

Licensing (General) Sub-Committee

Wednesday, 14th February,
2024

at 1.30 pm

PLEASE NOTE TIME OF MEETING
Council Chamber - Civic Centre

This meeting is open to the public

Members

Councillor Mrs Blatchford
Councillor M Bunday
Councillor Kenny
Councillor Moulton
Councillor Noon

Contacts

Democratic Support Officer
Maria McKay
Email: Maria.McKay@southampton.gov.uk

Executive Director Place
Adam Wilkinson
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PUBLIC INFORMATION

Terms of Reference

The Sub-Committee deals with licences, permits and forms of consent (other than those for which the Council is responsible under the Licensing Act 2003), including:

- Hackney carriage and private hire drivers, vehicles, and operators
- Street trading
- Sex establishments

Members: Five members drawn from the Licensing Committee

Relevant Representations

Those who have made relevant representations may address the meeting about the matter in which they have an interest with the consent of the Chair.

Southampton: Corporate Plan 2022-2030 sets out the four key goals:

- **Strong Foundations for Life.**- For people to access and maximise opportunities to truly thrive, Southampton will focus on ensuring residents of all ages and backgrounds have strong foundations for life.
- **A proud and resilient city** - Southampton's greatest assets are our people. Enriched lives lead to thriving communities, which in turn create places where people want to live, work and study.
- **A prosperous city** - Southampton will focus on growing our local economy and bringing investment into our city.
- **A successful, sustainable organisation** - The successful delivery of the outcomes in this plan will be rooted in the culture of our organisation and becoming an effective and efficient council.

Smoking policy – The Council operates a no-smoking policy in all civic buildings.

Mobile Telephones:- Please switch your mobile telephones to silent whilst in the meeting.

Use of Social Media:- The Council supports the video or audio recording of meetings open to the public, for either live or subsequent broadcast. However, if, in the Chair's opinion, a person filming or recording a meeting or taking photographs is interrupting proceedings or causing a disturbance, under the Council's Standing Orders the person can be ordered to stop their activity, or to leave the meeting. By entering the meeting room you are consenting to being recorded and to the use of those images and recordings for broadcasting and or/training purposes. The meeting may be recorded by the press or members of the public.

Any person or organisation filming, recording, or broadcasting any meeting of the Council is responsible for any claims or other liability resulting from them doing so.

Details of the Council's Guidance on the recording of meetings is available on the Council's website.

Fire Procedure – Should the fire alarm sound during the meeting leave the building by the nearest available exit and assemble in the Civic Centre forecourt car park.

Access – Access is available for disabled people. Please contact the Democratic Support Officer who will help to make any necessary arrangements.

Dates of Meetings: Municipal Year 2021/22

Meetings of the Committee are held as and when required.

CONDUCT OF MEETING

TERMS OF REFERENCE

The terms of reference of the Licensing Committee are contained in Part 3 (Schedule 2) of the Council's Constitution.

BUSINESS TO BE DISCUSSED

Only those items listed on the attached agenda may be considered at this meeting.

Rules of Procedure

The meeting is governed by the Council Procedure Rules as set out in Part 4 of the Constitution.

Quorum

The minimum number of appointed Members required to be in attendance to hold the meeting is 3.

DISCLOSURE OF INTERESTS

Members are required to disclose, in accordance with the Members' Code of Conduct, **both** the existence **and** nature of any "Disclosable Pecuniary Interest" or "Other Interest" they may have in relation to matters for consideration on this Agenda.

DISCLOSABLE PECUNIARY INTERESTS

A Member must regard himself or herself as having a Disclosable Pecuniary Interest in any matter that they or their spouse, partner, a person they are living with as husband or wife, or a person with whom they are living as if they were a civil partner in relation to:

- (i) Any employment, office, trade, profession, or vocation carried on for profit or gain.
- (ii) Sponsorship:

Any payment or provision of any other financial benefit (other than from Southampton City Council) made or provided within the relevant period in respect of any expense incurred by you in carrying out duties as a member, or towards your election expenses. This includes any payment or financial benefit from a trade union within the meaning of the Trade Union and Labour Relations (Consolidation) Act 1992.

- (iii) Any contract which is made between you / your spouse etc (or a body in which you / your spouse etc has a beneficial interest) and Southampton City Council under which goods or services are to be provided or works are to be executed, and which has not been fully discharged.

- (iv) Any beneficial interest in land which is within the area of Southampton.

- (v) Any license (held alone or jointly with others) to occupy land in the area of Southampton for a month or longer.

- (vi) Any tenancy where (to your knowledge) the landlord is Southampton City Council, and the tenant is a body in which you / your spouse etc has a beneficial interests.

