

Appendix D

Telford & Wrekin Council Conditions of Licence Private Hire Vehicles

EXISTING CONDITIONS		BEST PRACTICE	PROPOSED CONDITONS	CONSULTATION RESPONSE	COMMENTS/CLARIFICATION
General Requirements					
1.1	Throughout the currency of his /her licence the holder of a Private Hire Vehicle licence shall be a fit and proper person to hold such licence. New applicants will be subject to a satisfactory Criminal Records Bureau check and all licence holders will be subject to a check every three years.	TWC Existing condition matches Dept of Transport Best Practice Guidance	Retain existing conditions	No responses in relation to this condition No response from TREDP on this issue	
2. IDENTIFICATION PLATES					
2.1	The external identification plate issued by the Council shall at all times be fixed to the outside rear of the private hire vehicle by the proprietor to the place provided by the manufacturer or in accordance with reasonable instructions of an Authorised Officer of the Council. The plate should be fitted in such a manner as to be easily removable by such officer or Police Constable.	Dept of Transport Best Practice Guidance states that it helps identification if licence plates are displayed on the front as well as the rear of vehicles.	Retain condition but simplify wording to state front and rear of vehicle “ so as to be visible to the public” New condition proposed at the end of this document. New Proposal B	LSCB – Keep condition and add condition to display additional signage on external front doors “Advance Bookings Only” Trade responses in favour of keeping condition 2.1 but wanted wording simplified.	
2.2	On the suspension of a vehicle licence and where a “Licence Expired” plate has been fitted that plate may only be removed by an Authorised Officer of the Council.	TWC Existing condition matches Dept of Transport Best Practice Guidance	Retain condition	No responses in reference to this issue	
2.3	The internal identification plates (two in number) for Executive Vehicle licences issued by the Council shall be affixed by the proprietor of the vehicle one on the nearside/left hand side of the front windscreen and one on the nearside/left hand side of the rear windscreen in a distinctly visible position that does not interfere with the drivers view of the road. Said plates will be displayed at all times in accordance with Council	TWC existing condition meets best practice in comparison with other Local Authorities	Retain condition		

	instructions.				
2.4	When a vehicle licensed for Executive work is used to carry out standard Private Hire bookings the proprietor of the vehicle and the Operator shall ensure that an approved roof sign is placed upon the vehicle in the approved manner and that said sign bears the plate number issued to that specific vehicle	Not available.	Retain condition		
2.5	The fare card where issued by the Council shall at all times be kept and maintained inside the vehicle in accordance with the reasonable instructions of an Authorised Officer of the Council.	TWC Existing condition matches Dept of Transport Best Practice Guidance	Retain condition		
2.6	The proprietor of the vehicle shall ensure the identification plates are maintained and kept in such a condition that the information contained on the plate is clearly visible to public view at all times. The identification plate remains the property of the Council and must be returned to the Council within 7 days of expiry of the vehicle licence if not renewed. Plates are not transferable except on application.	TWC Existing condition matches Dept of Transport Best Practice Guidance	Retain condition		
2.7	When a Private Hire vehicle licensed by the Council is not in use for hire and reward and instead is in use by the proprietor or driver for Social and Domestic pleasure (under the terms of the vehicles insurance), the licence plate issued by the Council shall be temporarily removed until such time as the vehicle is back in service for hire and reward when the plate shall be replaced on to the vehicle in the approved manner.	Stated Case - Benson v Boyce states once a licenced vehicle that status does not change until the licence expires, is revoked or is surrendered.	Retain condition	Responses from the trade in favour of all plates being magnetic so as to be easily removed in line with this condition.	<i>Recommend that this condition is removed as it contradicts 2.2 which says the plate can only be removed by an Authorised Officer of the Council. Also once a vehicle is licenced, its status never changes unless the licence expires, is revoked or surrendered. Benson v Boyce</i>
2.8	No vehicle which is licensed by another Local Authority or bears a licence plate issued by another Local Authority will be licensed by the Council	TWC Existing condition matches best practice of other local authorities on comparison	Retain condition	No responses on this issue	
3.	ROOF SIGNS				
3.1	External roof signs shall be the responsibility of the Operator of the company and must be kept to an approved standard. The roof signs shall be of a type and size approved by the Council and shall at all times be affixed to the roof of the private hire	TWC current condition relating to roof signs is not best practice as some councils prefer not to use them.	a) Retain b) Remove c) New proposal (detailed at end of document)	Trade responses in favour Option A – retaining roof signs as the roof signs are well-established within Telford & Wrekin area.	Newcastle-u-Tyne and Luton have roof signs on PHVs in order to aid the identification of PHVs for the public.

	vehicle by the proprietor to the place recommended by the manufacturer or in accordance with reasonable instructions of an Authorised Officer of the Council. The roof sign should be fitted in such a manner as to be easily removable by such Officer or Police Constable.	The DfT Best Practice states that in conjunction with a licence identification plate, some Local Authorities require a roof sign with words such as “pre-booked only”. It also states “ <i>But it can be argued that any roof-mounted sign, however unambiguous its words, is liable to create confusion with a taxi. So roof-mounted signs on PHVs are not seen as best practice.</i> ”		TREDP in favour of retaining current conditions. Petition from various drivers in favour of retaining existing conditions.	Regarding PHVs being confused with Hackney Carriages, Jim Button writes “ <i>In districts where all hackney carriages have to be purpose-built, whereas private hire vehicles will include saloon cars, estate cars and people carriers, the distinction will already be reasonably obvious. It is acknowledged that this argument about confusion would be much more apparent in an area where saloon-type vehicles were licensed as hackney carriages.</i> ”
3.2	All roof signs on Private Hire vehicles shall be connected to the vehicle electrical wiring system and will be illuminated when the vehicle is in service during lighting up times and /or adverse weather conditions.	As 3.1	See 3.1	See 3.1	
3.3	The proprietor of the vehicle shall ensure the roof signs are maintained and kept in such a condition that the information contained is clearly visible to public view at all times.	As 3.1	See 3.1	See 3.1	
3.4	For whatever reason, when a private hire vehicle licence is suspended the licence plate and the roof sign shall be removed by an authorised officer of the Council. The roof sign shall be kept in the custody of the Operator until such time as the vehicle is made fit again for service and the suspension lifted by the Council. Only at that point will the roof sign be returned to the vehicle proprietor/driver by the Operator.	As 3.1	See 3.1	See 3.1	
4.	TYPE OF VEHICLE				
4.1	The proprietor shall ensure that the Private Hire vehicle shall only be of the type approved for Private Hire by the council, namely a motor car or a multi- purpose vehicle built to carry up to seven passengers with factory fitted seatbelts and an	Dept of Transport Best Practice Guidance states that best practice is for local licensing authorities to adopt the	a) To retain conditions 4.1/4.2/4.4 & 4.5 b) Specify as many	Trade responses in favour of Options B and D TREDP response in favour of Option B.	<i>PHVs can carry up to 8 passengers. Recommend that “...up to seven passengers...” be replaced with “...up to eight passengers...”</i>

