Please take the time to read this handbook which contains important information about your licence. Please pay particular attention to the guidance notes that have been included concerning minimum tyre tread depths and fare disputes.

You may also find additional information and updates on our website [www.plymouth.gov.uk/taxilicensing](http://www.plymouth.gov.uk/taxilicensing)

All new drivers are required to successfully pass the following within the first 12 months:

- VRQ Level 2 Qualification in Transporting Passengers by Taxi and Private Hire or equivalent qualification
- Plymouth Ambassador Course

You will not receive a reminder for this and you will not be able to renew your licence if you have not passed this course within 12 months.

**General Summary of Legal Requirements** 3

**Hackney Carriage Byelaws** 4

**Hackney Carriages – Failing to proceed** 6

**Transporting a Wheelchair User** 7

**Frequently Asked Questions** 9

**Vehicle Accident/Damage Notification** 10

**Taxi Fare Disputes** 11

**Minimum Tyre Tread Depth** 13

**Hackney Carriages – Use of taximeters** 15

**Hackney Carriages – Appointed Stands** 16

**Penalty points scheme** 18

I acknowledge receipt of those guidance notes indicated above and accept that it is my responsibility to read the information supplied to me by the Council within this booklet.

<table>
<thead>
<tr>
<th>Signed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Print name</td>
</tr>
<tr>
<td>Date</td>
</tr>
<tr>
<td>Issued By</td>
</tr>
</tbody>
</table>

W: plymouth.gov.uk/taxilicensing
E: taxi.licensing@plymouth.gov.uk
GENERAL SUMMARY OF LEGAL REQUIREMENTS

Introduction

This handbook provides a general summary of the legislation, conditions of licence and taxi licensing policy requirements that apply to you as a Hackney Carriage driver and should not be taken as a complete statement of the law or policy. You should also refer to the Taxi Licensing Policy (see www.plymouth.gov.uk/hackneycarriageprivatehirepolicyandbyelaws). Please contact the Licensing Office if you need any further information or clarification on any of the following points:

General

- A licensed driver can only carry up to the permitted number of passengers stipulated on the vehicle licence plate.
- A licensed driver must wear their Identity Badge in plain view at all times whilst using the vehicle for work. It is there for members of the public and authorised officers to check that the driver is properly licensed.
- A licensed driver is required to comply with any lawful direction given to them by an authorised officer in the execution of their duty i.e. Taxi Enforcement Officers appointed by the Council or Police Constables.
- A licensed driver must take passengers by the shortest possible route, unless otherwise directed by the passenger.
- Only a licensed driver can drive a vehicle licensed by the Council (this is an important consideration if you intend to use the family car as a licensed vehicle).
- All drivers are reminded that it is their responsibility to ensure that the vehicle they are using is insured at all times for the purposes of ‘hire and reward’ whether that be public hire for Hackney Carriages, or Private Hire for Private Hire vehicles. This is especially important if you rent a vehicle from a vehicle proprietor where your rental agreement should stipulate if vehicle insurance is included.

Acceptable Standard of Dress

All clothing worn by the driver must be clean and in good condition, and the driver must have good standards of personal hygiene.

As a minimum standard:

**Tops**
Collared shirt, collared polo shirt or collared blouses which have a full body and short or long sleeves.

**Trousers/Shorts/Skirts**
Smart long legged trousers (no denim), knee length tailored shorts, knee length skirt or dress.

**Footwear**
Footwear for all drivers shall fit around the heel of the foot.

Drivers should not wear or display any clothing, logos, badges or any other image that implies a political, sporting, national or similar allegiance which could cause offence, discriminate or enflame sections of the community.

There will be times when it is reasonable to provide community support e.g. World Cup, Olympics, Royal weddings, local charitable events etc. In these cases prior permission should be sought from the Council, who may issue general guidance as may be appropriate.

**Unacceptable Standards**

The following standards are examples of unacceptable standards on the grounds of safety, common decency and professional image:

- Bare chests;
- Clothing or footwear which is unclean or damaged;
- Clothing printed with words, logos or graphics, which might offend;
- Clothing intended to support any political party, pressure group or other organisation designed to provoke discrimination or objection;
- Sports replica shirts e.g. football, rugby or cricket tops or track suits;
- Beach-type footwear (e.g. flip-flops or mules);
- High heels;
- The wearing of hoods or other clothing that obscures the drivers vision or their identity.
- Sports shorts or swimming trunks;
- Poor personal hygiene.

Please refer to the Code of Good Conduct Guidance on our website.

**Hackney Carriages**

- A hackney carriage in Plymouth is a traditional “London or Black Cab” or “Euro style” vehicle which can be differentiated from a saloon car by their “distinctive style”, the presence of a partition between the driver and the passenger compartment and is wheelchair accessible.
A hackney carriage is permitted to wait on designated “taxi ranks” throughout the city and respond to persons hailing them in the street whilst displaying the “for hire” light and additionally they can work through a radio circuit.

Hackney carriages cannot wait at the side of the road and ply for hire unless it is on an appointed Taxi stand. If a stand is fully occupied, a driver must proceed to another stand that has vacant spaces.

A hackney carriage must at all times, display inside the vehicle a tariff of fares approved by the Council. A licensed driver must not charge any more than the fare shown on the meter when operating in the licensing district. The meter must be activated as soon as the vehicle is hired, and not before.

A hackney carriage driver is not under an obligation to take passengers wishing to travel outside of the licensing district, but can do so if they wish, in which case the fare can be either calculated by using the meter or agreed in advance with the passenger before undertaking the journey. Whilst the Council is unable to regulate fares ending outside the City boundaries, we expect such fares to be reasonable given the distance travelled.

A hackney carriage cannot refuse to carry a passenger without reasonable cause. A driver may refuse carriage:

a) if a passenger is not prepared to give a precise destination or
b) is drunk or otherwise not in a fit and proper state to be carried or
c) whose condition or clothing is offensive or likely to cause damage to the interior of the taxi or
d) refuses to cease smoking before entering the taxi or
e) is accompanied by an animal except a guide dog which is likely to damage or soil the interior of the taxi.

The vehicle is designed to carry wheelchairs and drivers have a duty to take wheelchair users, unless the driver is medically exempted from doing so.

Hackney carriage drivers are required to carry an assistance dog unless they hold a medical exemption.

---

**HACKNEY CARRIAGE BYE LAWS**

Effective from the 14 July 2009. Made under section 68 of the Town Police Clauses Act 1847 and section 171 of the Public Health Act 1875, by Plymouth City Council with respect to Hackney Carriages in the City of Plymouth.

**Interpretation**

1. Throughout these byelaws ‘the Council’ means Plymouth City Council and ‘the district’ means the City of Plymouth.

**Provisions regulating the manner in which the number of each hackney carriage corresponding with the number of its licence, shall be displayed**

2. (a) The proprietor of a hackney carriage shall cause the number of the licence granted to him/her in respect of the carriage to be legibly painted or marked on the outside and inside of the carriage, or on plates affixed thereto. A proprietor or driver of a hackney carriage shall:
   (i) Not wilfully or negligently cause or suffer any such number to be concealed from public view while the carriage is standing or plying for hire; and
   (ii) Not cause or permit the carriage to stand or ply for hire with any such painting, marking or plate so defaced that any figure or material particular is illegible.