- (vii) Any beneficial interest in securities of a body where that body (to your knowledge) has a place of business or land in the area of Southampton, and either:

- a) the total nominal value of the securities exceeds £25,000 or one hundredth of the total issued share capital of that body, or
- b) if the share capital of that body is of more than one class, the total nominal value of the shares of any one class in which you / your spouse etc has a beneficial interest that exceeds one hundredth of the total issued share capital of that class.

Other Interests

A Member must regard himself or herself as having an 'Other Interest' in any membership of, or occupation of a position of general control or management in:

Any body to which they have been appointed or nominated by Southampton City Council

Any public authority or body exercising functions of a public nature

Any body directed to charitable purposes

Any body whose principal purpose includes the influence of public opinion or policy.

Principles of Decision Making

All decisions of the Council will be made in accordance with the following principles:-

- proportionality (i.e. the action must be proportionate to the desired outcome);
- due consultation and the taking of professional advice from officers;
- respect for human rights;
- a presumption in favour of openness, accountability, and transparency;
- setting out what options have been considered;
- setting out reasons for the decision; and
- clarity of aims and desired outcomes.

In exercising discretion, the decision maker must:

- understand the law that regulates the decision making power and gives effect to it. The decision-maker must direct itself properly in law;
- take into account all relevant matters (those matters which the law requires the authority as a matter of legal obligation to take into account);
- leave out of account irrelevant considerations;
- act for a proper purpose, exercising its powers for the public good;
- not reach a decision which no authority acting reasonably could reach, (also known as the "rationality" or "taking leave of your senses" principle);
- comply with the rule that local government finance is to be conducted on an annual basis. Save to the extent authorised by Parliament, 'live now, pay later' and forward funding are unlawful; and
- act with procedural propriety in accordance with the rules of fairness.

AGENDA

1 **APOLOGIES AND CHANGES IN MEMBERSHIP (IF ANY)**

To note any changes in the membership of the Sub-Committee made in accordance with Council Procedure Rule 4.3.

2 **DISCLOSURE OF PERSONAL AND PECUNIARY INTERESTS**

In accordance with the Localism Act 2011, and the Council's Code of Conduct, Members to disclose any personal or pecuniary interests in any matter included on the agenda for this meeting.

3 **STATEMENT FROM THE CHAIR**

4 **MINUTES OF THE PREVIOUS MEETING (INCLUDING MATTERS ARISING)** (Pages 1 - 6)

To approve and sign as a correct record the Minutes of the meetings held on 11 October 2023 and 22 November 2023 and to deal with any matters arising, attached.

5 **EXCLUSION OF THE PRESS AND PUBLIC - LEGAL ADVICE**

At a predetermined point during the consideration of all items the Sub-Committee may move into private session in order to receive legal advice when determining issues. The parties to the hearing, press and the public, unless otherwise excluded by the Licensing Act 2003 (Hearings) Regulations 2005, will be invited to return immediately following that private session at which time the matter will be determined and the decision of the Sub-Committee will be announced.

6 **COMMITTEE HEARING TO CONSIDER TO SUSPEND OR REVOKE PRIVATE HIRE OPERATOR LICENCE(S)** (Pages 7 - 114)

Tuesday, 6 February 2024

Executive Director Communities, Culture & Homes

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Agenda Item 6

DECISION-MAKER:	LICENSING COMMITTEE
SUBJECT:	PRIVATE HIRE OPERATOR LICENCES
DATE OF DECISION:	14TH FEBRUARY 2024
REPORT OF:	Ian Collins, Director - Place

<u>CONTACT DETAILS</u>			
Executive Director	Title	Place	
	Name:	Adam Wilkinson	Tel: 023 8254 5853
	E-mail:	adam.wilkinson@southampton.gov.uk	
Author:	Title	Senior Licensing Officer	
	Name:	Russell Hawkins	Tel: 023 8083 2421
	E-mail:	russell.hawkins@southampton.gov.uk	

STATEMENT OF CONFIDENTIALITY	
N/A	
BRIEF SUMMARY	
Report to consider if Cab My Ride Ltd and its directors, management and associates are fit and proper to hold operator licences in the name of Cab My Ride, Bitterne Cars and Aryvo.	
RECOMMENDATIONS:	
	(i) To consider the contents of this report, appendices and any comments made.
	(ii) To decide if the company "Cab My Ride Ltd" and its directors and management are fit and proper to hold their operator licences.
REASONS FOR REPORT RECOMMENDATIONS	
1.	The Sub-Committee is bound by the rules of natural justice.
ALTERNATIVE OPTIONS CONSIDERED AND REJECTED	
2.	Officers have delegated powers to suspend, revoke or refuse licences, however this matter, due to the nature of the case, is considered better served being dealt with by way of a formal hearing.
DETAIL (Including consultation carried out)	
3.	Cab My Ride have been a licensed operator, owned by the Limited company of the same name since 27 th April 2010.
4.	On 4 th January 2022, following the collapse of the operator Bitterne Cars, Cab My Ride Ltd were granted an operator licence in the name of Bitterne Cars.
5.	On 12 th April 2023 Cab My Ride Ltd were granted a licence in the name of Aryvo, bringing the number of licences held by them at Southampton to three.