	<p>engine capacity not less than 1600cc. Or :-</p>	<p>principle of specifying as many different types of vehicle as possible.</p>	<p>different types of vehicle as possible or a range of general criteria which allow the trade to put forward vehicles of choice that meet the criteria. Will provide greater flexibility for new vehicle types.</p> <p>c) To agree to state a variety of vehicles ranging from four door saloon vehicles to the modern day people carriers.</p> <p>d) To add a condition that all vehicles will be considered on their own merits so long as they comply with all current and statutory requirements, inc Road Vehicles (construction and use) Regulations 1986, the Motor Vehicle (Wearing of Seatbelts) Regulations 1993 & Motor Vehicle (Wearing of seatbelts by children in front seats) Regulations</p>	<p>Police response in favour of Option A</p>	<p>Vehicle technology has developed since this condition was originally introduced which has resulted in smaller vehicles which comply with this condition, i.e. have an engine of not less than 1600cc, being licenced.</p> <p>With regard to option b – the LG(MP)A 1976 says that the vehicle should be suitable in type size and design for use as a PHV. This includes the requirement the vehicle has four doors for driver and passenger access. The traditional estate car has been superceded by people carriers (MPVs). Some local authorities do not licence these vehicles for more than 4 passengers as the middle row of seats has to be tipped forward to allow passengers to exit the vehicle from the rearmost row of seats. This is similar to having a two-door car with passengers in the back seat.</p>
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			<p>1993.</p> <p>e) To add a condition that all vehicles will be considered on their own merits so long as they comply with one of the following:</p> <ol style="list-style-type: none"> 1) European Whole Vehicle type approval 2) British National Type approval 3) British Single Vehicle approval 		
4.2	A Mini-Bus or similar purpose built vehicle designed to carry up to eight passengers (such vehicles must be wheelchair accessible).	Retain this condition as it meets best practice and is ahead of the compulsory wheelchair accessibility requirements scheduled for 2010.	Retain		
4.3	The Council shall refuse any vehicle submitted for licence which is fitted with windows to the rear of the driver and which allow less than 60% of light to be transmitted through them. Vehicles which are currently licensed and fitted with windows to the rear of the driver which allow more than 45% of light to be transmitted through them will remain licensed for a maximum period of 12 months from the date of the introduction of this condition.	Best Practice from comparison of other local authorities is to permit factory fittings only, or 50% tint permitted.	<p>Options</p> <ul style="list-style-type: none"> • a) To retain current condition • b) 50% tint permitted • c) To permit factory fitted options only • d) To include customised retro fit • e) To permit b), c) or d) above for executive vehicles only 	<p>Trade response consensus in favour of Option C – to permit factory fitted options only.</p> <p>Telford Race Equality & Diversity partnership (TREDP) in favour of what was best practice.</p> <p>TWS response in favour of conditions in relation to tinted windows to be the same for PHV and Executive Vehicles. Stated that some factory fittings do not meet current TWC conditions and can cause problems for them.</p>	<p>Recommend that if the current condition is retained that the following sentence should be removed as it was included to allow “Grandfather Rights” when this condition was introduced in 2005. <i>“Vehicles which are currently licensed and fitted with windows to the rear of the driver which allow more than 45% of light to be transmitted through them will remain licensed for a maximum period of 12 months from the date of the introduction of this condition.”</i></p>

				<p>Petition from various PHV drivers in favour of Option C.</p> <p>Police response in favour of Option C.</p>	<p>The current condition has caused problems for some members of the trade when purchasing new vehicles as the standard Manufacturer tint is usually below 60% and it has been almost impossible in some cases for members of the trade to obtain replacement windows which allow 60% of light through.</p>
4.4	<p>All vehicles submitted for licensing shall hold M1 Category European Whole Vehicle Type Approval.</p>	<p>Dept of Transport Best Practice Guidance states that best practice is for local licensing authorities to adopt the principle of specifying as many different types of vehicle as possible, and was in favour of setting down a general criteria , leaving it open to the taxi and PHV trades to put forward vehicles of their own choice which can be shown to meet those criteria. This permits greater flexibility.</p>	<p>See 4.1 for options</p>	<p>Consultation Meeting of drivers and vehicle owner's consensus in favour of Option B.</p> <p>TREDP response in favour of Option B</p> <p>Police response in favour of Option A</p>	
4.5	<p>In the absence of a readily available purpose built vehicle the Council will create a Special Types Category for converted or adapted Mini - Buses to carry up to eight passengers. Such vehicles will be licensed by the Council for hire and reward providing that in the main they can cater for the transportation needs of the ambulant disabled. It is intended that this policy will be reviewed from time to time if suitable purpose built vehicles become available.</p>	<p>Dept of Transport Best Practice Guidance states that best practice is for local licensing authorities to adopt the principle of specifying as many different types of vehicle as possible</p>	<p>See 4.1 for options</p>	<p>TREDP response is favour of Option B</p> <p>Police response in favour of Option A</p>	
4.6	<p><u>Limousines</u></p>	<p>Dept of Transport Best</p>	<p>Retain conditions</p>	<p>This issue is not intended to be resolved by this review and</p>	

