

Appendix I – Good conduct for licensed drivers

17 APPENDIX I

17.1 Code of good conduct for licensed drivers

- 17.1.1 In order to promote its licensing objectives as regards hackney carriage and private hire licensing, the Council has adopted the following Code of Good Conduct, which should be read in conjunction with the other statutory and policy requirements set out in this document.

17.2 Responsibility to the Trade

- 17.2.1 Licence holders shall endeavour to promote the image of the hackney carriage and private hire trade by:

- a) complying with this Code of Conduct
- b) complying with the Council's Hackney Carriage and Private Hire Licensing Policy
- c) behaving in a civil, orderly and responsible manner at all times.

17.3 Responsibility to Clients and high level of customer service

- a) ensure you are courteous at all times when talking to anyone, especially customers.
- b) be polite, helping customers with their baggage or shopping
- c) maintain their vehicles in a safe and satisfactory condition at all times
- d) keep their vehicles clean and suitable for hire to the public at all times
- e) attend punctually when undertaking pre-booked hiring
- f) assist, where necessary, passengers' ingress to and egress from vehicles
- g) ensure you have change with you – (a fare may well require change).

17.4 Responsibility to Residents

- a) avoid being nuisance to residents when picking up or waiting for a fare.
- b) not sound the vehicle's horn illegally
- c) keep the volume of all audio equipment and two-way radios to a minimum
- d) switch off the engine if required to wait
- e) take whatever additional action is necessary to avoid disturbance to residents in the neighbourhood

17.5 At hackney carriage ranks, in addition to the requirements above:

- a) rank in an orderly manner and proceed along the rank in order and promptly using both lanes, leaving no gaps.
- b) The hackney carriage at top of rank will take the customer to any destination within the Borough regardless of how short the journey may be.
- c) no driver to tell a customer that the minimum fare is higher than the current fare chart minimum fare.

17.6 at private hire offices:

- a) not undertake servicing or repairs of vehicles
- b) not allow volume of all audio equipment and two-way radios to unduly disturb residents of the neighbourhood
- c) take whatever additional action is necessary to avoid disturbance to residents in the neighbourhood, which might arise from the conduct of their business.

17.7 General

17.7.1 Drivers shall:

- a) pay attention to personal hygiene and dress, so as to present a professional image to the public
- b) drive with care and due consideration for other road users and pedestrians and, in particular, shall not use a hand held mobile phone whilst driving
- c) obey all Traffic Regulation Orders and directions at all time
- d) not smoke at any time when inside the vehicle
- e) not consume alcohol immediately before, or at any time whilst driving or being in charge of a hackney carriage or private hire vehicle (any amount of alcohol can affect a drivers' judgement)
- f) not drive while having misused legal or illegal drugs (any amount of drugs can affect a drivers' judgement). If a driver properly uses prescription drugs that make him drowsy he should not drive
- g) fulfil their responsibility to ensure compliance with legislation regarding the length of working hours
- h) not eat in the vehicle in the presence of customers

17.8 Disciplinary Hearings

17.8.1 Drivers should be aware of the powers the Council has to take action, by way of suspension, revocation or refusal to renew a driver's licence where:

- a) the driver has been convicted, since the grant of the licence, of an offence involving dishonesty, indecency or violence
- b) the driver has been convicted of an offence under any legislation relating to hackney carriage or private hire regulation
- c) the driver has breached any requirements of the Council's Hackney Carriage and Private Hire Licensing Policy
- d) there is a breach of condition of this code