**Provisions regulating how hackney carriages are to be furnished or provided**

3. The proprietor of a hackney carriage shall:
   (a) Provide sufficient means by which any person in the carriage may communicate with the driver;
   (b) Cause the roof or covering to be kept watertight;
   (c) Provide any necessary windows and a means of opening and closing not less than one window on each side;
   (d) Cause the seats to be properly cushioned or covered;
   (e) Cause the floor to be provided with a proper carpet, mat or other suitable covering;
   (f) Cause the fittings and furniture generally to be kept in a clean condition, well maintained and in every way fit for public service;
(g) Provide means for securing luggage if the carriage is so constructed as to carry luggage;

(h) Provide at least two doors for the use of persons conveyed in such carriage and a separate means of ingress and egress for the driver.

4 The proprietor of a hackney carriage shall cause the same to be provided with a taximeter so constructed, attached and maintained as to comply with the following requirements, that is to say:

(a) The taximeter shall be fitted with a device the activation of which will bring the machinery of the taximeter into action and cause the word “HIRED” to appear on the face of the taximeter;

(b) The device shall be capable of being locked in such a position that the machinery of the taximeter is not in action and that no fare is recorded on the face of the taximeter;

(c) When the machinery of the taximeter is in action there shall be recorded on the face of the taximeter in clearly legible figures, a fare not exceeding the rate or fare which the proprietor or driver is entitled to demand and take for the hire of the carriage by time as well as for distance in pursuance of the tariff fixed by the Council;

(d) The word “FARE” shall be printed on the face of the taximeter in plain letters so as clearly to apply to the fare recorded thereon;

(e) The taximeter shall be so placed that all letters and figures on the face thereof are at all times plainly visible to any person being conveyed in the carriage, and for that purpose the letters and figures shall be capable of being suitably illuminated during any period of hiring; and

(f) The taximeter and all the fittings thereof shall be so affixed to the carriage with seals or other appliances that it shall not be practicable for any person to tamper with them except by breaking, damaging or permanently displacing the seals or other appliances.

Provisions regulating the conduct of the proprietors and drivers of hackney carriages plying within the district in their several employments, and determining whether such drivers shall wear any and what badges

5 The driver of a hackney carriage which must be provided with a taximeter shall:

(a) When standing or plying for hire, keep the device fitted in pursuance of the byelaw in that behalf locked in the position in which no fare is recorded on the face of the taximeter;

(b) Before beginning a journey for which a fare is charged for distance and time, bring the machinery of the taximeter into action by moving the said device so that the word “HIRED” is legible on the face of the taximeter and keep the machinery of the taximeter in action until the termination of the hiring; and

(c) Cause the display of the taximeter to be kept properly illuminated throughout any part of the hiring which is between half-an-hour after sunset and half-an-hour before sunrise, and also at any other time at the request of the hirer.

6 A proprietor or driver of a hackney carriage shall not tamper with or permit any person to tamper with any taximeter with which the carriage is provided, with the fittings thereof, or with the seals affixed thereto.

7 The driver of a hackney carriage shall, when plying for hire in any street and not actually hired:

(a) Proceed with reasonable speed to one of the stands (during its hours of operation) appointed by the Council;

(b) If a stand, at the time of his arrival, is occupied by the full number of carriages authorised to occupy it, proceed to another stand;

(c) On arriving at a stand not already occupied by the full number of carriages authorised to occupy it, station the carriage immediately behind the carriage or carriages on the stand and so as to face in the same direction; and

(d) From time to time, when any carriage immediately in front is driven off or moved forward cause his carriage to be moved forward so as to fill the place previously occupied by the carriage driven off or moved forward.

8 A proprietor or driver of a hackney carriage, when standing or plying for hire, shall not make use of the services of any other person for the purpose of importing any person to hire such a carriage.

9 The driver of a hackney carriage shall:

(a) Behave in a civil and orderly manner and shall take all reasonable precautions to ensure the safety of persons conveyed in or entering or alighting from the vehicle;

(b) Not without the express consent of the hirer play any radio or sound reproducing
equipment in the vehicle other than for the purpose of sending or receiving messages in connection with the operation of the vehicle;
c) Not operate the vehicle horn for the purpose of signalling to the hirer that the vehicle has arrived.

10 The driver of a hackney carriage shall notify the Council in writing within 7 days of any alteration to his/her declared circumstances in relation to the following:
(a) Address;
(b) Injury or illness, which may affect his/her driving ability;
(c) Vehicle which he/she rents (if applicable).

11 If a hackney carriage driver is convicted in a court of law of any motoring offence, or any offence involving dishonesty, indecency, violence, drug or alcohol related matters, the driver shall notify the Council in writing within 7 (seven) days of the conviction. The driver shall further inform the Council of any motoring fixed penalty endorsements received, in writing within 7 (seven) days of receiving the endorsement.

12 The proprietor or driver of a hackney carriage who has agreed or has been hired to be in attendance with the carriage at an appointed time and place shall, unless delayed or prevented by some sufficient cause, punctually attend with such carriage at such appointed time and place.

13 A proprietor or driver of a hackney carriage shall not convey or permit to be conveyed in such carriage any greater number of persons than the number of persons specified on the plate affixed to the outside of the carriage.

14 If a badge has been provided by the Council and supplied to the driver of a hackney carriage the driver shall, when standing or plying for hire, and when hired, wear that badge in such a position and manner as to be plainly visible. Upon the expiry of the hackney carriage driver’s licence, the badge shall be returned to the Council forthwith.

15 The driver of a hackney carriage so constructed as to carry luggage shall, when requested by any person hiring or seeking to hire the carriage:
(a) Convey a reasonable quantity of luggage;
(b) Afford reasonable assistance in loading and unloading; and
(c) Afford reasonable assistance in removing it to or from the entrance of any building, station or place at which he may take up or set down such person.

Provisions fixing the rates or fares to be paid for hackney carriages within the district and securing the due publication of such fares

16 (a) Proprietor or driver of a hackney carriage shall be entitled to demand and take for the hire of the carriage the rate of the fare prescribed by the Council, the rate or fare being calculated by a combination of distance and time unless the hirer expresses at the commencement of the hiring his desire to engage by time.
(b) Where a hackney carriage furnished with a taximeter is hired by distance and time the proprietor or driver thereof shall not be entitled to demand and take a fare greater than that recorded on the taximeter, save for any extra charges authorised by the Council which it may not be possible to record on the face of the taximeter.
(c) The proprietor of a hackney carriage shall cause a statement of the fares fixed by council resolution to be exhibited inside the carriage, in clearly distinguishable letters and figures.
(d) The proprietor or driver of a hackney carriage bearing a statement of fares in accordance with this byelaw shall not wilfully or negligently cause or suffer the letters or figures in the statement to be concealed or rendered illegible at any time while the carriage is plying or being used for hire.

Penalties

17 Every person who shall offend against any of these byelaws shall be liable on summary conviction to a fine not exceeding Level 2 on the Standard Scale and in the case of a continuing offence to a further fine not exceeding two pounds for each day during which the offence continues after conviction therefore.