	It is also understood that Cab My Ride Ltd hold operator licences with Eastleigh Borough Council and the New Forest District Council.
6.	Since licensing we have received a volume of complaints regarding Cab My Ride. There is a schedule of these complaints in appendix 1. Notable complaints are detailed in paras 7 to 11.
7.	On 16th July 2019 we received a complaint that Cab My Ride were charging a premium for wheelchair accessible vehicles. This was in breach of the Equalities Act 2010. They were sent a written warning for this. (Appendix 2).
8.	On 28 th September 2020 we received five complaints that a director of Cab My Ride, Harjit Singh SAHOTA posted on social media a statement regarding Cab My Ride, claiming that other taxi drivers do not use PPE and rip people off. Two letters were sent requesting their comments. (Appendix 3 and 4). This concluded in Harjit Singh SAHOTA stepping down from being a director and receiving a four-week driver suspension.
9.	On 1 st March 2021 we received a complaint from SCC school transport department that Cab My Ride were using an unlicensed and damaged vehicle for school contract work. This resulted in an investigation and numerous visits led by Enforcement Officer Kyran O'NEILL (see appendix 5) during which new measures were put in place. A report to manager on this was submitted (Appendix 6) and it was decided that the matter be dealt with by written warning. (Appendix 7).
10.	On 15 th December 2022 a complaint received via SCC school transport regarding ex-Director Harjit SAHOTA being unprofessional with school run escorts. Asking to come in for a cup of tea or to use the bathroom at escort's own residence. All recent other matters were looked at and addressed by an advice letter. (Appendix 8).
11.	Because of the high volume of complaints received and poor responses from Cab My Ride, a second advice letter was sent later in 2023. (Appendix 9).
12.	On 6 th November 2023 we received a complaint that a vehicle displaying the plate PHV0776 was displaying incorrect livery. The vehicle was pictured with an Aryvo sticker on the rear doors and the old SCC door sticker design on the front doors displaying the operator Cab My Ride. This is in breach of our conditions for livery and advertising. A check of our records revealed that the vehicle was DK17 VND, a Ford Galaxy 6 seater licensed as PHV0776 from 20 th September 2022 until 31 st August 2023 when the licence expired. An investigation was commenced by Enforcement Officer Russell BONIFACE. It was investigated under the initial assumption that the owners and operators of the vehicle were aware of its licensed status and the vehicle was just being used privately or for advertising purposes. Mr BONIFACE raised with Arjan SAHOTA if the vehicle had carried out private hire bookings after 31 st August 2023. This question went unanswered, even when chased up. (Appendix 10).
13.	On 22 nd November 2023, Private Hire Driver Mr Alfred LAKUDZALA came into the Licensing office with the expired plate 0776 from the rear of DK17 VND. This vehicle belonged to Cab My Ride Ltd. He stated that he had been using this vehicle to carry out private hire work for Cab My Ride from 30 th October until 8 th November when following his regular morning school run, he was told to stop driving it and to park it up. He parked the vehicle at his home address. On 22 nd November he was instructed by Debbie at the Cab My Ride

	office to take the plate off and give it to Licensing. A statement from this driver can be found at Appendix 11.
14.	I immediately requested the records for this vehicle for the time that this driver was using the vehicle. I received them later that day from a member of Cab My Ride staff, Debbie as it was apparent that the Sahota family had gone away on holiday. After deleting the personal data of pickup and drop off details, I produce the list of bookings as Appendix 12. Each of these journeys constitutes an offence committed by Cab My Ride under Section 46 (1)(e) of the Local Government (Miscellaneous Provisions) Act 1976.
15.	I contacted Adams Morey, our vehicle examiners and obtained a failure sheet from 15 th August 2023 when Cab My Ride attempted to go through the renewal process for the same vehicle, DK17 VND. It is notable that the vehicle failed on brakes and a tyre. I produce this as appendix 13. The vehicle has never been presented to Adams Morey for re-test since the 15 th August 2023.
16.	<p>On 14th December 2023 Mr Arjan SAHOTA attended interview on behalf of Cab My Ride. The following things were established at this interview:</p> <ul style="list-style-type: none"> • The vehicle that the driver was supposed to use had been involved in a crash and so he was given DK17 VND by mistake. • He had no answer as to why he did not respond to Russell BONIFACE's email asking if the vehicle had been used unlicensed. • Debbie was in control of the running of the business while he was away on holiday but they were in regular communication. • I had personally gone to inspect the vehicle when it was still outside Alfred LAKUDZALA's house. I noted that it had 168031 miles on the odometer. I asked what the vehicle had been doing to cover 2,500 since the middle of August. Arjan SAHOTA said he would get back to me on this. • Harjit SAHOTA was in charge of managing their fleet of 10 cars that they own as a company. • There were few, if any checks carried out when cars were handed over to drivers. • There was no current system for stopping a vehicle working when its licence expires if it is already on their platform. • He could re-instate a system to deal with this later that same day or over the next few days. <p>See Appendix 14.</p> <p>I sent a copy of these notes by email to Arjan SAHOTA asking if he had any comment or anything to add. He responded by saying that this is fine. See Appendix 15.</p>
17.	On 18 th December I received an email from Cab My Ride with a breakdown of mileage covered by DK17 VND since it failed its compliance test with worn out brakes in August. It is notable that it covered over 1000 miles working as a PHV until the end of August, before it had the brakes mended on 5 th September. See Appendix 16.
18.	On 16 th January 2024, an application for a new operator licence was received from Ms. Amandip Kaur Sahota under the operator name Swyft, based at the same address as Cab My Ride. Ms Sahota is a licensed driver at Eastleigh

