

SLOUGH BOROUGH COUNCIL

REPORT TO: Licensing Committee **DATE:** 20th October 2016

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WARD(S): ALL

PART I

FOR COMMENT AND DECISION

PRIVATE HIRE AND HACKNEY CARRIAGE DRIVERS CHARTER

1. **Purpose of Report**

For the Committee to consider and comment on a 'Driver's Charter' for Private Hire and Hackney Carriage drivers.

2. **Recommendation**

The Committee is requested to approve the implementation of the Driver's Charter.

3. **The Slough Joint Wellbeing Strategy, the JSNA and the Five Year Plan**

As the report outlines the Council has specific policies, conditions and bye-laws in place for both private hire and hackney carriage drivers, either approved locally or contained within national legislation, which have to be complied with.

The report also outlines the importance of the image of the private hire and hackney carriage industry in Slough.

A 'Driver's Charter' has been developed in consultation with representatives of both organisations of the industry with the purposes of raising standards, improving public perception of the industry, instill a sense of pride and purpose and ensuring clarity and consistency across the industry and of what is expected of it.

3a. **Slough Joint Wellbeing Strategy Priorities –**

The proposal for a Driver's Charter will contribute to the following wellbeing priorities:

- Economy and Skills

- Safer Communities

Cross-Cutting themes:

Approving the introduction of a Driver’s Charter will enhance the image of the private hire and hackney carriage industry in Slough and will contribute to the cross cutting theme of **Improving the image of the town.**

3b. **Five Year Plan Outcomes**

The report outlines the purposes of the Driver’s Charter. This will contribute to the Five Year Plan with the specific outcome of :

- Slough will be one of the safest places in the Thames Valley

4. **Other Implications**

(a) Financial

There are no financial implications involved in the proposed action.

Risk Management

Recommendation	Risk/Threat/Opportunity	Mitigation(s)
As detailed in Point 2.	It is important that all licensed private hire and hackney carriage drivers comply with all requirements of a licence and the Driver’s Charter will ensure the drivers’ commitment to this.	None

(b) Human Rights Act and Other Legal Implications

Section 1 and Schedule 1 Parts I & II of The Human Rights Act 1998 apply:

Article 1 – Every person is entitled to the peaceful enjoyment of his or her possessions including the possession of a licence and shall not be deprived of the possession except in the public interest.

Article 6 – That in the determination of civil rights and obligations everyone is entitled to a fair and public hearing within a reasonable time by an independent and impartial tribunal established by law.

(c) Equalities Impact Assessment

An Equality Impact Assessment has not been completed as the Driver’s Charter has been developed incorporating current policies, conditions and by-laws already approved and in place, and therefore there is no identified negative or adverse impact on any individual or any equality group.

5. Supporting Information

- 5.1 The Council already has in place policies, conditions and bye-laws for private hire and hackney carriage drivers, vehicles and operators, either locally approved or contained within national legislation, that have to be complied with.
- 5.2 The image of the private hire and hackney carriage industry in Slough is an importance issue, and the purposes of the Driver's Charter is to raise standards, improve public perception of the industry, instil a sense of pride and purpose and ensure clarity and consistency across the industry and of what is expected of it.
- 5.3 The Driver's Charter has been developed to incorporate the policies, conditions and bye-laws currently in place with the drivers committing to 2 key areas i.e. 'My Passenger and Service' and 'My Responsibilities'. A copy of the draft Driver's Charter is attached at **Appendix A**.
- 5.4 The Driver's Charter was developed in consultation with the Slough Private Hire Drivers Association and the Slough Taxi Federation who are fully supportive of the Charter and of enhancing the status and image of the industry in Slough.
- 5.5 The Committee is asked to comment on and approve the Driver's Charter which will then be professionally formatted and designed and provided to all new and existing licenced drivers. The Charter will also be available on the Council website for public view.
- 5.6 If the Committee formerly approve the proposed Dress Code and the revised wording for the 'No sexual contact' condition, these will also be incorporated into the Driver's Charter.
- 5.7 Although a formal consultation has not been carried out as the Driver's Charter has been developed with existing policies, conditions and bye-laws, all private hire and hackney carriage drivers and operators were written to as part of a consultation process on other matters informing them of the proposals of the development of the Charter to be put before the Licensing Committee.