Repeal of Byelaws

18 The byelaws relating to hackney carriages which were made by Plymouth City Council on the seventeenth day of November 1938 and which were confirmed by the Ministry of Health on the ninth day of January 1939 are hereby repealed.
HACKNEY CARRIAGE BYELAW OFFENCES: FAILING TO PROCEED

We continue to receive complaints from both Citybus, Stagecoach companies and bus passengers about hackney carriages waiting in Union Street outside the Walkabout Public House before 11.30pm which is the commencement time of the stand appointed at that location. The drivers of hackney carriages waiting in areas where no stand has been appointed or before a stand is operational commits an offence of failing to proceed, which is contrary to the Plymouth City Council Hackney carriage Byelaws 2009.

To be clear, the byelaws state that where a driver waits either on a stand before its hours of operation, or where no stand has been appointed, the driver commits an offence and could be liable for a fine of up to £500 for each offence upon conviction.

For some time the Council and Police have attempted to encourage the trade to use those stands appointed nearby, such as Derry’s Cross and Raleigh Street, and have issued warnings to drivers who have committed offences outside the Walkabout PH. Despite attempts by the enforcement agencies to highlight to drivers the problems they create at this location and also gain their co-operation to comply with the Byelaws, concerns continue to be expressed for the safety of bus passengers, and offences continue to occur.

Buses servicing the bus stop outside the Walkabout are unable to pull fully to the kerb, and in some instances are having to board passengers whilst stationary in the lane of traffic. This creates problems for passengers wishing to board the bus as they have to walk into the road which has obvious safety implications, and other road users are inconvenienced when the bus is loading. Disabled passengers are also disadvantaged as the bus will be unable to use the kneeling facility to allow wheelchair passengers and others with mobility issues to board the bus.

Enforcement officers and the Police will therefore pay particular attention to this area and where sufficient evidence warrants action to be taken, drivers could find themselves being summoned to appear before the Magistrates Court. Where a driver receives more than one conviction and/or caution for an offence against the Hackney Carriage Byelaws, they may also be subject to a review of the status of their driver licence at the Taxi Licensing Committee.

For the avoidance of any future doubt as to the stance being adopted by the enforcement agencies, drivers should take note of the following:

1. **DO NOT** position a hackney carriage you are driving on any stand prior to its hours of operation.

2. **DO NOT** exceed the number of carriages permitted to wait on any appointed stand.

3. **DO NOT** wait with your vehicle at or near an appointed stand where there are waiting restrictions in place, even with the ‘for hire’ light off. If you are on a break you should park the carriage in a lawfully designated area such as a car park, you **DO NOT** need to wait outside the Walkabout PH.

4. **DO** use the stands appointed during their hours of operation.

5. **DO** wear your drivers badge at all times that you are working.

6. **DO** use those stands provided on Derry’s Cross and Raleigh Street.

Failure to follow the above advice could lead to you being convicted in court or having your hackney carriage driver licence reviewed.

TRANSPORTING A WHEELCHAIR USER

**Introduction**

All Hackney Carriages and some specialist Private Hire vehicles licensed by Plymouth City Council, have been designated as wheelchair accessible vehicles under the terms of the Equality Act 2010.

Drivers of designated wheelchair accessible vehicles must carry wheelchair using passengers, unless they hold a certificate issued by the Council, exempting them from those duties.

This guidance note provides information on what factors must be considered when transporting wheelchair users and other vulnerable persons safely and securely.

A Hackney Carriage or Private Hire driver must carry a wheelchair passenger, unless that driver has been granted a medical exemption on health grounds.

**Good Customer Care**

If you cannot take a wheelchair passenger then you:

- must explain to the customer why you cannot take the fare.
- should assist the customer in finding a vehicle that can transport them, e.g. take them to the next vehicle on a taxi rank.

Always ask the customer if they need any assistance getting into and out of your vehicle and help them with their individual needs. Ensure you know how to operate any equipment provided in your vehicle including ramps and all securing devices and keep this equipment in a good state of repair.
Equality Act 2010

Sections 165 to 167 of the Equality Act 2010 came into force on 6 April 2017. It is now a criminal offence for drivers of designated taxi and designated private hire vehicles to refuse to carry passengers in wheelchairs; to fail to provide them with appropriate assistance or to charge them extra. It is also an offence for any licensed driver that does not hold the relevant valid medical exemption notice, to refuse to carry any assistance dog.

Please refer to the full guidance available at www.gov.uk/government/publications/access-for-wheelchair-users-to-taxis-and-private-hire-vehicles

Driver responsibilities

The driver must not make any additional charge for carrying a passenger with a wheelchair. Please see section 4.7 of the Department of Transport guidance which states that ‘a meter should not be left running whilst the driver performs duties required by the Act or the passenger enters, leaves or secures their wheelchair within the passenger compartment’.

Every driver of designated wheelchair accessible taxis and Private Hire Vehicles must:

- Carry the passenger whilst in the wheelchair.
- If the passenger chooses to sit in a passenger seat then you must secure the wheelchair properly and give the passenger mobility assistance as is reasonably required.

‘Mobility assistance’ is defined as:

- To enable the passenger to get into or out of the vehicle.
- If the passenger wishes to remain in the wheelchair, enable the passenger to get into and out of the vehicle whilst in the wheelchair.
- To load the passenger’s luggage into or out of the vehicle.
- If the passenger does not wish to remain in the wheelchair, to load the wheelchair into or out of the vehicle.

It is a criminal offence for the driver (unless exempt from these duties on medical grounds) of a taxi or designated Private Hire Vehicle to fail to comply with the duties listed above.

Transporting a wheelchair user

You must ensure you know how to secure and transport a wheelchair user safely in your vehicle – it is your responsibility to ensure you comply with the law.

You must assess the risk of injury before accepting a fare and you will need to ask yourself the following questions:

- Is my vehicle designed to transport this type of wheelchair? (please have regard to your vehicle manufacturer’s specifications)
- Are there abnormal weather conditions that could compromise safe loading and unloading? (snow, ice)
- Are there any uneven surfaces that could compromise safe loading? (snow, ice)
- Are there any obstacles and other restrictions that may prevent safety loading?
- Do I need to adjust my driving style? (stopping distances, cornering and braking distances)
- If you are asked to carry an electric wheelchair then you must consider the additional weight and whether specific anchorage points are required.

In the majority of cases you will carry out this risk assessment automatically during your initial discussions with the passenger.

Passenger care

You should behave in a civil and orderly manner for all passengers and shall take all reasonable precautions to ensure the safety of your passengers.

In order to meet your legal obligations in respect to wheelchair users you should aim to comply with the following guidance:

- A wheelchair must be positioned in the designated space allotted by the vehicle manufacturer.
- A wheelchair must face to the front or to the rear and it MUST be secured. It MUST NOT be secured facing sideways or at an angle.
- A wheelchair must be secured as specified and using appropriate equipment.
- An Electric wheelchair may need to have the power turned off and the gears (or motors) disengaged to facilitate manual turning in the confined space within the vehicle. The gears or motors should be engaged and the power must remain off when the wheelchair is in position.
- A manual wheelchair must have the brakes applied.
- The driver must offer assistance to load the wheelchair.
- All wheelchair ramps, straps etc. supplied by the manufacturer must be carried on the vehicle and be in good working order (Please note – when purchasing a second hand vehicle check to establish that all the appropriate equipment is included as part of the sale).
- If you are not carrying all the appropriate straps and fittings to allow safe passage your vehicle will be served with an immediate prohibition notice which will remain in place until they are provided. This will include vehicles with Medically Exempt Drivers.
Medical Exemption
The requirements of section 165 of the Equality Act 2010 do not apply to drivers who have a valid medical exemption certificate and are displaying valid exemption notices.
If you are exempt then you will have been issued with two exemption notices which must be displayed as instructed in the instructions accompanying the exemption notice.
If you have a medical condition which affects your ability to carry wheelchairs, then you must apply for a Medical Exemption. Full details can be found on our website www.plymouth.gov.uk/sites/default/files/WheelchairExemptionForm.pdf

Mobility Scooters
It is impossible to secure a passenger on a Mobility Scooter. These scooters are not provided with securing points for the reason that they are not designed for carriage in vehicles. If a scooter user requires carriage, the passenger must travel in a vehicle seat and the scooter must be secured so as to prevent injury to all vehicle occupants. Carriage of the scooter in the boot or behind the rear seats may be a possibility if it is not too heavy. Utilising the wheelchair straps to secure the scooter is another option.

