

**TAXI AND PRIVATE HIRE VEHICLE LICENSING: BEST PRACTICE GUIDANCE**

***Notice for taxi passengers - what you can expect from the taxi trade and what the taxi trade can expect from you***

**The driver will:**

- ***Drive with due care and courtesy towards the passenger and other road users.***
- ***Use the meter within the licensed area, unless the passenger has agreed to hire by time.***
- ***If using the meter, not start the meter until the passenger is seated in the vehicle.***
- ***If travelling outside the licensed area, agree the fare in advance. If no fare has been negotiated in advance for a journey going beyond the licensing area then the driver must adhere to the meter.***
- ***Take the most time-efficient route, bearing in mind likely traffic problems and known diversions, and explain any diversion from the most direct route.***

**The passenger will:**

- ***Treat the vehicle and driver with respect and obey any notices (e.g. in relation to eating in the vehicle).***
- ***Ensure they have enough money to pay the fare before travelling. If wishing to pay by credit card or to stop on route to use a cash machine, check with the driver before setting off.***
- ***Be aware of the fare on the meter and make the driver aware if it is approaching the limit of their financial resources.***
- ***Be aware that the driver is likely to be restricted by traffic regulations in relation to where s/he can stop the vehicle.***

***Notice for PHV passengers - what you can expect from the PHV trade  
and what the PHV trade can expect from you***

**The driver will:**

- ***Ensure that the passenger has pre-booked and agrees the fare before setting off.***
- ***Drive with due care and courtesy towards the passenger and other road users.***
- ***Take the most time-efficient route, bearing in mind likely traffic problems and known diversions, and explain any diversion from the most direct route.***

**The passenger will:**

- ***Treat the vehicle and driver with respect and obey any notices (eg. in relation to eating in the vehicle).***
- ***Ensure they have enough money to pay the fare before travelling. If wishing to pay by credit card or to stop on route to use a cash machine, check with the driver before setting off.***
- ***Be aware that the driver is likely to be restricted by traffic regulations in relation to where s/he can stop the vehicle.***

## TAXI AND PRIVATE HIRE VEHICLE LICENSING - CONSULTATION ON REVISED BEST PRACTICE GUIDANCE

### Issues on which we are seeking feedback

#### Usefulness of original Guidance

We are interested to know how useful stakeholders have found the original guidance, for example, the extent to which it prompted licensing authorities to review their policies or whether the trade found it to be a useful tool in approaching their local authority with suggestions of changes.

- Q1. Have you found the Best Practice Guidance useful?
- Q2. Has your local authority, since publication of the Guidance in October 2006, undertaken a review of its taxi and PHV licensing policies?
- Q3. Can you offer any examples of instances where local policies have been amended to reflect the advice in the original Best Practice Guidance?
- Q4. Do you consider that any issues in the original guidance where changes are not proposed should be revised?
- Q5. Do you consider that there are issues which are not currently covered in the Guidance which could usefully be covered?

#### Proposed revisions to the Guidance

In many cases, the proposed revisions have been included to reflect developments since the original guidance was published (eg the fact that we have now published guidance about stretched limousines and the fact that the Legislative Reform Order concerning the amalgamation of taxi licensing zones has now been made). In other cases, we are proposing a substantive change to the guidance which the Department is providing (for example on medical fitness). We would welcome feedback on any of the revisions which we have proposed in the draft guidance.

- Q6. Do you have any comments on the proposed guidance about accessibility (paras 13-19)? *[Note, there is a separate consultation exercise about accessibility standards for taxis; this consultation asks about the advice we are currently offering to local authorities.]*

Q7. Do you have any comments on the proposed guidance about the duty to carry assistance dogs (paras 20-21)?

Q8. Do you have any comments on the proposed guidance about duties under the Part 3 of the Disability Discrimination Act 1995 (paras 22-25)?

Q9. Do you have any comments on the inclusion of a reference to the national inspection standards drawn up by the Public Authority Transport Network (para 32)?

Q10. Do you have any comments on the proposed guidance about drivers' personal security (paras 29; and 33-35)?

Q11. Do you have any comments on the proposed guidance about stretched limousines (paras 38-40)?

Q12. Do you have any comments on the proposed guidance about criminal record checks on drivers (paras 54-57)?

Q13. Do you have any comments on the proposed guidance about the Notifiable Occupations Scheme (paras 58-61)?

Q14. Do you have any comments on the proposed guidance about Immigration checks (para 62)?

Q15. The Government is minded to remove reference to the exceptional C1 arrangements in the original guidance. However, in making a final decision, we would welcome feedback from stakeholders about the possible change. Do you have any evidence about the extent to which taxi/PHV drivers are currently licensed on the basis of the C1 arrangements (paras 63-64)?

Q16. Do you think that it is appropriate for the proposed guidance to make no reference to the use of the C1 arrangements for insulin-treated drivers; please explain your reasons (paras 63-64)?

Q17. Do you have any comments on the proposed guidance about medical fitness (other than comments in relation to the C1 arrangements) including the proposed references to use of medical practitioners who are trained in the application of Group 2 medical standards? Would this add to costs? If so, would this be justified? (paras 63-66)?

Q18. Do you have any comments on the proposed guidance about language proficiency (para 69)?

Q19. Do you have any comments on the proposed guidance about other training (para 70)?

Q20. Do you have any comments on the proposed guidance about topographical knowledge (paras 71-72)?

Q21. Do you have any comments on the proposed guidance about criminal record checks on PHV operators (para 74)?

Q22. Do you have any comments on the proposed guidance about the repeal of the PHV contract exemption (paras 78-79)?

Q23. Do you have any comments on the proposed guidance about enforcement (paras 80-84)?

Q24. Do you have any comments on the proposed guidance about taxibuses (para 90)?