	Borough Council and it appears that she works for or is employed by Cab My Ride. This application is not being determined as part of this report.
RESOURCE IMPLICATIONS	
<u>Capital/Revenue</u>	
19.	N/A
<u>Property/Other</u>	
20.	N/A
LEGAL IMPLICATIONS	
<u>Statutory power to undertake proposals in the report:</u>	
21.	Section 62 (1) of the Local Government (Miscellaneous Provisions) Act 1976 states that a district council may suspend or revoke a licence to operate a private hire vehicle if they are not satisfied that the applicant is a fit and proper person to hold a Driver's Licence or they have committed certain offences. There is no mechanism under this act to revoke or suspend a Private Hire Operator Licence with immediate effect. A suspension or revocation can only take effect after 21 days, provided no appeal is lodged with the magistrates court.
<u>Other Legal Implications:</u>	
22.	Human Rights Act 1998 The Act requires UK legislation to be interpreted in a manner consistent with the European Convention on Human Rights. It is unlawful for the council to act in a way that is incompatible (or fail to act in a way that is incompatible) with the rights protected by the Act. Any action undertaken by the council that could have an effect upon another person's human rights must be taken having regard to the principle of proportionality – the need to balance the rights of the individual with the rights of the community as a whole. Any action taken by the council which affect another's rights must be no more onerous than is necessary in a democratic society. The matter set out in this report must be considered in light of the above obligations.
23.	Crime and Disorder Act 1998 Section 17 of the Crime and Disorder Act 1998 places the Council under a duty to exercise its various functions with due regard to the likely effect of the exercise of those functions on, and the need to do all that it reasonably can to prevent, crime and disorder in its area.
24.	Equality Act 2010 Section 149 of the Equality Act 2010 requires the Council to have due regard to the need to eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act. It also requires the Council to advance equality of opportunity and foster good relations between persons who share a relevant protected characteristic and persons who do not share it. This means having due regard to the need to removing or minimising disadvantages suffered, taking steps to meet the needs of persons, encouraging persons to participate in public life, tackling prejudice and promoting understanding. The relevant protected characteristics are: age; disability; gender reassignment; pregnancy and maternity; race; religion or belief; sex; sexual orientation.

RISK MANAGEMENT IMPLICATIONS	
25.	In making decisions Committees should act in accordance with relevant legislation, reasonably and in good faith. The decision could be the subject of judicial review proceedings or statutory appeal.
POLICY FRAMEWORK IMPLICATIONS	
26.	The authority has adopted the Hackney Carriage and Private Hire Policy statement (Appendix 17). This document provides 'Guidance on Determining the Suitability of Applicants in the Hackney Carriage and Private Hire Trades'.

KEY DECISION?	No
WARDS/COMMUNITIES AFFECTED:	All
<u>SUPPORTING DOCUMENTATION</u>	
Appendices	
1.	Complaint History
2.	Equality Act Written Warning
3.	Letter considering suspension or revocation
4.	Second letter considering suspension or revocation
5.	Statement of Kyran O'NEILL
6.	2021 report for managers determination
7.	Officer considerations on consultation feedback
8.	Advice letter 1
9.	Advice letter 2
10.	Statement of Russell BONIFACE
11.	Statement of Alfred LAKUDZALA
12.	Booking Records when PHV0776 was not licensed
13.	Mechanical fail sheet for PHV0776
14.	Notes from Interview
15.	Cab My Ride agreeing notes from interview
16.	Vehicle usage account
17.	Current taxi policy

Documents In Members' Rooms

Equality Impact Assessment	
Do the implications/subject of the report require an Equality and Safety Impact Assessment (ESIA) to be carried out.	No
Data Protection Impact Assessment	

Do the implications/subject of the report require a Data Protection Impact Assessment (DPIA) to be carried out.		No
Other Background Documents		
Other Background documents available for inspection at:		
Title of Background Paper(s)	Relevant Paragraph of the Access to Information Procedure Rules / Schedule 12A allowing document to be Exempt/Confidential (if applicable)	
1.		
2.		