Conclusion
In conclusion hackney carriages and specially adapted private hire vehicles form a key part of the public transport system designed to transport people with or without disabilities. These vehicles can be the preferred method of transport for many wheelchair users as they can be taken direct to their home.
It is imperative that all passengers, including wheelchair users are treated with respect and dignity by all licensed drivers and be transported in a safe and secure manner for the duration of the journey. On occasions this will be difficult; nevertheless a professional driver is expected to act in a calm and controlled manner, irrespective of the demanding behaviour of some passengers.
Drivers who do not comply with the Equality Act 2010 will be investigated and may face prosecution.
It is not reasonable to expect that all vehicles will be able to accommodate every non-standard wheelchair and it is acknowledged that for some wheelchairs specialized transportation may be required.

FREQUENTLY ASKED QUESTIONS

Medicals
Q. How often do I need a Medical?
A. An updated medical certificate must be provided at the following time line intervals; at 45 years of age and every 5 years thereafter until the age of 65 and annually from the age of 70 onwards, for as long as that person remains a licensed driver. The medical certificate must be submitted using the form which is available on our website www.plymouth.gov.uk/tellusanychanges to coincide with the timeline and not at the renewal of the licence. The Council reserves the right to review an existing licence where the driver refuses to or does not fully comply with the requirements for determining medical fitness or any other reasonable request within 28 days of first reaching the age of 45 or each of the subsequent key milestone dates as specified above.

Renewals
Q. What happens when my driving or vehicle licence expires?
A. We will send out a reminder letter before your licence expires so it is important that you tell us if you move address or change your email address. However, it is ultimately your responsibility to ensure you renew your licence on time. Once a licence has expired it cannot be renewed and you will have to start the application process again.
If you are a hackney carriage proprietor then you must ensure you renew your vehicle licence on time due to the restricted numbers of hackney carriage licences.

Compliance tests for vehicles over five years old.
Q. Do I need to submit an extra compliance test if my vehicle is over five years old?
A. Yes. You will be issued with a 12 month licence but you are required to submit an additional six month MOT certificate and vehicle compliance test. The test must be received by the due date and must be no more than 30 days old. Failure to comply with this condition of licence will render the vehicle licence subject to enforcement action.

Change of Address
Q. Do I have to tell the Council that I have moved address?
A. Yes you have a legal obligation to do so in writing within 7 days of the address change. It is very important that you do this on time as it is required either by a condition of your licence or a hackney carriage byelaw. Failing to tell us will mean that ultimately the Council could instigate legal action.

Q. But why do you need to know where I live?
A. It is very important that members of the Licensing Section are able to contact you in connection with your licence. We send out
important information throughout the year to licence holders, as well as letters to remind you when your licence is due for renewal. We cannot do this if we do not know where you live.

Q. I have changed my address, what should I do now?
A. Please update your details by visiting our website and completing the “Change of address notification” online form.

www.plymouth.gov.uk/tellusanychanges

Convictions, Motoring Endorsements

Q. Do I have to tell the Council that I have been convicted?
A. Yes, you have a legal obligation to do so in writing within 7 days of the conviction. It is very important that you do this on time as it is required by a condition of your licence, or hackney carriage byelaws. Failing to tell us will mean that ultimately the Council could instigate legal action. Visit www.plymouth.gov.uk/tellusanychanges

Q. What about a driving licence endorsement?
A. You must tell the Licensing Section if you have received an endorsement on your driving licence, either by fixed penalty or the court, and you must do so within 7 days. It is very important that you do this on time as it is required by a condition of your licence, or hackney carriage byelaws, so failing to tell us will mean that ultimately the Council could prosecute you for not doing so.

Q. How do I tell the Council?
A. Complete the ‘Conviction, Motoring Endorsement and Caution Report Form’ which can be found on our website. Visit www.plymouth.gov.uk/tellusanychanges

Q. Will my driving licence be revoked?
A. Not necessarily. Much depends on the type of offence or driving licence endorsement you have received. The Council does have a set of guidelines it uses when considering convictions, cautions and endorsements which contain more information than can be given here. They are called the “Guidelines on the Relevance of Convictions” and can be found on our website. Any review of the status of a driving licence will normally be done at a Taxi Licensing Committee hearing which you would be invited to attend.

Training requirements

Q. What training do existing drivers need to complete?
A. The Hackney Carriage and Private Hire Licensing Policy 2018, requires all existing drivers to complete the following courses:

1. Safeguarding training

Existing drivers must complete this by 1 April 2019 and refresher training must be undertaken every 5 years.

New drivers must complete this before they receive their licence.

2. Plymouth Ambassador Training

Existing drivers must complete this by 1 April 2019.

New drivers must complete this within one year of receiving their licence.

Please note, new drivers must also complete the VRQ Level 2 Qualification in Transporting Passengers by Taxi and Private Hire or equivalent qualification within the first 12 months.

Seat belt requirements

Q. Do I have to wear a seat belt when I am working?
A. The driver of a licensed Taxi is only exempt from the seat belt law, when standing for hire, seeking a hire or answering a call for hire, or when the vehicle is actually hired. If you are off duty, you MUST wear a seatbelt.

Please refer to the Motor Vehicles (Wearing of Seatbelts) Regulations 1993.

Q. Do my passengers need to wear a seat belt?
A. Passengers over 14 years old MUST wear an adult seat belt. It is the responsibility of the individual passenger to ensure that they are wearing their seat belt.

Children under 14 years of age may travel unrestrained in the rear of a licensed taxi or licensed hire car in which the rear seats are separated from the driver by a fixed partition. Although we recommend that they do wear the appropriate child car seat or seat belt under these circumstances, it is not a legal requirement. If carried in the front seat, an appropriate child restraint MUST be used (the adult seat belt is not sufficient).

A child can travel without a child car seat in some circumstances.

If the driver doesn’t provide the correct child car restraint, children can travel without one - but only if they travel on a rear seat.

Assistance (Guide) Dogs

Q. What is an Assistance dog?
A. An Assistance dog is any dog that has been trained to assist a person with a disability. Some, but not all, may wear jackets of differing colours to identify the disabled person’s disability. There may also be dogs that are trained by the disabled person to assist them with their particular needs, and they may not have a coloured jacket or be supplied by a charity.
Q. **Am I required to take assistance (guide) dogs in my vehicle?**

A. As a licensed driver of a taxi, you are required by law to carry passengers and their assistance dogs. You are not permitted to make any additional charges for doing so.