	<p>In the absence of any national standards set to help Local Authorities deal with the licensing of stretched limousines the council will regard such vehicles as in the Special Types Category and upon application will licence them until further notice as standard Private Hire vehicles. The need for legislation to cover the operation of this type of vehicle is being considered by D. o .T. In the interim any vehicle that is licensed shall comply to the councils five year age limit and shall be subjected to Compliance Standard testing under the Road Vehicles (Construction & Use) Regulations 1986 and all existing conditions relating to licensed Private Hire vehicles. The Council reserves the right to amend conditions relating to these vehicles as and when required.</p>	<p>Practice Guidance is in favour of such vehicles being licensed by local authorities as they believe that these vehicles have a legitimate role to play in the private hire trade and meet a legitimate demand.</p> <p>However the Department of Transport is currently revising its guidance on the licensing arrangements for stretched limousines.</p>	<p>a) Retain the current conditions and continue to licence such vehicles as they meet a legitimate public and business demand.</p> <p>b) To amend conditions that the Licensing officer will require sight of the Single Vehicle Approval (SVA) certificate to ensure that the vehicle was tested by VOSA before being registered and licensed by the DVLA.</p> <p>1) European Whole vehicle type approval 2) British National Type approval 3) British Single vehicle approval</p>	<p>will require further investigation, and consultation, however this was an opportunity to gather viewpoints on this issue.</p> <p>Trade view on this was in favour of option a.</p> <p>Police in response of option b</p>	
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4.7	For reasons of safety Proprietors of such vehicles shall simultaneously engage, the services of two licensed Private Hire drivers at any time that the vehicle is used for hire and reward and it shall only be licensed by the Council for seven fare paying passengers. As and when new legislation, directives and/or new conditions are introduced the Council reserves the right to adopt any such measures without further notice.	See 4.6	See 4.6	See 4.6	The need for two drivers was because the vehicles are left hand drive and longer than standard PHVs.
4.8	All vehicle proprietors must obtain written consent from the council prior to licensing Mini-Bus derivatives, Limousines or any other vehicle (converted or adapted) which may or may not fall into the Special Types Category. Such vehicles must not be purchased until it is clear, in writing, that the council is prepared to licence them for hire and reward.	See 4.6	See 4.6	See 4.6	
4.9	Vehicles equipped with Space Saver / Skinny/ Get you home tyres will not be licensed by the Council. All Private Hire vehicles must be fitted with manufacturers approved tyres of the same size and type including the spare wheel.	Best practice based on comparison of other local authorities concur with Option C.	Options a) All Space saver tyres and equivalent to be licensed b) No restrictions other than manufacturers standards c) A designer spare wheel/ or fixing kit that conforms to the manufacturers original design will be accepted for use only on journeys en-route to the garage for a replacement tyre to be fitted.	Trade response in favour of replacing condition with Option B. TREDP response in favour of Option B Police response and response from various drivers in favour of Option B	
4.10	The Council will only licence suitable vehicles which do not exceed the age limit for motor cars and Multi Purpose Vehicles of five years or the age limit for a purpose built or adapted minibus of six years.	Dept of Transport Best Practice Guidance on this issue felt that age limits could be seen as "arbitrary and	a) Retain b) Remove age limits so long as vehicles continue to pass the requisite testing.	Trade response in favour of extending age limits to 6 years (as a compromise between current condition and best practice & no vehicle to be	

		<p>inappropriate”, but are in favour of a greater frequency of testing for older vehicles. This view concurs with option B, C, and D</p>	<p>c) Remove age limits and amend the frequency of the compliance of the testing due to high mileage and wear and tear of vehicles.</p> <p>d) To extend the age limit for vehicle to 7 years. Vehicles to be tested every 6 months from 5 years to 7 years in line with best practice guidance.</p> <p>e) To adapt a policy of exceptional circumstances under which a vehicle maybe licensed past the age limit, subject to the consent of the Council, provided it remains of a standard of mechanical and structural fitness to gain the necessary Compliance Certificate and provided there has been and is a strict observance of all other of the requirements and be of such condition that it would otherwise meet the standard which could reasonably be expected of a vehicle which does not exceed the age limit by virtue of one or more of the following:</p>	<p>over 5 years of age when first licensed.</p> <p>Trade response also in favour of vehicles being tested every 6 months from 5 years of age and over.</p> <p>TREDP response in favour of options B, D & E</p> <p>Petition response submitted by trade in favour of extending age limits to 7 years.</p>	
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			<p>(i) Exceptional maintenance and repair (ii) Low mileage (iii) Make of vehicle (classic cars) (iv) Exceptional interior and exterior</p>		
4.11	<p>The vehicle must not be of a type approved by the Council for Public Hire. (Hackney Carriage).</p>	<p>TWC current condition is in line with best practice by comparison with other local authorities</p>	<p>Retain</p>	<p>No response from trade. No response from TREDP on this issue</p>	<p>The LG(MP)A 1976 s48(1)(a)(ii) states "...a district council shall not grant a Private Hire Vehicle licence unless they are satisfied (a) that the vehicle is (ii) not of such design and appearance as to lead any person to believe that the vehicle is a hackney carriage". TWC currently licence 9 Eurocabs (of varying makes and models) as PHVs. These vehicles all have wheel chair accessibility. (See Hackney Carriage Schedule of Proposals.)</p>
4.12	<p>The current Telford & Wrekin guidance on executive vehicles provides a list of vehicles and trim levels as a guide to what vehicles are considered appropriate to be licensed as executive vehicles. The list is not exhaustive and each vehicle will be judged on its merits. If an operator is thinking of asking the Licensing Team to licence another type of vehicle they are advised to speak to a member of the Licensing Team in advance of purchasing the vehicle.</p> <p>The current guidance also states that:</p> <ul style="list-style-type: none"> • a) The vehicle must be immaculate condition. • b) The vehicle needs to be large enough to carry at least three passengers and their luggage. • c) The vehicle will have air conditioning or climate control and alloy wheels. 	<p>Practice on this issue varies across the country based on comparison of other local authorities.</p>	<p>Options :</p> <ul style="list-style-type: none"> a) To add to the existing list with more vehicle types. b) To keep the existing list and assess vehicles on a case by case basis. <p>The criteria for granting executive status is dependent on the type of vehicle as stated above, and the type of work the vehicle is going to do.</p>	<p>Trade response in favour of keeping the existing list, but feel it would be appropriate to add to the list (with consultation) as and when the situations arise.</p> <p>Trade response also in favour of making executive work only for executive vehicles and executive vehicles not being able to carry out non executive private hire work.</p> <p>TREDP response in favour of Option B</p> <p>Police response in favour of option B</p>	<p>Recommend that vehicle owners applying for executive status for their PHV should produce to the Licensing Officer written confirmation from their PHO that the vehicle will be carrying out executive work.</p> <p><i>Condition 4.12 d). Recommend for the purposes of consistency (if retained) this is changed to same as 4.3 above.</i></p>

	<ul style="list-style-type: none"> d) The vehicle may have tinted windows but not so strong that you cannot see into the vehicle. e) The vehicle must be maintained to a very high standard. f) The passenger capacity will be restricted to the number of seats for adults. <p>The list of current types and makes of vehicle will normally be licensed as executive vehicles if they comply with the above criteria:-</p> <ul style="list-style-type: none"> Mercedes Benz E and S Class – all models. BMW 5 and 7 Series – all models. Jaguar S and XJS types – all models. Audi A6 – all models. Peugeot 607 – all models. Volvo S80 – all models. Skoda Superb – all models. Vauxhall Omega – all models. MVPs Ford Galaxy or equivalent – Ghia models. Ford Tourneo 7 seater models. Renault Espace – all models. Mercedes V Class – all models. Peugeot 807 or equivalent – all models. VW Caravelle – SE models or above. 				
5. CONDITION OF VEHICLE					
	The proprietor shall ensure that:-				
5.1	The Private Hire vehicle shall be maintained in a sound mechanical electrical and structural condition at all times and be capable of satisfying the council's mechanical electrical and structural inspection at any time during the continuance of the vehicles licence.	TWC current condition is best practice in line with other local authorities.	Retain	Police response in favour of retaining conditions.	
5.2	The interior and exterior of the vehicle shall be maintained in a clean safe condition by the proprietor.	TWC current condition is best practice as compared with other local authorities	Retain	Police response in favour of retaining conditions.	
5.3	Provide sufficient means by which any person in a Private Hire vehicle may communicate with the driver during the course of the hiring.	As 5.2	Retain	Police response in favour of retaining conditions.	

