

Appendix A - Telford & Wrekin Council's Hackney Carriage Conditions of Licence – 10th January 2012

1. Identification Plates	
1.1	The external identification plate issued by the Council shall at all times be fixed to the outside rear of the Hackney Carriage 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. On the suspension of a vehicle licence and where a "Licence Expired" plate has been fitted to the vehicle that plate may only be removed by an Authorised Officer of the Council.
1.2	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.
1.3	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 vehicles licence if not renewed. Plates are not transferable except on application.
1.4	The Council will not licence a vehicle for hire & reward which is licensed by another Local Authority or allow or permit a Hackney Carriage identification plate issued by another Authority to be displayed upon the vehicle.
2. Type of Vehicle	
2.1	All vehicles submitted to the Council for licensing as Hackney Carriages shall meet the safety standards of M1 Category European Whole Vehicle Type Approval .
2.2	The proprietor shall ensure that the Hackney Carriage shall only be of the type approved for public hire used by the Commissioner of Police of the London Metropolitan area, namely a purpose built vehicle designed to carry up to seven passengers and that complies with the following;
2.3	The vehicle must have provision for a minimum of at least one wheelchair,
2.4	A certificate should be produced showing all of the fittings used to secure wheelchairs to the floor of the vehicle are to Department of Transport specifications.
2.5	The appropriate ramps and associated equipment for loading wheelchairs into the vehicle in the approved manner must be carried and used at all times.
2.6	The age limit for Hackney Carriage vehicles is ten years. The Council may waiver the age restriction in the case of individual vehicles where an application is made and the Council considers that the vehicle is of "exceptional condition". Where vehicles are of "exceptional condition" and continue to be licensed over the 10 year age limit, the vehicle will be subject to 6 monthly compliance tests.
2.7	Vehicles equipped with Space Saver / Skinny/ Get you home tyres will not be licensed by the Council. All Hackney Carriage vehicles must be fitted with manufacturers approved tyres of the same size and type including the spare wheel.
2.8	The Council shall refuse any vehicle submitted for licensing which has been equipped with manufactured or retro-fitted blacked out windscreens and/or windows. Standard tinted windscreens and windows are acceptable providing all occupants in the vehicle can be clearly seen from the outside with the doors closed and the windows up. In any case proprietors are advised to consult the Council if in any doubt before purchasing such type of vehicle.
2.9	The proprietor of the taxi shall ensure that no non-standard unauthorised alterations or modifications are carried out to the vehicle or to the engine.
2.10	The proprietor of the taxi shall ensure that the exterior colour of the taxi is black, or one of the manufacturer's colours, the use of which has been approved by the Council.
3. Condition of Vehicle	
3.1	The proprietor shall ensure that the Hackney Carriage shall be maintained in a sound mechanical and structural condition at all times and be capable of satisfying the Council's mechanical and structural inspection at any time during the continuance of the vehicles licence. The interior and exterior of the Hackney Carriage shall be maintained in a clean, safe condition by the proprietor. The proprietor shall not allow the mechanical and structural specification of the vehicle to be varied without the consent of the Authorised Officer of the Council. The vehicle shall at all times whilst in service for hire and reward, display a current vehicles excise road fund licence.
4. Fire Extinguisher and First Aid Kit	
4.1	Fire Extinguisher – Road Vehicle (Construction & Use) Regs. 1986 – Schedule 7 Must be suitable to the risk and is to be carried in the vehicle at all times and securely fixed in the approved manner and in such a position as to be readily available in any emergency. It must be a fire extinguisher no smaller than 1.8 kgs in weight incorporating a built in pressure display gauge and to contain dry powder or water or other chemical re-agent recommended for use in vehicle fires. The extinguisher shall comply with BS 5423 and/or EN3 and shall be a testable item on Compliance Standards Testing of licensed vehicles.
4.2	First Aid Kit - Road Vehicle (Construction & Use) Regs. 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 taxis and minibuses in accordance with Regulation 43 and must be carried on the vehicle at all times.
5. Child Safety Seats	
5.1	The Vehicle Proprietor in conjunction with the Operator and the Driver, shall provide and make available to any customer so requesting, an approved infant or booster seat or the provision of extra equipment to facilitate the safe conveyance of children during bookings or from Taxi Ranks. (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
5.2	The Vehicle Proprietor in conjunction with the company and/or the Driver shall ensure that any infant seat