Q. **I am allergic to dogs, what can I do?**

A. If you are a driver with an existing medical condition, or you develop a medical condition, that prevents you from carrying assistance dogs, you may apply for an exemption certificate using the forms available from www.plymouth.gov.uk/tellusanychanges. Exemption application forms must be completed by your GP, or medical specialist.

Any costs associated with obtaining a medical exemption certificate must be met by the applicant.

The Council will only issue an exemption certificate if it is satisfied that it is appropriate to do so. If you are refused an exemption certificate, and you are unhappy about that decision, you have the right to appeal that decision to the Magistrates court.

**Smoking in Taxi’s and Private Hire Vehicles**

Q. **Can I smoke in my vehicle?**

A. No. All public and work vehicles must be smoke free to comply with the Health Act 2006. You cannot smoke in your vehicle at any time including when you are using it for private use or when the vehicle is not for hire.

Q. **Can I use an e-cigarette in my vehicle?**

A. You can only use an e-cigarette or similar devices in your vehicle when you are not carrying fare paying passengers. If you are found using an e-cigarette or vaping device with a fare paying passenger on board, then you will receive 3 penalty points.

Q. **What happens if I get caught smoking in my taxi or private hire vehicle?**

A. You may receive a fixed penalty notice and you must pay £50 (discounted to £30 if paid within 15 days) or a maximum fine of £200 if prosecuted and convicted by a court.

Q. **What signs do I need to display in my vehicle?**

A. The Smoke-Free (Signs) Regulations 2012 require at least one legible no-smoking sign is displayed in your vehicle.

Q. **What happens if a customer starts smoking in my taxi or private hire vehicle?**

A. As the person in charge of your vehicle, you must take reasonable steps to stop it happening. The following practical steps may assist you in dealing with such situations:

- Point to the no-smoking sign/s and ask the person to stop smoking.
- Inform them that you would be committing an offence if you allowed them to smoke and that it is a smoke free vehicle.

If the customer refuses to stop smoking:

- You should consider not providing a service to a person who is breaking the smoke free law. This includes refusing to accept a hiring if the sole reason is that the customer refuses to stop smoking.
- Keep a record of where and when the incident took place, the name of the person involved (if possible) and the outcome.

**VEHICLE ACCIDENT/DAMAGE NOTIFICATION**

These guidance notes are to assist vehicle proprietors in the event of a vehicle they own being involved in an accident and sustaining damage.

Q. **Why do I have to inform the Licensing Section if I have an accident?**

A. The law says that it is the responsibility of the vehicle proprietor to inform the Licensing Section as soon as possible after their vehicle has been involved in an accident and sustained damage. If this can’t be done straight away, it must be done within 72 hours of the damage being sustained.

Q. **How do I report the damage?**

A. You must complete the ‘Accident / Damage Report Form’ which can be found online at www.plymouth.gov.uk/tellusanychanges giving details of the vehicle involved, date and time it happened, where it happened, who was driving and what damage the vehicle has sustained.

Q. **Will the vehicle need to be taken out of service?**

A. That depends on the level of damage to the vehicle. Any damage which affects the structural integrity of the vehicle, or damages lights, brakes, opening / closing of doors or has caused large areas of structural damage will require the vehicle to be taken out of service immediately. Light scuffs to paintwork, small dents etc. will not necessarily mean the vehicle has to be taken out of service immediately, but the damage will have to be promptly repaired.

Q. **What do I do if my vehicle is taken out of service?**

A. Once repair work has been completed, the vehicle may need to inspected by a Licensing
Officer to ensure it is fit for service.

Q. This is my only vehicle, how will I work without it?
A. You will need to discuss this with your insurance company. In many cases they can arrange for a replacement vehicle to be loaned to you whilst yours is being repaired. The loan vehicle will have to be licensed with the Licensing Section, but insurance companies tend to use specialist vehicle suppliers who are familiar with our procedures. Many already have private hire vehicles pre plated with the Licensing Section.

Q. I have a hackney Carriage. What happens in my case?
A. Due to the limit on Hackney Carriage numbers extra plates cannot be issued. That will not prevent you having a loan vehicle, as your vehicle licence plate is removed from your vehicle and retained, but the licence number is temporarily issued to the loan vehicle. When your vehicle is repaired, you simply return the plate issued to the loan vehicle and we return your licence plate to you.

Q. What happens if my vehicle is a write off?
A. If your vehicle is written off then you will need to return the licence plate, paper licence and if a private hire vehicle, the door stickers. The vehicle will then be de-licensed by the Licensing Section. You will then have to obtain a new issue licence in the normal way. You may be able to claim any additional costs incurred by you through your insurance company, especially if you are not at fault.

Q. Will my vehicle need to be inspected by the Licensing Officer?
A. In many cases this may not be necessary. If you are unsure if the extent of the damage requires the vehicle to be taken out of service, you should make the vehicle available for inspection by a Licensing Officer where further advice will be given to you. In some cases, your insurance company may want a vehicle prohibition (stop) notice to be issued before they will arrange a loan vehicle for you. This can be arranged by contacting a Licensing Officer who will inspect the vehicle with you.

Q. I am still unsure of what to do, where can I get help?
A. If you are still unsure of what to do after your vehicle has received damage as a result of an accident, please email us at taxi.licensing@plymouth.gov.uk. For an appointment for a replacement vehicle, please contact the Licensing Section on 01752 304141.

### FARE DISPUTES

**Civil disputes and making off without payment**

Drivers who provide the service of transporting people around the city of Plymouth are always at risk of encountering awkward or dishonest people who will try to evade their duty to pay for the service by any means possible.

This information is intended to offer guidance as to whether an incident will be investigated as a criminal offence or whether the matter has to be dealt with by way of civil law. As in all cases the facts must be assessed individually at the time of the incident to decide the correct course of action.

It should be noted that for the police to consider prosecution there has to be an element of dishonesty involved in the actions taken by the passenger(s).

**Dishonesty has to pass two tests.** Whether a person’s behaviour would be regarded as dishonest by the ordinary standards of reasonable and honest people. Secondly, if the person was dishonest by those standards then whether they were aware that what they were doing was dishonest.

Drunkenness is not a defence to dishonesty. The following basic examples illustrate the possible criminal offences:

1. **If the passenger leaves the vehicle and makes off without paying the fare he/she commits an offence under Section 3 of the Theft Act 1978 - Making off without payment.**

   In simple terms a person who uses the taxi knowing that payment is required or dishonestly makes off without payment, intending that payment shall not be made, commits the offence.

   The fact that the passenger has run off would satisfy the dishonesty aspect.

   Please note: The service provided must be lawful therefore an offence cannot be committed if a private hire vehicle or hackney carriage operates outside their respective regulations.

2. **If a person enters the vehicle and has no money in his/her possession but fails to inform the driver until the journey is complete commits an offence under Section 11 Fraud Act 2006 – Obtaining services dishonestly.**

   Section 11 of the Fraud Act 2006 creates an offence for any person, by any dishonest act, to obtain services for which payment is required, with intent to avoid payment.
A person is guilty of an offence under this section if he/she obtains services for themselves or another providing;
The person must know that the services are made available on the basis that payment has been, is being, or will be made. It can be committed only where the dishonest act was done with the intent not to pay for the services as expected.
The fact the passenger knowingly uses the service without having the means to pay would satisfy the dishonesty requirement. It can be a defence if a person makes an honest mistake as to certain facts causing him/her to take a course of action which, on the surface, appears to be an offence, for example, the person thought they had the money to pay for the taxi but had lost their wallet.

