including either:

- £10,000 per vehicle for a running costs grant or a contribution for vehicle finance, for a replacement zero emissions capable vehicle.

Further UK Government funding may also be available including;

- UK government grant available of up to £7,500 for purchasing a new zero emissions capable vehicle, on top of the £10,000 grant
- UK Government grant of up to £3,000 for new plug-in vehicles.

# Outlining the effects of GM Clean Air Plan and GM Minimum Licensing Standards on licensed vehicles – Wigan

Average/Most Common Vehicle in Each District (incl. Age)				
District	Private Hire Vehicle		Hackney Carriage	
	Make/Model	Year	Make/Model	Year
Wigan	Ford Mondeo	2006	Toyota Prius	2009

## Scenario One – Wigan

Blue 2006 Ford Mondeo, licensed as a Private Hire Vehicle by Wigan Council.

### Clean Air Zone

As the vehicle has a Euro IV Diesel engine, it would not comply with the proposed Clean Air Zone proposed for introduction in Spring 2022, and would therefore be charged £7.50 each day it was used. A discounted charge of 5 out of 7 days per week for vehicles licensed by Greater Manchester local authorities and also used as a private car is proposed.

### Minimum Licensing Standards

As the vehicle is registered in 2006 it does not comply with the age requirements under the proposed MLS. A compliant replacement vehicle would need to be obtained, this vehicle would need to be white and must also meet emissions standards.

### Financial Support

Under the Clean Air Zone programme, subject to the award of government funding, it is proposed that financial support may be available to assist in obtaining a replacement compliant vehicle, including either:

- A £1,000 grant or vehicle finance contribution towards a replacement compliant petrol or diesel vehicle is available;
- A £2,000 grant or vehicle finance contribution towards replacement to a hybrid or plug-in hybrid; or
- A £2,500 running costs grant for replacement with a zero emissions capable vehicle.

## Scenario Two – Wigan

Silver 2009 Toyota Prius, it is licensed as a hackney carriage by Wigan Council.

### Clean Air Zone

As the vehicle is a Hybrid Electric vehicle, and therefore a Euro VI engine, it complies with the clean air zone.

### Minimum Licensing Standards

As the vehicle would be more than 10 years old when MLS is introduced, it will not be re-licensable after April 2023. Also MLS requires all hackney carriages to be wheelchair accessible. Therefore a black, compliant, and wheelchair accessible vehicle must be obtained.

### Financial Support

A UK Government grant of up to £3,000 is available for new plug-in vehicles.

## Supporting you to respond to this consultation

For support to respond to this consultation or to request copies of the summary document and questionnaire please contact [info@gmtaxistandards.com](mailto:info@gmtaxistandards.com) or **0161 244 1100**.

Support for non-English speakers is available on **0161 244 1100**

“Prosimy o kontakt przez email [info@gmtaxistandards.com](mailto:info@gmtaxistandards.com) lub telefonicznie pod numerem 0161 244 1100 po pomoc w odpowiedzi na tą konsultację lub aby móc otrzymać egzemplarze dokumentacji z podsumowaniem wraz z ankietą.

Wsparcie dla osób nie mówiących po angielsku można otrzymać pod numerem 0161 244 1100.”

“દસ્તાવેજના સારાંશ અને પ્રશ્નાવલિની નકલો મેળવવા માટે અથવા આ પરામર્શનો જવાબ આપવા માટે મદદ મેળવવા કૃપા કરીને [info@gmtaxistandards.com](mailto:info@gmtaxistandards.com) પર ઇમેઇલ દ્વારા સંપર્ક કરો

અથવા તમે 0161 244 1100 પર ટેલિફોન કરી શકો છો.

જે લોકો અંગ્રેજી નથી બોલતા, તેઓ મદદ મેળવવા, 0161 244 1100 પર ટેલિફોન કરી શકે છે.”

এই পরামর্শে সাড়া দিতে সাহায্যের জন্য অথবা সাক্ষাতি ডকুমেন্টে অর্থাৎ সারসর্মত এবং প্রশ্নমালায় কপি পেতে ইমেইলে যোগাযোগ করুন - [info@gmtaxistandards.com](mailto:info@gmtaxistandards.com)  
অথবা এই নাম্বারে ফোন করুন- 0161 244 1100

যান্না ইংরেজি বলেন না তাদের জন্য সহযোগিতার ব্যবস্থা রয়েছে, সাহায্য পেতে এই নাম্বারে ফোন করুন- 0161 244 1100

"للحصول على الدعم للرد على هذه الاستشارة أو لطلب نسخ من الوثيقة الموجزة والاستبيان، يرجى التواصل على البريد الإلكتروني [info@gmtaxistandards.com](mailto:info@gmtaxistandards.com)

أو الإتصال بالرقم 0161 244 1100.

يتوفر الدعم لغير الناطقين باللغة الإنجليزية على الرقم 0161 244 1100."

اس مشاورت کا جواب دینے میں مدد یا دستاویز کا خلاصہ اور سوالنامہ کی کاپی حاصل کرنے کیلئے براہ مہربانی ای میل [info@gmtaxisstandards.com](mailto:info@gmtaxisstandards.com) پر رابطہ کیجئے یا 0161 244 1100 پر ٹیلی فون کیجئے۔

جن افراد کو انگریزی زبان بولنے میں مدد درکار ہے وہ اس نمبر 0161 244 1100 پر فون کریں۔