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	used during a Hackney Carriage journey will be used in accordance with the manufacturer's instructions.
5.3	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.
6.	Light Trailers
6.1	All Trailers must be of a design such that when 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.
6.2	If the unladen weight of any Trailer submitted for testing exceeds 1,200 kgs, 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.
6.3	In any case all Trailers shall meet the braking requirements in accordance with the type and size of said Trailer.
6.4	All such Trailers shall not exceed the gross weight limit of 3,500 kgs but in all cases the proprietor should consult the vehicle handbook regarding manufacturer's recommendations particularly where unbraked trailers may be in use.
6.5	All Trailers will be subjected to a Compliance Standards check and if found to be satisfactory, issued with a one year certificate
6.6	The Trailer shall be fitted with a rigid hard top and shall be sealed against rain and water to protect luggage and goods.
6.7	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.
7.	Signage
7.1	The following signs and notices will be displayed on licensed Hackney Carriages during the currency of the Licence:-
7.2	Notices issued from time to time by Telford & Wrekin Council for the information of the travelling public.
7.3	A copy of the approved table of fares displayed in a clearly visible position.
7.4	A sign stating 'Seat Belt Regulations – Seat Belts must be worn'.
7.5	A sign bearing the words 'First Aid Kit Carried' fixed to the rear body work of the vehicle.
7.6	A sign on both rear doors of the vehicle as issued by the Council regarding No Smoking.
7.7	A sign (the nationally recognised symbol) confirming that the taxi is wheelchair accessible and caters for the needs of the disabled.
7.8	A sign (if applicable) confirming that the driver of the vehicle accepts travel tokens.
7.9	A certificate (if applicable) confirming that the driver named on such certificate is exempt on medical grounds from carrying wheelchair bound passengers.
7.10	A certificate, if applicable, confirming that the driver is exempt on medical grounds from carrying approved Guide Hearing and other Assistance Dogs.
7.11	Hackney Carriage Vehicles should display a replica Hackney Carriage Licence plate issued by the Council, affixed to the inside of the vehicle, in the prescribed manner, so as to be plainly visible to fare paying passengers.
8..	Advertisements
8.1	Commercial advertisements may be displayed on the exterior of the front doors of licensed vehicles (although advertising may be considered on other areas) but in any case all advertising must comply with the following requirements;
8.2	The Council's written permission is required before the display of any advertisement,
8.3	Any advertisements shall not advertise unsuitable material, such material to be at the sole discretion of the Council.
8.4	All advertisements shall comply with the British Code of Advertising Practice and shall be in a form acceptable to the Advertising Standards Agency and the Council. The Council reserves the right to withdraw any advertisement which may be considered inaccurate, misleading, unlawful, defamatory, in bad taste or of an unacceptable standard,
8.5	No advertisement shall relate to or advertise alcohol or tobacco or be of a political nature.
8.6	Commercial advertisements may also be displayed on the base of the tip up seats and above the glass passenger partition. Such advertisements must first be approved by the Council before display, and must not obstruct the driver's view of the road or the passenger's view of the meter.
8.7	Details of the operating firm of the taxi may be displayed on the vehicle but only in accordance with the conditions below, except for sub-clause b) below which only relates to advertisements inside the vehicle:-
8.8	An internal sign may be affixed, but only to the nearside internal partition glass, in top nearside position, facing to the rear;
8.9	No sign shall exceed 51 centimetres wide by 8 centimetres high (although this condition only relates to internal signs);
8.10	A sign shall not display anything other than the name of a firm, radio circuit or association and/or telephone number;
8.11	No sign shall refer to any firm, radio circuit or association or telephone number which is outside the Telford & Wrekin Council area;
8.12	No such sign shall be illuminated.
8.13	The proprietor shall ensure that any advertisements carried on their vehicle are not disfigured or damaged and shall immediately remove any advertisement that are or become damaged or disfigured.