3 Passenger refuses to pay the fare at the end of the journey commits an offence under Section 11 Fraud Act 2006 – Obtaining services dishonestly.

Provided there is evidence that the passenger entered the cab knowing a fee would be required for the provision of the service with the intent of not paying and it can be proved he acted in a dishonest manner then an offence contrary to section 11 of the Fraud Act 2006 would be committed.

If the passenger states that he/she was unhappy with the service and attempts to negotiate part payment and provides their details the matter would become a civil debt and would not be dealt with by police.
The boundary between the civil and criminal law will always be the subject to a degree of interpretation but the following are examples of civil matters that cannot be dealt with by the police:
- Passenger disputes the fare but makes an offer of payment.
- Passenger soils the vehicle agrees to paying the fare but refuses to pay soiling charge.
- Passenger is dissatisfied with the service and refuses to pay the fare but provides their name and address and then leaves the scene.
- Passenger has disputed the fare but makes an offer of payment which is refused by the driver, but provides their name and address and then leaves the scene.

Every case must be judged on its own merits as there will clearly be situations where conflicting views will escalate into direct confrontation. In these circumstances it is recommended that drivers maintain a calm professional approach, try to avoid strong or threatening language and distance themselves from any physical contact where possible.

Drivers should always try to avoid placing themselves in unnecessary danger.
If the matter is a threat to the driver’s physical safety or imminent damage to their property the police should be called immediately using the 999 system.
Where there is a dispute and the driver locks a passenger in the vehicle and drives to a police station, this practice can leave them open to a criminal complaint of false imprisonment and counter action under civil law.
Where possible if the passenger remains unhappy with the service provided they should be given details of how to make a formal complaint to the Council.

Requesting payment in advance
We understand that on some occasions, especially on late night fares, drivers may wish to ask for either a deposit to be made against the fare before the hiring commences or full fixed payment in advance (which must not exceed the metered fare). Provided that the balance is returned where the final fare does not exceed the deposit, then this is acceptable and reasonable in certain situations. However, we would not expect this to be the ‘norm’ and should be used sparingly as customers may become disgruntled by this procedure and drivers must be able to justify why they have requested the money in advance.

GUIDANCE ON MINIMUM TYRE TREAD DEPTH

The Legal Minimum Tread Depth
The legal limit for minimum depth of tread on your tyres is 1.6 millimetres, across the central ¾ of the tread going around the complete circumference of the tyre.

Recommended Limits
For safety reasons it is recommended that you replace your tyres before the legal limit is reached. RoSPA recommend replacing your tyres when they reach 3mm, as braking distances are increased with the decrease in tread depth.

Driver Responsibilities
Whether you own or rent a vehicle, all drivers have a responsibility to ensure that the vehicle they are driving conforms to the law and is fit for purpose of transporting members of the public.
How to check your tyres?
The most effective method of visually checking your tyre is to put the wheel on a full lock so that the majority of the surface of the tyre is exposed for inspection. You should be able to see the entire breadth of the tyre including the shoulders and sidewalls which can be particularly prone to wear if the tyre is underinflated or has a tracking fault. Most tyres will have tread wear indicators (twi’s), usually six small ribs across the bottom of the main tread grooves, and when the tread surface becomes level with these ribs the tyre is at the legal limit and must be replaced. Examine the whole tyre and not just the groove surface. Check the sidewalls for cuts and bulges, and any part of the tyre showing cord. Tyres having a cut which is 25mm in length deep enough to reach the cords or any bulges or areas of cord showing will need to be changed before the vehicle can be used.

Tyre inflation
An area which is often overlooked is tyre pressures. To function correctly tyres must be at the recommended pressure, this not only ensures the tyres maintain good grip of the road surface, but will also improve fuel efficiency. The diagram below illustrates the point of having tyres at the correct pressure.

Legal Penalties
If you are caught by the police with tyres fitted to your vehicle which are below the legal minimum limit you can be fined up to £2500 and have your licence endorsed with 3 penalty points (per tyre) if convicted in a court of law. If you are given the option of a fixed penalty, then you will be fined £60 and have your licence endorsed with 3 penalty points.

Licensing Penalties
It is the responsibility of all drivers to ensure that their vehicles are roadworthy in every respect at all times. Tyres are one of the items which should be checked on a daily basis before commencing work as they play a major role in preventing accidents. Licensing officers will check vehicle tyres during all on road inspections, and will issue a prohibition notice to the vehicle if tyres on it are found to be below the lawful minimum limit. Repeat offenders will also be required to explain their lack of vehicle maintenance to Members of the Licensing Committee, who in light of the evidence of the drivers disregard for public safety, may determine that they are no longer fit and proper people to hold a licence.
GUIDANCE NOTE ON THE USE OF TAXIMETERS

Introduction
All Hackney Carriages available for public hire within the city of Plymouth are fitted with taximeters to calculate passenger fares.

The Council set the rate of fares that may be charged by a hirer of a taxi, together with other legitimate charges such as extras for additional passengers etc.

This is the maximum amount that may be charged, but a driver may, if they feel inclined to do so, accept or demand a lower fare than the total displayed on the taximeter at the end of the journey.

All taximeters are calendar controlled, and are calibrated by a meter agent to the rate set by the Council.

Guidance

Fares within the city limits and remaining
All journeys starting and ending within the area controlled by Plymouth City Council, must be calculated using the taximeter. The taximeter must be engaged for the whole journey. Unless you have good reason, you cannot refuse a journey within the city.

If you accept a journey with multiple passengers who have multiple drops, you are not entitled to re-set the meter after each passenger has left the taxi, the journey must be treated as a continuous journey and the fare must be settled at the end of that journey.

Each passenger may wish to pay for his/her portion of the journey, this is fine, but you may not re-set the meter to continue to the other agreed destinations.

Fares ending outside the city limits
You are not under an obligation to accept passengers who wish to hire the taxi with a destination outside the area controlled by Plymouth City Council. If you do accept the journey, you should make it clear to the passenger the amount you want to charge, and if agreed, this is the maximum you can receive.

Alternatively, you can perform the journey and calculate the fare using the taximeter. If you use the taximeter, you are not permitted to charge any more than the permitted fare.

Be advised that whilst you are able to negotiate fares ending outside the city limits, demanding extortionate amounts does not offer good service, and ultimately damages customer relations with the trade. Short term gain usually results in long term losses, and damages consumer confidence.
Picking up within Plymouth Station

There is a private contract which exists between Great Western Railway (GWR) and a service provider to transport passengers from the station under a vehicle permit system.

Unless you are the driver of a ‘GWR permit’ vehicle, you are not permitted to pick up passengers from the railway station, unless the passenger has pre-booked a journey with you if you are a taxi driver (evidence will be required of the booking) or the passenger has pre-booked with a Private Hire Operator. Such pre-booked passengers must be collected up from the designated pick up points and not from the taxi stand.

You may drop off passengers (away from the stand) if you are a non permit vehicle driver.

Failure to adhere to these requirements may result in enforcement action being considered.