5.4	Cause the interior of the vehicle to be kept wind and water tight.	As 5.1	Retain	Police response in favour of retaining conditions.	
5.5	Provide any necessary window and means of opening and closing the same with not less than one window on each side of the passenger compartment.	As 5.2	Retain	Police response in favour of retaining conditions.	
5.6	Cause the seats in the passenger compartment to be cushioned and covered.	As 5.2	Retain	Police response in favour of retaining conditions.	
5.7	Cause the floor in the passenger compartment to be covered with a proper carpet, mat or other suitable covering.	As 5.2	Retain	Police response in favour of retaining conditions.	
5.8	The vehicle shall at all times, whilst in service for hire and reward, display a current Vehicle Road Fund Excise Licence.	As 5.2 This is also a legislative requirement	Retain	Police response in favour of retaining conditions.	Recommend removing condition as it is a legislative requirement.
6.	FIRE EXTINGUISHER – FIRST AID KIT- CHILD SAFETY SEATS AND ADDITIONAL EQUIPMENT				
6.1	FIRE EXTINGUISHER –CONSTRUCTION & USE REGULATIONS – SCHEDULE 7				
	Must be suitable to the risk and is to be carried in the vehicle at all times. It must be a fire extinguisher no smaller than 1.0kg incorporating a built in pressure gauge and to contain dry powder or water or other chemical reagent recommended for use in vehicle fires. The extinguisher should be securely fitted to the vehicle in such position as to be, easily accessible, readily available and must comply with BS 5423 and/or EN3 Standard The extinguisher shall be a testable item on the Compliance Standards Testing of licensed Private Hire vehicles.	TWC is best practice as in accordance with relevant legislation	Retain	TREDP response in favour of retaining conditions 6.1 – 6.4 Police response in favour of retaining conditions.	
6.2	FIRST AID KIT–ROAD VEHICLES CONSTRUCTION & USE REGULATIONS 1986 SCHEDULE 7				
	A standard size and type of first aid equipment which complies with the requirements laid down by the Department of Transport for mini-buses, in accordance with regulation 43. This is a testable item for the purposes of Compliance Standard Testing of licensed Private Hire vehicles.	TWC is best practice as in accordance with relevant legislation	Retain	See 6.1 Police response in favour of retaining conditions.	
6.3	CHILD SAFETY SEATS				
a)	The Vehicle Proprietor in conjunction with the Operator and the Driver, shall provide and make	TWC is best practice as in accordance with	Retain	Some of the trade expressed the opinion to remove the “and	The Motor Vehicles (Wearing of Seat Belts)

	available to any customer so requesting, an approved infant or booster seat to facilitate the safe conveyance of children during Private Hire Vehicle bookings. (The number of seats held by the company shall be determined by the Operator and the Vehicle Proprietor in accordance with an assessment of supply and demand) All seats provided shall conform to U. N. Safety Standards R44.03	relevant legislation		the vehicle proprietor” section so this applies to operators only TREDP response in favour of retaining conditions 6.1 – 6.4 Police response in favour of retaining conditions.	Regulations 1993 attached at Appendix B to this Report <i>Recommend that this condition be removed as it is more appropriate to and included in the Private Operator Conditions.</i>
b)	The Vehicle Proprietor in conjunction with the Operator and the Driver shall ensure that any infant seat used during a Private Hire booking will be used in accordance with the manufacturer's instructions.	TWC is best practice as in accordance with relevant legislation	Retain	Some of the trade expressed the opinion to remove the “and the vehicle proprietor” section so this applies to operators only TREDP response in favour of retaining conditions 6.1 – 6.4 Police response in favour of retaining conditions.	<i>Recommend that this condition be removed as it is more appropriate to Drivers and Private Operator Conditions.</i>
c)	Based upon supply and demand, the Proprietor in conjunction with the Operator and Driver shall decide, whether or not the child safety seats provided by them are kept at the company base, and made available to drivers as and when required, or kept upon selected licensed vehicles or both.	TWC current condition is best practice as compared with other local authorities	Retain	Some of the trade expressed the opinion to remove the “and the vehicle proprietor” section so this applies to operators only TREDP response in favour of retaining conditions 6.1 – 6.4	<i>Recommend that this condition be removed as it is more appropriate to and included in the Private Operator Conditions.</i>
6.4 Light Trailers					
a)	Upon application the Council will provide a licence for a Light Trailer for the purpose of conveying the hirer's additional luggage or goods where such items cannot be safely stored in the Private Hire vehicle for the duration of the journey. The licence shall be in force for one year and renewable thereafter. The licence fee shall be half of the current fee set for a Private Hire or Hackney Carriage vehicle.	TWC 6.4b – f, h & K are in line with best practice by comparison to other local authorities. 6.4 a, g & j are not in line with best practice	Options: a) retain 6.4 b – f, h & K b) remove 6.4 a, g & j	Trade consensus in agreement with retaining those detailed at option A and removing those at option B TREDP response in favour of retaining conditions 6.1 – 6.4 Police response in favour of keeping existing conditions. No further specification made.	
	All Trailers must be of a design such that when	See 6.4a	Retain	See 6.4a	