	SCC	Subject name / trading name	Uniform Ref	Date complaint received	Name & Address of Complainant	Informant	Nature of complaint/enquiry	Outcome
618/16	SCC	Cab My Ride Ltd.	2015/03325/41TXHC	03/08/16	SCC HC Driver	Driver	Harjit Singh SAHOTA is interfering with other drivers negotiating fares on ranks and soliciting for Cab My Ride.	Advice to complainant that driver has already been spoken to.
700/16	SCC	Cab My Ride Ltd.	2013/00013/45TXPO	02/09/16	SCC PH Operator	Operator	Complaint that CMR have been soliciting WQ drivers to take CMR jobs by 'logging off on break so no one will know'	Noted for info.
495/19	SCC	Cab My Ride Ltd	2017/00020/45TXPO	16/07/19	RH - Licensing	SCC	Downloaded app. Appear to charge a premium for wheelchair accessible vehicles. This is in or outside the city boundaries.	Written warning sent recorded delivery
851/20	SCC	Cab My Ride Ltd	2017/00020/45TXPO	28/09/20	four drivers and one operator	Combined	Merged complaint from one Operator and four licensed drivers: Harjit Singh SAHOTA (Director) posted on social media statement regarding Cab My Ride and the fact that other taxi drivers do not use PPE and rip people off.	Director (Harjit SAHOTA) required to step down as a director. Also given a 4 week driver suspension. Cab My Ride given a written warning.
168/21	SCC	Cab My Ride Ltd	2017/00020/45TXPO	01/03/21	EDWARDS, Carole	SCC	complaint that CMR have provided an unlicensed and damaged vehicle for contract work.	CMR issued a formal warning for failing to have suitable measures in place. Visit carried out and new measures now put in. re visit reqd in 3 months.
753/21	SCC	Cab My Ride Ltd	2017/00020/45TXPO	04/10/21	Member of the public	MOP	failed to complete booking. Charged pass'. No contact offered.	no major fault found. Car arrived 10 mins late. Pass' was instructed to call when ready but called wrong number 39 times. Driver was left waiting. Cmr feels entitled to retain fee. Advised to seek legal advice if wishes to proceed.
046/22	SCC	Cab My Ride Ltd	2021/00046/45TXPO	07/01/22	Member of the public	MOP	complaint that CMR took pass' to wrong destination then upon realisation left pass' there and advised they would have to rebook and had to await a different car. Pass' had been travelling for some time and was left very distressed by lack of care. Cmr failed to respond to complaint from pass'	CMR asked for account. CMR advised hotel booked fares and error occurred that way. Pass' not left in vulnerable location between cars. Appears more clerical. Customer service issue to have passed back to cmr and pass to resolve.
197/22	SCC	Cab My Ride Ltd	2021/00046/45TXPO	24/02/22	ROBERTS, Carole	SCC	Complaint of mix-up with Cab My Ride collecting a vulnerable passenger who should have been collected by a Radio Taxis vehicle. Did not check name or passenger. CMR driver then returned to house where carer was to demand money and did not understand her explanation of the mix-up.	PB responded that carers will need to take care to check door stickers on side of vehicle but also that CMR could do better. 2/3/22 KO sent email to Arjan @ CMR providing details of complaint and asking for response with any improvements CMR can make in relation to vulnerable passengers, suggesting checking names of passenger every time. 23/3/22 - Steve Berryman @ CMR replied stating that they will ensure drivers check names and do not go demanding money from journey bookers. 25/3/22 - communicated CMR response to Carole Roberts.
459/22	SCC	Cab My Ride Ltd	2021/00046/45TXPO	13/05/22	SCC Operator	LH	Complaint that Cab My Ride is contacting Radio drivers and offering them work, concerns how they are obtaining their email addresses and how they can work for 2 operators (door sticker issue).	Spoke with Arjan who said they are looking on CV Library for taxi drivers looking for work and have uploaded their email addresses. They are then contacted with advertising to see if they would like to do school runs (knew about exemption for school runs/door stickers and stated the vehicles are restricted to just school runs on their system so no veh condition compliance issues). Advice to Simon on how data is being obtained, any complaints to ICO as they deal with data matters - 19/5/2022 HM.
464/22	SCC	Cab My Ride Ltd	2021/00046/45TXPO	20/05/22	Member of the public	MOP	SCC copied in on complaint/concern about CMR not fulfilling a school run on time for a child on crutches. States is a repeat problem. CMR have responded stating run difficult for them to cover due to various factors and have proposed options to assist with school run. Response from CMR is proactive taking responsibility seriously. has also spoken with child mother to address issue	noted or info