HACKNEY CARRIAGE APPOINTED STANDS

City Centre Area

<table>
<thead>
<tr>
<th>Rank Number</th>
<th>Location</th>
<th>Hours of Operation</th>
<th>Spaces Available</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Guildhall Square (Adjacent car park)</td>
<td>24 hours</td>
<td>3</td>
</tr>
<tr>
<td>2</td>
<td>Royal Parade (Theatre Royal)</td>
<td>24 hours</td>
<td>6</td>
</tr>
<tr>
<td>3</td>
<td>Royal Parade (Brass Monkey)</td>
<td>Midnight to 6am</td>
<td>2</td>
</tr>
<tr>
<td>4</td>
<td>Raleigh Street</td>
<td>24 hours</td>
<td>18</td>
</tr>
<tr>
<td>5</td>
<td>Cornwall Street West (Rank 1)</td>
<td>24 hours</td>
<td>4</td>
</tr>
<tr>
<td>6</td>
<td>Cornwall Street West (Rank 2)</td>
<td>6pm to 6am</td>
<td>4</td>
</tr>
<tr>
<td>7</td>
<td>Mayflower Street (Karma)</td>
<td>24 hours</td>
<td>4</td>
</tr>
<tr>
<td>8</td>
<td>Mayflower Street (Iceland)</td>
<td>24 hours</td>
<td>6</td>
</tr>
<tr>
<td>9</td>
<td>Mill Street (Good Companions)</td>
<td>24 hours</td>
<td>2</td>
</tr>
<tr>
<td>10</td>
<td>Charles Street</td>
<td>24 hours</td>
<td>3</td>
</tr>
<tr>
<td>11</td>
<td>Old Town Street</td>
<td>24 hours</td>
<td>14</td>
</tr>
<tr>
<td>12</td>
<td>Exeter Street (Viaduct)</td>
<td>24 hours</td>
<td>4</td>
</tr>
<tr>
<td>13</td>
<td>Bretonside</td>
<td>24 hours</td>
<td>9</td>
</tr>
<tr>
<td>14</td>
<td>Whimple Street</td>
<td>24 hours</td>
<td>3</td>
</tr>
<tr>
<td>15</td>
<td>Princess Street</td>
<td>10pm to 9am</td>
<td>4</td>
</tr>
<tr>
<td>16</td>
<td>Finewell Street</td>
<td>24 hours</td>
<td>8</td>
</tr>
<tr>
<td>17</td>
<td>The Parade (rank 1)</td>
<td>24 hours</td>
<td>2</td>
</tr>
<tr>
<td>18</td>
<td>The Parade (rank 2)</td>
<td>9pm to 6am</td>
<td>6</td>
</tr>
<tr>
<td>19</td>
<td>Derry’s Cross (Reel Cinema)</td>
<td>24 hours</td>
<td>2</td>
</tr>
<tr>
<td>20</td>
<td>Derry’s Cross (Pizza Express)</td>
<td>24 hours</td>
<td>5</td>
</tr>
<tr>
<td>21</td>
<td>Union Street (Walkabout - South side)</td>
<td>11.30pm to 5.30am</td>
<td>9</td>
</tr>
<tr>
<td>22</td>
<td>Union Street (Genting Casino - North side)</td>
<td>11.30pm to 5.30am</td>
<td>9</td>
</tr>
<tr>
<td>23</td>
<td>Martin Street</td>
<td>9pm to 6am</td>
<td>10</td>
</tr>
<tr>
<td>24</td>
<td>The Octagon</td>
<td>24 hours</td>
<td>3</td>
</tr>
<tr>
<td>25</td>
<td>Western Approach (Toys R Us)</td>
<td>Midnight to 6am</td>
<td>8</td>
</tr>
<tr>
<td>26</td>
<td>Union Street (Dance Academy)</td>
<td>8pm to 6am</td>
<td>8</td>
</tr>
<tr>
<td>27</td>
<td>Tavistock Place</td>
<td>6pm to 6am</td>
<td>4</td>
</tr>
<tr>
<td>28</td>
<td>Derry’s Cross (Dial a Ride)</td>
<td>6pm to 6am</td>
<td>3</td>
</tr>
<tr>
<td>29</td>
<td>Armada Way</td>
<td>24 hours</td>
<td>2</td>
</tr>
<tr>
<td>30</td>
<td>The Barbican (Mayflower Centre)</td>
<td>6pm to 6am</td>
<td>4</td>
</tr>
<tr>
<td>Rank Number</td>
<td>Location</td>
<td>Hours of Operation</td>
<td>Spaces Available</td>
</tr>
<tr>
<td>-------------</td>
<td>------------------------------------------------------</td>
<td>--------------------</td>
<td>------------------</td>
</tr>
<tr>
<td>31</td>
<td>Admirals Hard (Cremyll ferry)</td>
<td>24 hours</td>
<td>2</td>
</tr>
<tr>
<td>32</td>
<td>Albert Road (Dockyard)</td>
<td>24 hours</td>
<td>4</td>
</tr>
<tr>
<td>33</td>
<td>Cross Park Road, Crownhill</td>
<td>24 hours</td>
<td>2</td>
</tr>
<tr>
<td>34</td>
<td>Ferry Road (Torpoint ferry)</td>
<td>24 hours</td>
<td>12</td>
</tr>
<tr>
<td>35</td>
<td>Saltash Road (Opp HMS Drake)</td>
<td>24 hours</td>
<td>3</td>
</tr>
<tr>
<td>36</td>
<td>Wolseley Road (St. Budeaux Square)</td>
<td>24 hours</td>
<td>5</td>
</tr>
<tr>
<td>37</td>
<td>St. Levan Road</td>
<td>24 hours</td>
<td>4</td>
</tr>
<tr>
<td>38</td>
<td>Church Street (Stoke)</td>
<td>24 hours</td>
<td>2</td>
</tr>
<tr>
<td>39</td>
<td>Ham Drive</td>
<td>24 hours</td>
<td>4</td>
</tr>
<tr>
<td>40</td>
<td>Ridgeway (Post Office PH)</td>
<td>24 hours</td>
<td>3</td>
</tr>
<tr>
<td>41</td>
<td>Ridgeway (Joshua Reynolds PH)</td>
<td>24 hours</td>
<td>2</td>
</tr>
<tr>
<td>42</td>
<td>Derriford Hospital</td>
<td>24 hours</td>
<td>3</td>
</tr>
<tr>
<td>43</td>
<td>Mutley Plain 1 (Top End Taxi Shelter)</td>
<td>24 hours</td>
<td>3</td>
</tr>
<tr>
<td>44</td>
<td>Mutley Plain 2 (Middle Bus Layby)</td>
<td>8pm to 6am</td>
<td>3</td>
</tr>
<tr>
<td>45</td>
<td>Mutley Plain 3 (Mutley Crown)</td>
<td>8pm to 6am</td>
<td>3</td>
</tr>
<tr>
<td>46</td>
<td>Houndiscombe Road</td>
<td>24 hours</td>
<td>3</td>
</tr>
<tr>
<td>47</td>
<td>Plymouth Train Station (Permits Only)</td>
<td>24 hours</td>
<td>15</td>
</tr>
<tr>
<td>48</td>
<td>Drake Circus (University)</td>
<td>Midnight to 6am</td>
<td>3</td>
</tr>
<tr>
<td>49</td>
<td>North Hill (Adjacent Sherwell Arcade)</td>
<td>6pm to 6am</td>
<td>5</td>
</tr>
<tr>
<td>50</td>
<td>Plymstock Broadway Car Park</td>
<td>24 hours</td>
<td>2</td>
</tr>
<tr>
<td>51</td>
<td>Barbican Approach Road</td>
<td>11pm to 5am</td>
<td>4</td>
</tr>
</tbody>
</table>
Please refer to the Penalty Points Scheme Guidance on our website. If a licence holder accumulates 12 points or more within a rolling period of 36 months then their licence will be subject to a review by the Taxi Licensing Committee.