b)	close coupled to the prime mover (the vehicle towing it) it does not interfere in any way whatsoever with the operation of any rear door, emergency exits or wheelchair access ramps etc.				
c)	If the unladen weight of any Trailer submitted for testing exceeds 1,200kgs, a prescribed Ministry Plate must be fitted to the nearside of the Trailer except where said Trailer is fitted with parking brakes and brakes that act automatically on the overrun of the Trailer.	See 6.4a	Retain	See 6.4a	
d)	In any case all Trailers shall meet the braking requirements in accordance with the type and size of said Trailer.	See 6.4a	Retain	See 6.4a	
e)	All such Trailers shall not exceed the gross weight limit of 3,500kgs but in all cases the proprietor should consult the vehicle handbook regarding manufacturer's recommendations particularly where unbraked trailers may be in use.	See 6.4a	Retain	See 6.4a	
f)	All Trailers will be subjected to a Compliance Standards check and if found to be satisfactory, issued with a one-year certificate.	See 6.4a	Retain	See 6.4a	
g)	The Trailer shall be issued with a vehicle licence plate, which shall be fitted to the Trailer in the approved manner and thereafter for all intents and purposes said Trailer shall be regarded as a licensed vehicle.	See 6.4 a	Delete	See 6.4a	
h)	The Trailer shall be fitted with a rigid hard top and shall be sealed against rain and water to protect luggage and goods.	See 6.4a	Retain	See 6.4a	
j)	The Trailer shall carry an appropriate spare wheel and correctly inflated spare tyre at all times that it is in use for hire and reward. Such wheel and tyre shall be the same size as the other road wheels on the Trailer. "Spacesaver, Skinny" or "Get you home" wheels and tyres are not acceptable.	See 6.4a	Delete	See 6.4a	
k)	The owner/operator of the Trailer shall ensure that the material facts are disclosed to the Insurer and that adequate insurance cover is arranged for the carriage of luggage and/or goods and proof of such cover is to be provided to the council.	See 6.4a	Retain	See 6.4a	

7. SIGNAGE					
7.1	The following signs and notices will be displayed on licensed private hire vehicles during the currency of the Licence:-	TWC Conditions 7.1 a – e in line with best practice of other local authorities	Retain	Police response in favour of retaining existing conditions.	
a)	Notices issued from time to time by Telford & Wrekin Council for the information of the traveller.	See 7.1	Retain	Police response in favour of retaining existing conditions	
b)	A copy of the approved table of fares displayed in a clearly visible position (if required).	See 7.1	Retain	Police response in favour of retaining existing conditions	
c)	A sign stating 'Seat Belt Regulations – Seat Belts must be worn'	See 7.1	Retain	Police response in favour of retaining existing conditions	
d)	A sign bearing the words 'First Aid Kit Carried' fixed to the rear bodywork of the vehicle.	See 7.1	Retain	Police response in favour of retaining existing conditions	
e)	A sign on both rear passenger windows of the vehicle as issued by the Council regarding No Smoking.	See 7.1	Retain	Police response in favour of retaining existing conditions	
8. ADVERTISEMENTS					
8.1	No form of advertising is permissible on any licensed Private Hire vehicle.	TWC current condition is in line with best practice as compared with other local authorities.	Retain	Police response in favour of retaining existing conditions	
8.2	The proprietor shall not display or suffer or permit to be displayed on or from his/her premises or from any other place or from any licensed Private Hire vehicle, any sign or notice which consists of or includes the word Taxi or Cab whether in the singular or plural or any word of similar meaning or appearance to any of those words, whether alone or as part of another word, except where the Operator also makes Hackney Carriages available for hire and on such sign or notice must indicate that he/she also operates Private Hire vehicles(with letters of a size not less than those used for the word or words aforementioned.)	TWC current condition is in line with best practice as compared with other local authorities. Regarding the PHV it is a legislative requirement not to display the word TAXI on the vehicle.	Retain	Police response in favour of retaining existing conditions	
8.3	The Proprietor shall ensure that any roof sign attached to any licensed Private Hire vehicle owned or operated by them displays the company name and telephone contact number and nothing else save for "Advance Bookings Only" which shall be clearly visible and legible at all times on the front of the roof sign.	Refer to 3.1	Refer to 3.1 which discusses roof signs in more depth.	Police response in favour of retaining existing conditions	Refer to 3.1 above
8.4	The Proprietor shall ensure that no Executive	TWC current condition is	Retain	Police response in favour of	See condition 4.12 above.

	vehicle owned or operated by them bears any form of advertising whatsoever other than that described in 8.3 above and in any case only when that vehicle is carrying out standard private hire bookings when it must display a roof sign.	in line with best practice as compared with other local authorities.		retaining existing conditions	
9	PASSENGERS				
9.1	The Licence holder shall at all times when a vehicle is hired take all reasonable steps to ensure the safety of passengers conveyed therein and persons entering and alighting from the vehicle.	TWC current condition is best practice as compared with other local authorities	Retain	Trade response in favour of retaining current conditions Police response in favour of retaining existing conditions	
9.2	The proprietor or the driver shall not permit more than the prescribed number of persons to travel in the vehicle than the number of persons the vehicle is licensed to carry.	TWC current condition is best practice as compared with other local authorities. This is also a legal requirement.	Retain	Trade response in favour of retaining current conditions Police response in favour of retaining existing conditions	Recommend removing condition as it is a legislative requirement.
10	METERS				
10.1	If a proprietor wishes to fit a meter to a private hire vehicle the proprietor shall follow the procedures approved by the Council relating to the type of meter and the setting of fare scales and the calibration and testing of such a meter.	TWC current condition is best practice as compared with other local authorities	Retain	Trade response in favour of retaining current conditions Police response in favour of retaining existing conditions	There is no power that enables a local authority to require a meter to be fitted but if one is fitted, LG(MP)A 1976 applies. However, if a meter is fitted, it has to be tested and approved, there is still no power for the local authority to set a fare. Therefore, "the setting of fare scales" should be removed from this condition.
a)	The proprietor shall, if the vehicle is fitted with a meter, cause it to be installed and calibrated in the approved manner prior to testing by the Council and for it to be located within the vehicle in accordance with the reasonable instructions of an Authorised Officer.	as 10.1	Retain	as 10.1	
b)	The licence holder shall not cause the fare recorded thereon to be cancelled until the hirer has had a reasonable opportunity of examining it and has paid the fare.	As 10.1	Retain	As 10.1	<i>Recommend removing this condition as it is more appropriate to being a driver condition than a proprietor one. The proprietor could not control this.</i>
c)	The licence holder shall ensure that the meter is	As 10.1	Retain	As 10.1	