496/22	SCC	Cab My Ride Ltd	2021/00046/45TXPO	26/05/22	Member of the public	MOP	allegation of child grooming as CMR published photo of phv done up with balloons and small gift for a child's birthday	noted for info and cmr notified. Nature of public post does not give merit to allegation
950/22	SCC	Cab My Ride Ltd	2021/00046/45TXPO	11/10/22	Member of the public	MOP	Complaint of different vehicle attending job, when challenged driver sped off. Cab My Ride conducting investigation. Neither driver or reg SCC related.	CMR asked for comment and update. 2nd complaint received from same mop. Shows lic issued by NFDC. Nfdc have confirmed phd and Phv AIO but not updated with CMR. To be addressed with CMR
1024/22	SCC	Cab My Ride Ltd	2021/00046/45TXPO	04/11/22	Member of the public	MOP	Complaint of CMR not providing requested vehicle and was not on time. Numerous complaints made to CMR and no response or progress. Mop felt no choice but contact SCC.	Forwarded to CMR and given 1 week to resolve and report back. CMR responded saying they had not enough info to investigate despite that same email holding more than enough info to proceed. This was highlighted to CMR and matter now resolved with mop.
1086/22	SCC	Cab My Ride Ltd	2021/00046/45TXPO	22/11/22	SCC PH Driver	Driver	Complaint that cmr have been refusing to pay money owed from trips completed. Also claimed that this is done to many other drivers.	CMR asked for a response to statement. After email from scc, cmr rectified and resolved issue with driver immediately. Comp satisfied with result. Nfa
1099/22	SCC	Cab My Ride Ltd	2021/00046/45TXPO	25/11/22	SCC PH Driver	Driver	Complaint that operator will not return calls or investigate his claim of being under paid for various jobs and sign on bonus.	CMR asked for response. Cmr and comp' have ongoing dispute but communication has now been made. Advised both parties any further dispute should be made through the courts.
1162/22	SCC	Cab My Ride Ltd	2021/00046/45TXPO	15/12/22	ALFORD, Marianne	SCC	Complaints of driver Harjit SAHOTA) being unprofessional with school run escorts. Asking to come in for a cup of tea or to use the bathroom at escorts own residence	Info passed to CMR and CMR instructed drivers to be advised on appropriate boundaries. Response awaited. CMR advised they do issue a hand book but felt forming friendships with clients was a 'grey area'. No steps taken to address matter but essentially claim complaint is vexatious. CMR also have received a notable amount of complaints lately from MOP's and LH'S. letter of advice to cover all matters raised.
171/23	SCC	Cab My Ride Ltd	2021/00046/45TXPO	13/02/23	Reading PH Operator	Operator	Complaint from Reading-based operator that he had been engaged in discussions to merge businesses with Cab My Ride which broke down and he is upset with Arjan who now uses a phone number which was signed over to him.	17/2/23 - emailed complainant. Matter sounds like best resolved in civil courts. Nothing licence-impacting.
635/23	SCC	Cab My Ride Ltd	2021/00046/45TXPO	03/07/23	Member of the public	mop	Complaint that CMR had not fulfilled booking as agreed causing potential safeguarding issue for school.	CMR given 1 week to provide response. CMR are now addressing complaint directly with complainant. Comp' mostly satisfied with this and will address a couple of details with them directly. Noted for info.
742/23	SCC	Cab My Ride Ltd	2021/00046/45TXPO	31/07/23	SCC PH Driver	Driver	Complaint that CMR have not paid driver what is owed and wont respond to contact.	cmr asked to either deal with it or provide us with an account. Nothing further heard.
975/26	SCC	Cab My Ride Ltd	2021/00046/45TXPO	06/10/23	member of the Public	mop	Complaint that CMR are still sending promo texts or similar despite being asked to be removed from system. CMR have responded advising data being deleted 6/10/23 eve in line with their retention policy	noted and mop advised. Noted for info
976/23	SCC	Cab My Ride Ltd	2021/00046/45TXPO	03/10/23	Member of the public	MOP	Journey: 30/9/23 @ approx 1000 hours. Complainant stated he had paid the £8.30 fare on the op's website at the point of booking, but then driver asked for a further £10 to be paid on a portable card machine in the vehicle. When queried, the driver said the payment had not gone through the system. Complainant later received an email receipt for the journey and realised he had been charged twice.	6/10/23 - emailed CMR for explanation. Confirmed they have sent refund. Explained the driver had an issue with his app communications. Now sorted. Confirmation from complainant he has received refund.
1065/23	SCC	Cab My Ride Ltd	2022/03226/43TXPV	06/11/23	SCC PH Driver	Driver	Photo of PHV 0776 displaying two operators.	VEH EXPIRED AUG 2023. cmr instructed to remove stickers asap. Passed to RH . See 1146/23
1146/23	SCC	Cab My Ride Ltd	2021/00046/45TXPO	21/11/23	SCC PH Driver	Driver	Driver came into the office with expired plate, PHV0776 from the back of Cab My Rides vehicle that he had been using. Came to report that he had been using this vehicle for over a week at the beginning of November with an expired plate.	