<table>
<thead>
<tr>
<th>Point code</th>
<th>Offence / breach of condition or policy</th>
<th>Points</th>
<th>Driver</th>
<th>Vehicle proprietor</th>
<th>Regulatory framework</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hackney Carriage Driver Infringements</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>H1</td>
<td>Fail to wear badge</td>
<td>4</td>
<td>✓</td>
<td></td>
<td>Byelaw 14</td>
</tr>
<tr>
<td>H2</td>
<td>Failure to display HC plate correctly</td>
<td>3</td>
<td>✓</td>
<td>✓</td>
<td>s.4(2) PCCA 1975, HCVL condition 2</td>
</tr>
<tr>
<td>H3</td>
<td>Evidence of using e-cigarettes or similar vapour devices in the vehicle whilst driving with a fare paying passenger.</td>
<td>3</td>
<td>✓</td>
<td></td>
<td>Taxi Licensing Policy</td>
</tr>
<tr>
<td>H4</td>
<td>Driver unacceptable appearance/hygiene</td>
<td>3</td>
<td>✓</td>
<td></td>
<td>Taxi licensing policy</td>
</tr>
<tr>
<td>H5</td>
<td>HC not well maintained or kept clean</td>
<td>4</td>
<td>✓</td>
<td>✓</td>
<td>HCVL condition 17</td>
</tr>
<tr>
<td>H6</td>
<td>Fail to behave in civil and orderly manner</td>
<td>8</td>
<td>✓</td>
<td></td>
<td>Byelaw 9a</td>
</tr>
<tr>
<td>H7</td>
<td>Leaving HC unattended at a stand</td>
<td>4</td>
<td>✓</td>
<td></td>
<td>s.62 TPCA 1847</td>
</tr>
<tr>
<td>H8</td>
<td>Carrying animal other than hirers</td>
<td>4</td>
<td>✓</td>
<td>✓</td>
<td>HCVL condition 11</td>
</tr>
<tr>
<td>H9</td>
<td>Play sound equipment without consent of hirer</td>
<td>3</td>
<td>✓</td>
<td>✓</td>
<td>Byelaw 9c</td>
</tr>
<tr>
<td>H10</td>
<td>Cause or permit noise from HC to annoy others</td>
<td>3</td>
<td>✓</td>
<td>✓</td>
<td>Byelaw 9d</td>
</tr>
<tr>
<td>H11</td>
<td>Carrying another person than the hirer without consent.</td>
<td>6</td>
<td>✓</td>
<td></td>
<td>s.59 TPCA 1847</td>
</tr>
<tr>
<td>H12</td>
<td>Obstructing other drivers</td>
<td>6</td>
<td>✓</td>
<td></td>
<td>s.64 TPCA 1847</td>
</tr>
<tr>
<td>H13</td>
<td>Taximeter not illuminated</td>
<td>3</td>
<td>✓</td>
<td>✓</td>
<td>Byelaw 5c</td>
</tr>
<tr>
<td>H14</td>
<td>Fail to produce licence upon request</td>
<td>3</td>
<td>✓</td>
<td></td>
<td>s.11 PCCA 1975</td>
</tr>
<tr>
<td>H15</td>
<td>Use HC horn to signal hirer</td>
<td>4</td>
<td>✓</td>
<td>✓</td>
<td>Byelaw 9f</td>
</tr>
<tr>
<td>H16</td>
<td>Fail to notify injury/illness affecting driving ability</td>
<td>8</td>
<td>✓</td>
<td></td>
<td>Byelaw 10b</td>
</tr>
<tr>
<td>H17</td>
<td>Fail to notify of conviction or endorsement within time</td>
<td>3</td>
<td>✓</td>
<td></td>
<td>Byelaw 11</td>
</tr>
<tr>
<td>H18</td>
<td>Fail to assist loading/unloading luggage</td>
<td>4</td>
<td>✓</td>
<td></td>
<td>Byelaw 15b</td>
</tr>
<tr>
<td>H19</td>
<td>Fail to take luggage to/from building/station etc.</td>
<td>4</td>
<td>✓</td>
<td></td>
<td>Byelaw 15c</td>
</tr>
<tr>
<td>H20</td>
<td>Prolonging journey unnecessarily</td>
<td>6</td>
<td>✓</td>
<td></td>
<td>s.27 PCCA 1975</td>
</tr>
<tr>
<td>H21</td>
<td>Fail to notify change of address</td>
<td>3</td>
<td>✓</td>
<td>✓</td>
<td>Byelaw 10a</td>
</tr>
<tr>
<td>H22</td>
<td>Fail to submit HC over 5 yrs old to 6 month test when required</td>
<td>6</td>
<td>✓</td>
<td></td>
<td>HCVL condition 7</td>
</tr>
<tr>
<td>H23</td>
<td>Fail to transfer HCV licence to other within permitted time</td>
<td>4</td>
<td>✓</td>
<td></td>
<td>s.7 PCCA 1975</td>
</tr>
<tr>
<td>H24</td>
<td>HC Proprietor fail to provide info as to driver</td>
<td>6</td>
<td>✓</td>
<td></td>
<td>HCVL conditions 12 or 13</td>
</tr>
<tr>
<td>H25</td>
<td>Fail to convey luggage</td>
<td>4</td>
<td>✓</td>
<td></td>
<td>Byelaw 15a</td>
</tr>
<tr>
<td>H26</td>
<td>Failing to proceed to stand</td>
<td>4</td>
<td>✓</td>
<td></td>
<td>Byelaw 7a</td>
</tr>
<tr>
<td>H27</td>
<td>Fail to proceed to another stand if fully occupied</td>
<td>4</td>
<td>✓</td>
<td></td>
<td>Byelaw 7b</td>
</tr>
<tr>
<td>H28</td>
<td>Fail to station carriage immediately behind carriage on stand</td>
<td>3</td>
<td>✓</td>
<td></td>
<td>Byelaw 7c</td>
</tr>
<tr>
<td>H29</td>
<td>Fail to move up stand</td>
<td>3</td>
<td>✓</td>
<td></td>
<td>Byelaw 7d</td>
</tr>
<tr>
<td>H30</td>
<td>Fail to display/conceal or illegible tariff</td>
<td>4</td>
<td>✓</td>
<td>✓</td>
<td>Byelaw 16b</td>
</tr>
<tr>
<td>H31</td>
<td>Fail to be at allotted time/place agreed with hirer</td>
<td>3</td>
<td>✓</td>
<td></td>
<td>Byelaw 12</td>
</tr>
</tbody>
</table>
Visit our Taxi Licensing webpages

You can now:

Tell us of any changes –
• Change of address • Convictions
• Motoring offences • Accidents
• Change of operator

Apply online to renew your vehicle licence

Report a complaint online

Keep up to date with your legal requirements

New mobile friendly website

Save time, do it on line
Available on your mobile, tablet and laptop
www.plymouth.gov.uk/taxilicensing