	sufficiently illuminated that when in use it is visible to all passengers.				
d)	The licence holder shall ensure that the meter is only brought into action at the commencement of the hirer's journey and the correct tariff for that journey is displayed.	As 10.1	Retain	As 10.1	<i>Recommend removing condition as it is a legislative requirement.</i>
e)	The proprietor shall cause the meter to be maintained in a sound electrical and mechanical condition at all times.	As 10.1	Retain	As 10.1	
f)	The proprietor shall not use or permit to be used a meter that the Council has not sealed to prevent unauthorised adjustment of the meter.	As 10.1	Retain	As 10.1	
g)	The proprietor undertakes to ensure that the meter will not be replaced without written prior permission of an Authorised Officer of the Council and that any replacement meter conforms to all other conditions and be tested and sealed at the earliest opportunity.	As 10.1	Retain	As 10.1	
h)	The proprietor shall notify the council prior to any proposed fare scale changes and shall cause the meter to be altered accordingly and retested before recommencing service for hire and reward.	As 10.1	Retain	As 10.1	
j)	Any Private Hire vehicle so fitted with a meter must be equipped with the standard size tyres as approved by the manufacturer of the vehicle. Retrofitted low profile tyres which will affect the performance and accuracy of a meter are not acceptable if fitted <u>after the meter has been tested and sealed</u> . Any such tyres of a low profile type must be fitted <u>before</u> the meter is tested. Any contravention of this condition will result in the immediate suspension of a Private Hire Vehicle licence.	As 10.1	Retain	As 10.1	
11	FARE TABLES				
11.1	The proprietor shall, where the vehicle is fitted with a meter, ensure that a copy of the current fare table supplied by the Council from time to time is exhibited inside the vehicle at all times in the location provided by the manufacturers of the vehicle or in accordance with the reasonable	This is duplicated elsewhere in conditions	Remove 11.1 & 11.2 as they are duplications of details under 7.1b)	Trade response in favour of removing conditions Police response in favour of retaining existing conditions	Whilst the Council cannot lawfully set the fares, the fare table should be approved by the Council to ensure it complies with the calibration of the meter.

	instructions of an Authorised Officer of the Council.				
11.2	The proprietor, where the vehicle is fitted with a meter, undertakes to ensure that the fare table is not concealed from view or rendered illegible while the vehicle is for hire.	As 11.1	As 11.1	As 11.1	
12	INSPECTION OF VEHICLE AND METERS				
12.1	A licensed private hire vehicle and any meter affixed to the vehicle may be inspected and tested by an Authorised Officer of the Council or by a Police Officer at all reasonable times.	TWC current condition is best practice as compared with other local authorities.	Retain	Trade response in agreement with retaining conditions Police response in favour of retaining existing conditions	
12.2	If the Authorised Officer or Police Constable inspecting the vehicle is not satisfied as to the fitness of the vehicle or the accuracy of the meter, he may without prejudice to the provisions of Condition 7 (a-f) in relation to vehicles or meters, give written notice to the Proprietor to make the private hire vehicle and/or meter available for further inspection and testing at such reasonable time and place as may be specified, and the vehicle licence may be suspended until the Authorised Officer or Police Constable is satisfied as to the vehicle's fitness or as to the accuracy of the meter.	TWC current condition is best practice as compared with other local authorities.	Retain	Trade response in agreement with retaining conditions Police response in favour of retaining existing conditions	<i>Recommend delete "without prejudice to the provisions of Condition 7 (a-f) in relation to vehicles or meters,"</i>
13	INSURANCE				
13.1	During the currency of the vehicle licence, the Proprietor shall keep in force, in relation to the use of the vehicle as a Private Hire vehicle, a policy for Private Hire insurance and security complying with the provisions of Section 145 of Part VI Road Traffic Act 1988 which covers third party liability both in respect of physical injury or death AND in respect of damage to personal belongings. The certificate of insurance shall be produced to an Authorised Officer of the Council for inspection whenever required.	This is a legislative requirement.	Retain	Trade response in agreement with retaining condition Police response in favour of retaining existing conditions	
13.2	If the Proprietor fails to produce a certificate of	This is a legislative	Retain	Trade response in agreement	

	insurance cover on request he shall produce it forthwith, or within 7 clear days of the request to any Authorised Officer of the Council. Failure to comply with these provisions shall result in automatic suspension of the vehicle licence (and may lead to the ultimate revocation of the Licence, if a certificate is unable to be produced which confirmed that insurance cover was in place at the date of the original request).	requirement.		with retaining condition Police response in favour of retaining existing conditions	
13.3	Insurance certificates or cover notes issued to cover "any vehicle" or "any driver" must be accompanied by "any vehicle and/or any driver" schedule(s) together with a signed statement of undertaking by the insurance policy holder that the said schedule(s) does not contain information or details relating to vehicles and drivers which would fall into exemptions stipulated by the Insurance Company when the policy was issued.	TWC current condition is best practice as compared with other local authorities.	Retain	Trade response in agreement with retaining condition. Police response in favour of retaining existing conditions	
13.4	The proprietor shall provide proof of Public Liability Insurance to the council to the value of £1,000,000.	TWC current condition is best practice as compared with other local authorities.	Retain	Some trade responses wanted this amount to be raised to be brought in line with the value required for School Contracts with Transport at Telford & Wrekin Council Police response in favour of retaining existing conditions	TWC Transport requirements for School Contracts is : "Indemnity for death/injury must be unlimited. The lowest limit of indemnity for property must normally be £5 million. In certain circumstances the Council, may upon application, accept a lower limit for property damage"
14.	CONVICTIONS				
14.1	The proprietor of the vehicle shall notify the Council of any conviction recorded against him or her by any court within 7 days of such a conviction being imposed.	TWC current condition is best practice as compared with other local authorities.	Retain	Some trade responses wanted the condition removed. Some trade response wanted the 7 days to be increased to 21 days. Police response in favour of retaining existing conditions	

15. TWO WAY RADIOS					
15.1	The proprietor shall ensure that any radio equipment fitted to his/her vehicle is correctly licensed by the relevant authority and is fitted to vehicle in the approved manner. It must at all times be kept in a safe and sound condition and maintained in proper working order and that the use of any such system must be disclosed to the proprietor's insurance company.	TWC current condition is best practice as compared with other local authorities.	a) Retain OR b) Remove conditions and have a separate policy for the installation of various equipment types that can be updated more frequently to reflect current technology.	Trade responses in favour of this condition being retained Police response in favour of option B.	
15.2	The Operator shall allocate a radio/computer call sign to any vehicle on their system (including executive vehicles) and that call sign shall be the plate number of the licensed vehicle.	TWC current condition is best practice as compared with other local authorities.	See 15.1 for options on conditions 15 - 18	Trade responses in favour of this condition being retained Police response in favour of option B.	
16. CITIZEN BAND RADIOS					
16.1	The proprietor shall ensure that no Citizen Band Radios are fitted or used in any private hire vehicle during the currency of the Licence.	Unable to find best practice on this as outmoded.	See 15.1 for options on conditions 15 - 18	Trade response to remove this condition as outdated. Police response in favour of option B.	
17. RADIO SCANNING DEVICES					
17.1	The proprietor shall ensure that no Radio Scanning Device of whatsoever type is fitted to, or carried in or used in the vicinity of any private hire vehicle during the currency of the Licence.	Unable to find best practice on this	See 15.1 for options on conditions 15 - 18	Trade responses in favour of this condition being retained Police response in favour of option B.	
18. CCTV CAMERAS					
18.1	Private Hire proprietors may, subject to the written approval of the Council, install and use an approved visible closed circuit TV surveillance camera in their vehicles, for the purposes of	TWC current condition is best practice as compared with other local authorities.	See 15.1 for options on conditions 15 - 18	Trade responses in favour of this condition being retained Police response in favour of	