LICENSING TEAM

Southampton and Eastleigh Licensing Partnership

Southampton City Council
Civic Centre
Southampton
SO14 7LY

Licensing Team,
Southampton & Eastleigh Licensing
Partnership
PO Box 1767, Southampton SO18 9LA

Direct dial: 023 8083 2421
Our ref: 2017/00020/45TXPO

E-mail: licensing@southampton.gov.uk
Please ask for: Russell Hawkins

Cab My Ride Limited
Arena Business Centre
Threefield Lane
Southampton
SO14 3LP

17 July 2019

Dear Sir

Section 29 of the Equality Act 2010

It has come to our attention that your company now offers a wheelchair accessible service on your app. I have examined your app and note that a booking for a normal vehicle from our office to Woolston is quoted as £7-9, a six seater vehicle is quoted as £9-£11, a premium vehicle is quoted as £11-£13 and for an accessible vehicle the quote is £12-£14.

The accessible function of your app is clearly marketed towards disabled passengers as it features a wheelchair symbol in the app icon.

Section 29 of the Equality Act states:

- (1) A person (a "service-provider") concerned with the provision of a service to the public or a section of the public (for payment or not) must not discriminate against a person requiring the service by not providing the person with the service.
- (2) A service-provider (A) must not, in providing the service, discriminate against a person (B)—
 - (a) as to the terms on which A provides the service to B;
 - (b) by terminating the provision of the service to B;
 - (c) by subjecting B to any other detriment.

Charging more for someone with a disability appears to breach the above legislation. This apparent discrimination against disabled users brings into question if you are fit and proper as an operator. Therefore I advise that you take steps to remove this pricing difference as soon as practicable.

I will examine your app again in fourteen days from the date of this letter. If I consider there is still a breach of any legislation we will consider enforcement proceedings against your company. This may result in the suspension or revocation of your operator's licence and may also include prosecution.

If you wish to discuss the matter further please call me on 023 8083 2421

Yours sincerely

Russell Hawkins
Senior Licensing Officer

If you require this letter or future correspondence from us in a different format (e.g. tape, Braille or disc) please do not hesitate to let us know.

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LICENSING TEAM

Southampton and Eastleigh Licensing Partnership

Southampton City Council
Civic Centre
Southampton
SO14 7LY

Licensing Team,
Southampton & Eastleigh Licensing
Partnership
PO Box 1767, Southampton SO18 9LA

Direct dial: 023 8083 2421
Our ref: 2020/00888/44TXPB

E-mail: licensing@southampton.gov.uk
Please ask for: Russell Hawkins

Cab My Ride Ltd
91 Harrison Road
Southampton
SO17 3TL

5th October 2020

Dear Sirs

Consideration to Suspend or Revoke Private Hire Operator Licence 184 – Cab My Ride Ltd

On 28th September I received four complaints regarding statements made on social media in relation to for business over the weekend by one of your directors (See enclosed letter and documents).

Section 55 (1)(a) of Local Government (Miscellaneous Provisions) Act 1976 requires the applicant of an operator's licence is a fit and proper person. This includes company officers and directors.

Section 3.32 of the Institute of Licensing Guidance on determining the suitability of applicants and licensees in the hackney and private hire trades states:

Licensees are expected to demonstrate appropriate professional conduct at all time, whether in the context of their work or otherwise. Licensees should be courteous, avoid confrontation, not be abusive or exhibit prejudice in any way. In no circumstances should Licensees take the law into their own hands. Licensees are expected to act with integrity and demonstrate conduct befitting the trust that is placed in them.

Given the above information we are now considering the suspension or revocation of your licence.

You now have until 08:00 on Wednesday 14th October 2020 to provide any additional account or supply evidence of steps that Cab My Ride Ltd have taken in this case and what future actions to prevent a re-occurrence.

Please send all correspondence marked as my attention at the above address or email address. All the evidence shall be considered by either officers under powers delegated to them by the Licensing Committee or by the Licensing Committee themselves.

If you have any questions please feel free to contact me on 023 8083 2421 or russell.hawkins@southampton.gov.uk

Yours sincerely

Russell Hawkins
Senior Licensing Officer.
Enc.

If you require this letter or future correspondence from us in a different format (e.g. tape, Braille or disc) please do not hesitate to let us know.