6. Comments of Other Committees

None.

7. Conclusion

The Committee is requested to approve the implementation of the Driver's Charter.

8. Appendices Attached

'A' - Driver's Charter

9. Background Papers

None.

Slough Borough Council Driver Charter

As a licensed private hire or hackney carriage driver, I commit to the following;

My passenger & service

I WILL

- attend my bookings at the correct time and place
- proceed to the destination by the quickest and shortest route
- carry a reasonable amount of luggage and to assist my passenger with loading and unloading
- be clean and respectable in my dress
- not eat or drink in my vehicle whilst carrying passengers
- behave in a civil and courteous manner
- take reasonable steps to ensure my passengers safety when they are getting in and out of my vehicle
- not play any audio or video that is offensive or that will cause a nuisance to my passengers
- not initiate any dialogue of a sexual nature with my passengers
- not contact passengers_ once the journey is complete
- not use or share a passengers personal information
- not exceed the number of passengers stated on my vehicle licence
- carry all children in my vehicle in the correct and legal manner
- provide a written receipt of the fare if requested
- carry any assistance dog needed by my passenger
- assist any passenger who needs extra help for whatever reason
- not carry any additional passengers without the

My responsibilities

I WILL

- clearly wear or display my ph/hc drivers licence
- show my ph/hc drivers licence when requested by an authorised officer or police officer
- not use a vehicle if it does not comply with Slough Borough Council's vehicle policy
- take the necessary steps to ensure I am picking up the correct passengers with a booking
- not pick up any passengers unless they have made a booking through my operator
- not use any device such as a mobile phone or PDA whilst driving
- check my vehicle for any lost property at the end of each journey
- notify my operator of any lost property and arrange suitable collection with the passenger or hand the property into the nearest police station
- ensure my vehicle licence (plate) is clearly displayed and securely attached to the back of my vehicle
- inform Slough Borough Council of any convictions, cautions, DVLA driver licence endorsements or pending court proceedings
- inform Slough Borough Council immediately if disqualified from driving
- update Slough Borough Council of any changes to my personal information such as address or telephone number
- ensure my DVLA driving

consent of the hirer

HACKNEY specific

- **turn the meter on at the start of a journey**
- **display a current fare chart in my hackney carriage**
- **adhere to the agreed fare negotiated with a passenger**
- **not charge for travelling to a booking**

licence is valid and registered at the correct address

- inform Slough Borough Council within 72 hours if my licensed vehicle is involved in any accident
- inform Slough Borough Council of any health problems i.e. diabetes, heart, blood pressure etc
- ensure that no one smokes in my licensed vehicle
- ensure that 'no smoking' signs are clearly displayed
- not park my private hire vehicle on a taxi rank
- ensure my vehicle is kept clean both inside and out
- ensure my vehicle is kept in good mechanical condition including the exterior body work
- ensure my vehicle is correctly insured at all times
- ensure my vehicle has a valid Certificate of Compliance at all times
- carry a copy of my DVLA drivers licence, insurance certificate and certificate of compliance in my vehicle at all times
- ensure my vehicle is only driven by a Slough Borough Council licensed ph/hc driver
- follow all reasonable requests made to me by an authorised officer or police officer

HACKNEY specific

- **display a 'TAXI' roof light on my vehicle**
- **ensure a correctly calibrated meter has been with has been fitted to my hackney carriage**
- **ensure my meter is not tampered with by anyone at any time**
- **use the meter correctly and in accordance with the current fare chart**

	<ul style="list-style-type: none">• go to the nearest taxi rank when I am available for hire. If that is full I will go to another available rank• ensure my wheelchair accessible vehicle complies with current Slough Borough Council policy
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