	personal safety and as a deterrent only.			option B.	
18.2	If an approved camera is fitted a sign must be displayed inside the vehicle, visible to passengers, stating 'Closed Circuit TV Surveillance in Operation'. Similar signs shall be displayed outside the vehicle to warn prospective customers of the possible use of the surveillance camera. Such signs must not impede the driver's view of the road and shall be in discernible colours and to be no greater than 950 mm x 110mm in size.	TWC current condition is best practice as compared with other local authorities.	See 15.1 for options on conditions 15 - 18	Trade responses in favour of this condition being retained Police response in favour of option B.	
19.	TELEPHONES				
19.1	No telephone of whatsoever type will be permitted to be used by the Private Hire driver in any Private Hire car whilst the vehicle is in motion. Any incoming or outgoing calls made on such telephones will be made or accepted when the vehicle is not in a line of traffic on the highway and is stationary, preferably parked off the road with the handbrake properly applied.	To remove this condition is best practice as compared with other local authorities.	Remove 19.1 as now superseded by other legislation.	Trade response in favour of removal of condition. Police response in favour of removal of condition	The condition is covered in PHD conditions of licence.
20.	ACCIDENTS				
20.1	The proprietor of a Licensed private hire vehicle shall, notwithstanding his/her responsibilities under the Road Traffic Act, report to the Council as soon as possible, or in any event within 72 hours, any accident involving a Private Hire vehicle in their control.	TWC current condition is best practice as compared with other local authorities.	Retain	Trade responses in favour of retaining the condition. Some responses wanted the condition amended to state "Serious accident damage only" or to state that if the damage was repairable within 72 hours did not need to report. Police response in favour of retaining conditions	
21.	PRIVATE HIRE VEHICLE LICENCE				
21.1	The Borough of Telford & Wrekin Council may suspend, revoke or refuse to renew a vehicle licence on the following grounds:	TWC current condition is best practice as compared with other local authorities.	Retain	Trade responses in favour of retaining condition TREDP response in favour of retaining condition	Recommend delete this condition as it is a statutory provision.

		Enshrined in legislation		Police response in favour of retaining conditions	
a)	The vehicle is unfit for use as a Licensed private hire vehicle.	Enshrined in legislation	Retain	See 21.1	
b)	The Proprietor or Driver has committed an offence under, or failed to comply with, the provisions of the Acts, which are summarised in part 3.	Enshrined in legislation	Retain	See 21.1	
c)	Any other reasonable cause.	Enshrined in legislation	Retain	See 21.1	
21.2	The Council must give notice of the grounds for doing so within 14 days.	Enshrined in legislation	Retain	Some trade responses wanted this condition to be reduced to 7 days Most trade responses in favour of retaining condition. TREDP in favour of keeping condition Police response in favour of keeping condition	Legislation states within 14 days. <i>However recommend delete this condition as it is a statutory provision.</i>
22. TRANSFER OF INTEREST IN A VEHICLE					
22.1	If a Proprietor of a Licensed private hire vehicle transfers his interest in whole or in part in the vehicle to any other person not specified in the vehicle licence he must notify the Council within 14 days stating the name and address of the person to whom he has transferred his interest in the vehicle.	Reflects legislation LG(MP)A 1976 s49	Retain	Trade responses in favour of retaining condition TREDP response in favour of keeping condition Police response in favour of retaining condition	<i>This is a statutory provision, but as a condition is serves to remind the licence holder.</i>
23. TRANSFER OF LICENCE TO A NEW VEHICLE					
23.1	The Proprietor of a Licensed private hire vehicle wishing to replace a licensed vehicle with another vehicle must apply for a new vehicle licence. The Proprietor will be required to supply to the council all relevant information relating to the new vehicle	TWC current condition is best practice as compared with other local authorities.	Retain	Trade responses in favour of retaining condition TREDP response in favour of keeping conditions	

				Police response in favour of retaining condition	
23.2	An appointment to test the new vehicle will not be made by the council unless the vehicle is available for immediate inspection and in any case no more than 48hours in advance. The proprietor must also undertake to licence the vehicle immediately after testing.	TWC current condition is best practice as compared with other local authorities.	Retain	See 23.1	
23.3	A fee will be paid at the Council approved Testing Station for the mechanical and electrical inspection of the replacement vehicle before the licence is transferred.	TWC current condition is best practice as compared with other local authorities.	Retain	See 23.1	
23.4	It must be noted by all vehicle proprietors that under no circumstances will vehicle licences be transferred unless the transfer relates to a permanently replaced vehicle such as one to replace another vehicle taken out of service due to age limits or written off or for similar reasons. Licences of vehicles that are temporarily of the road (with mechanical defects or awaiting spares etc) and can be brought back into service at a later date will not qualify for such licence transfers.	TWC current condition is best practice as compared with other local authorities.	Retain	See 23.1	
24.	PARKING AND PLYING FOR HIRE				
24.1	All vehicles, as soon as they have dropped passengers shall, unless prevented by another prior booking; return to the operator's licensed base of operation or other approved parking area to await further bookings or instructions. Approved parking areas are as follows; 1. Randlay Lorry Park Randlay 2. Legges Way Car Park Madeley 3. Grainger Drive Playing Fields Car Park Leegomery 4. Water Lane Car Park Newport.	Best practice on this issue varied across authorities. Some had designated areas other didn't.	Retain	Trade responses in favour of more designated parking spaces and of amending the condition to remove the part that they should return to base. They felt that in light of fuel prices that so long as they were legally parked and not parked in a place of "public resort" they should be permitted to park anywhere.	<i>Recommend remove this condition as it is more appropriate to Driver Conditions.</i>