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9.	Council Notices
9.1	The proprietor shall cause to be affixed and maintained in a conspicuous position in accordance with the directions of the Council any sign or notices, as required from time to time by the Council.
10..	Passengers
10.1	The proprietor shall not permit any person other than the driver to ride in the front of the vehicle, except in a vehicle that has an approved type of seat and seatbelt fitted at the time of manufacture or has an additional seat retro-fitted by a company with a history and expertise in that type of work.
NOTE	Note that any additional seats retro-fitted into licensed vehicles will increase the passenger carrying capacity of the vehicle and proprietors must ensure that Vehicle Registration Documents are submitted to DVLA Swansea to be updated to reflect the number of additional passengers the vehicle can carry for hire and reward. (The Council will only licence vehicles to the maximum seating capacity shown on the Vehicle Registration Document.) Central Motion locks should apply to all passenger doors.
11.	Taximeters
11.1	The proprietor shall cause the vehicle to be fitted with a taximeter approved by the Council and for it to be located within the vehicle in accordance with the reasonable instructions of an Authorised Officer of the Council.
11.2	The proprietor shall ensure that any meter fitted shall be technically capable of accepting any restrictions or fare scales that the council wishes to programme into that meter.
11.3	Any Hackney Carriage vehicle so fitted with a meter must be equipped with the standard size tyres as approved by the manufacturer of the vehicle. Retro-fitted low profile tyres which will affect the performance and accuracy of a meter are not acceptable if fitted after the meter has been tested and sealed. Any such tyres of a low profile type must be fitted before the meter is tested. Any contravention of this condition will result in the immediate suspension of a Hackney Carriage Vehicle licence.
12.	Fare Tables
12.1	The proprietor shall 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 instructions of an Authorised Officer of the Council.
13.	Insurance
13.1	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.
13.2	Proprietors shall provide to the Council proof of Public Liability Insurance to the value of £5,000,000
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.
15.	Transfer of Licence
15.1	The Proprietor of a Licensed Hackney Carriage 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.
15.2	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.
15.3	A fee will be paid at the Council approved Testing Station for the mechanical and electrical inspection of the replacement vehicle and a new Certificate of Compliance issued before the licence is transferred.
16.	Customer Feedback Cards
16.1	The proprietor shall ensure that customer feedback cards should be installed in all Hackney Carriages asking for feedback on customer service with the results of the customer feedback being shared with operators, the Council and the Chairman of the Council's Licensing Committee.
17.	Equipment
17.1	The proprietor shall ensure that all Hackney Carriages must carry at all times a warning triangle and an appropriate set of vehicle spares (e.g. spare bulbs etc).
N.B.	Additional Notes
1.	This list of conditions is not finite and additional information regarding all aspects of Hackney Carriage licensing in detail can be found in the official handbook issued by Telford & Wrekin Council.
2.	Any requirements of legislation which effect the operations being carried out under the terms of this licence shall be regarded as if they are conditions of this licence. Wherever there appears in the licence Conditions, Guides or Handbook, a summary of any statutory provision you are advised that such summary is not exhaustive. If you are in any doubt about any information contained in this document please contact the Licensing Service for advice on 01952 – 383262.

Criteria for “Exceptional Condition” – Hackney Carriages

1. Exceptional condition, relates to the standard of the vehicle only and does not include circumstances pertinent to the proprietor.
2. Any request for an exemption due to a licensed vehicle being in “exceptional condition” would normally be granted for a maximum 12-month period, after which time the decision must be reconsidered against the agreed standards.
3. That the consideration for an exemption to the age limit would normally only be considered for vehicles currently licensed with the Council.
4. That any vehicle licensed outside of the standard age limit policy should be subject to 6 monthly vehicle compliance tests at the owners expense.
5. Any vehicle inspection resulting in a fail due to any major item or more than 3 minor items, as defined in Telford & Wrekin Council's Manual of Inspection Standards for Licensed Vehicle Testing and Compliance Standards, will usually result in the vehicle no longer being classed as in exceptional condition upon expiry of the licence.
6. As an indicator, it is not normally expected that vehicles that have accrued higher than average mileage for the particular type of vehicle will be able to meet the required standard for “exceptional condition. A good average mileage for a purpose built vehicle working 6 days a week is 35000 miles per annum.

In determining “Exceptional Condition” the following standards should usually be attained:

1. The vehicle must pass Telford & Wrekin Council's compliance test, except where the failure was the result of no more than three minor items (as stipulated in the licensed vehicle testing manual of inspection standards).
2. The bodywork should be in near perfect condition with no signs of panel age deterioration, dents, scratches, stone chips or rust or any other abrasions that may detract from the overall appearance of the vehicle.
3. The general paint condition should not show signs of fading, discolouration or mismatching that may detract from the overall appearance of the vehicle.
4. The interior trim, panels, seating and carpets etc should be in excellent condition clean, free of damage and discoloration and as manufactured, i.e. no seat covers.
5. The vehicle service record can be used as supporting evidence of exceptional condition in that a vehicle of exceptional condition would normally be expected to demonstrate regular servicing and maintenance in accordance with the manufacturer's service specification.

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6. The vehicle to be in excellent mechanical condition and in all respects safe and roadworthy with no signs of corrosion to the mechanical parts, chassis, underside or body work.
7. The boot or luggage compartment to be in good condition, clean and undamaged.
8. Passenger areas should be free from damp or any other odours that may cause passenger discomfort.
9. The ramp and any other accessible features should be shown to be in full working order and showing no signs of rust or excessive wear to components?