	No licensed Private Hire driver shall park within district centres or outside places of public resort without a prior booking or for the purpose of taking rest breaks or for any other reason.				
24.2	From time to time, and after consultation with the Private Hire trade, approved parking areas may be changed or additional areas adopted by the Council.	See 24.1	Retain	See 24.1	
25	TOUTING - CRIMINAL JUSTICE & PUBLIC ORDER ACT 1994				
25.1	The Licensee shall not while driving or in charge of a Private Hire vehicle;	Legislative requirement	Retain		
a)	Tout or solicit on a road or other public place any person to hire or be carried for hire in a Private Hire vehicle, or	Legislative requirement	Retain		
b)	cause or procure any other person to tout or solicit on a road or other public place any person to hire or to be carried in any Private Hire vehicle. In this condition; "road means any highway or other road to which has access including bridges over which a road passes".	Legislative requirement	Retain		Recommend remove this conditions as it is a statutory provision.
26	ADDITIONAL CONDITIONS				
26.1	This list of conditions is not finite and additional information regarding all aspects in detail of all areas of Private Hire Operator, vehicle and driver licensing can be found in the official handbook issued by the Borough of Telford & Wrekin Council.	No reference to this issue in the Dept of Transport of Best Practice. This condition is good practice in comparison with other councils.	Retain		<i>All of 26 – Recommend remove these conditions as they more appropriate as explanatory notes.</i>
26.2	The Council reserves the right to amend conditions from time to time as required and without prior notice but such changes will be brought to the attention of the Private Hire and Hackney Carriage trade as quickly as possible and in most cases after consultation. It is therefore advisable for all drivers, vehicle owners and operators to check with the Authority for information regarding any such changes.	No reference to this issue in the Dept of Transport of Best Practice. This condition is good practice in comparison with other Councils.	Retain		
26.3	All licence holders must refer to the Town Police Clauses Act 1847, the Local Government (Miscellaneous Provisions) Act 1976, the Road	This is a legislative requirement	Retain		

	Vehicles Traffic Act 1988 and the Road Vehicles (Construction & Use) Regulations 1986. This list is not exhaustive.				
26.4	Any requirements of legislation which effects the operations being carried out under the terms of this licence shall be regarded as if they are conditions of this licence.		Retain		
26.5	Wherever there appears in the Licence conditions/Guides/Handbook and summary of any statutory provision, Operators are advised that such summary is not exhaustive.	The TWC condition is line with best practice as compared with other local authorities.	Retain		
26.6	If in any doubt about any information in this document please contact the Licensing Office on 01952 383262.		Remove as condition and just have at end of the document.		
NEW PROPOSALS					
New	<u>New Proposal: Roof signs and identification</u>	This is line with Best Practice as compared with other local authorities.		<ul style="list-style-type: none"> Police response in favour of immediate introduction of option A and do not support option B. Trade in favour of retaining current conditions. Want to keep roof signs and not keen on additional signage and identification. TREDP in favour of retaining existing conditions on roof signs 	
A)	To add door signage either in addition to/or in place of roof signs (as detailed at 3.1 – 3.4) Options: a) The proprietor shall display self-adhesive identification signs on the rear (passenger) side doors of PHVs to indicate to the public that the vehicle is for Private Hire use only.	The Dept of Transport Best Practice Guidance states that it is good practice for PHVs to include the contact details of the Operator, and some wording such			

	<p>b) To introduce transparent windscreen visors for the front and rear windscreens of PHVs that state “Private Hire – Advance Bookings Only” or “telephone bookings only”</p>	<p>as “pre-booked only” however it does not state how this should be done. It gives useful information to the public wishing to make a booking.</p>			
<p>New B)</p>	<p><u>New Proposal: Identification Plates (2.1)</u></p> <p>To add a condition that requires the Private Hire Vehicle to display signage on the external front 2 doors to the effect of “Advance Bookings Only” (Wording to be agreed), and the name, contact number of the operating company and PHV Licence number.</p> <p>* Condition proposed as part of the Taxi & Private Hire Action Plan.</p>	<p>Best practice comparison with other local authorities is in favour of this proposal.</p> <p>Dept of Transport Best Practice Guidance suggests additional clearer form of identification of vehicles is best practice for 2 reasons:</p> <ol style="list-style-type: none"> 1. To ensure a more positive statement that the vehicle can not be hired immediately through the driver, and 2. because it is in the interests of the travelling public. 		<ul style="list-style-type: none"> • Police response in favour of immediate introduction of this condition. • Trade response not in favour of additional signage. Also concerns about permanent signs wanted further investigation into adhesive and magnetic types. • Trade proposed option of a sticker inside vehicle on dashboard to get the message across about advance bookings. • TWS response advised that if chose to have windscreen visors or stickers, that the non-transparent parts of it (eg writing) must not protrude into the swept area of the windscreen as this would constitute an MOT failure. 10mm on driver’s side and 40mm on passengers side and no more. 	
<p>New</p>	<p><u>New Proposal: Customer Feedback Cards</u></p>	<p>Unable to find best</p>		<ul style="list-style-type: none"> • Trade response – not in 	

C)	<p>To add a condition to install customer feedback cards in all Private Hire Vehicles asking for feedback on customer service. The results of customer feedback to be shared with operators.</p> <p>* Condition proposed as part of the Taxi & Private Hire Action Plan.</p>	<p>practice guidance on this issue with the Department of Transport and comparison with other local authorities.</p>		<p>favour of this proposal, however a suggestion was made to try this for a trial period. Felt if any issues arose complaints could be made as currently and the licensing team then gain access to the computerised records.</p> <ul style="list-style-type: none"> • Police response in favour of introduction over time as existing licences expire. • TREDP response suggested that operators have details re complaints and compliments on their website and to have a sign in vehicle directing people to the website. 	
New D)	<p><u>New Proposal: Internal Signage</u></p> <p>To add a condition that a replica PHV plate issued by the Council shall be affixed in the approved manner to the inside of the vehicle so as to be plainly visible to fare paying passengers.</p>	<p>Best practice comparison with other local authorities is in favour of this proposal.</p>		<ul style="list-style-type: none"> • Trade response – not in favour of proposal felt display of badges was sufficient. • Police response in favour of introduction over time as existing licences expire. • TREDP response not in favour of this proposal 	
New E	<p><u>New Proposal: Equipment</u></p> <p>To add a condition that all PHVs must carry a warning triangle and an appropriate set of spares, (e.g. spare bulbs) as agreed with operators, the licensing team and the licensing committee.</p> <p>* Condition proposed as part of the Taxi & Private Hire Action Plan</p>	<p>Unable to find best practice guidance on this issue with the Department of Transport and comparison with other local authorities</p>		<ul style="list-style-type: none"> • Police response in favour of immediate introduction of this condition. • TREDP response felt that this should be introduced immediately. 	