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Southampton and Eastleigh Licensing Partnership

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Southampton
SO14 7LY

Licensing Team,
Southampton & Eastleigh Licensing
Partnership
PO Box 1767, Southampton SO18 9LA



Direct dial: 023 8083 2421
Our ref: 2017/00020/45TXPO

E-mail: licensing@southampton.gov.uk
Please ask for: Russell Hawkins

Cab My Ride Ltd
91 Harrison Road
Southampton
SO17 3TL

11th November 2020

Dear Sirs

Consideration to Suspend or Revoke Private Hire Operator Licence 184 – Cab My Ride Ltd

On 28th September I received four complaints regarding statements made on social media in relation to for business over the weekend by one of your directors (See enclosed letter and documents).

Section 55 (1)(a) of Local Government (Miscellaneous Provisions) Act 1976 requires the applicant of an operator's licence is a fit and proper person. This includes company officers and directors.

Section 3.32 of the Institute of Licensing Guidance on determining the suitability of applicants and licensees in the hackney and private hire trades states:

Licensees are expected to demonstrate appropriate professional conduct at all time, whether in the context of their work or otherwise. Licensees should be courteous, avoid confrontation, not be abusive or exhibit prejudice in any way. In no circumstances should Licensees take the law into their own hands. Licensees are expected to act with integrity and demonstrate conduct befitting the trust that is placed in them.

In an email dated 19th October 2020 you apologised on behalf of the company and stated that Mr Harjit Sahota has resigned his directorship. I checked on Companies House Public Register today and he is still listed as a director. Also there is now an active proposal to strike Cab My Ride Limited off the companies house register for apparently not submitting accounts that were due in April 2020. Given this new information we are now considering the suspension or revocation of your operators licence.

You now have until 08:00 on Wednesday 18th November 2020 to provide any additional account or supply evidence of steps that Cab My Ride Ltd have taken to resolve these issues and what future actions will be taken prevent a re-occurrence.

Please send all correspondence marked as my attention at the above address or email address. All the evidence shall be considered by either officers under powers delegated to them by the Licensing Committee or by the Licensing Committee themselves.

If you require this letter or future correspondence from us in a different format (e.g. tape, Braille or disc) please do not hesitate to let us know.

If you have any questions please feel free to contact me on 023 8083 2421 or
russell.hawkins@southampton.gov.uk

Yours sincerely

Russell Hawkins
Senior Licensing Officer.
Enc.

If you require this letter or future correspondence from us in a different format (e.g. tape, Braille or disc) please do not hesitate to let us know.



(CJ Act 1967 S.9; MCA1980 SS5A(3)(A) and 5B; MC Rules 1981, r.70)

RESTRICTED- For Council and prosecution only

STATEMENT OF: Kyran O'NEILL

DATED: 5th January 2024

RESTRICTED- For Council and prosecution only
Witness Statement

Age : Over 18

Occupation of witness: Licensing Enforcement Officer

This statement (consisting of 2 pages each signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated in it anything, which I know to be false or do not believe to be true.

Signature:

Date:

I am Kyran O'NEILL, a Licensing Enforcement Officer employed by Southampton City Council. As a part of my duties, I conduct investigations into complaints and compliance failures relating to the Taxi and Private Hire trades and enforce the Local Government (Miscellaneous Provisions) Act 1976 as appropriate when dealing with these matters. This also includes conducting regular visits to private hire operators to ensure that they are operating in a manner which is compliant with the legislation and the conditions on their licence.

In April 2021 I conducted one such visit to the offices of Cab My Ride Limited at Arena Business Centre, Threefield Lane, Southampton, SO14 3LP, along with my colleague Russell BONIFACE who is also a Licensing Enforcement Officer.

Myself and Russell were greeted by Mr Arjan SAHOTA, a Company Director at Cab My Ride Limited, and as far as I was aware, the general manager of the operator 'Cab My Ride'. During the visit, Mr SAHOTA showed myself and Russell the new computer systems which were being used by the operator. This included a demonstration on how records were kept in relation to licensed drivers and vehicles. Mr SAHOTA showed us that the expiry dates on licences and insurance documents were linked to the system, allowing the operator to easily monitor large quantities of licensed drivers and vehicles. Mr SAHOTA explained that if a licence, insurance document, or similar authorisation was due to expire, the system would automatically send a message to the licence-holder to remind them to upload updated

Signature..... Date.....



(CJ Act 1967 S.9; MCA1980 SS5A(3)(A) and 5B; MC Rules 1981, r.70)
RESTRICTED- For Council and prosecution only

STATEMENT OF: Kyran O'NEILL

DATED: 5th January 2024

documentation. Mr SAHOTA explained that if this was not done before the expiry date, the licence-holder would be denied access to the online application-based system which allows them to accept jobs/fares, meaning in effect that they would not be able to work until they had provided correct and valid documentation of renewed licences, insurance or similar authorisation.

Myself and Russell were satisfied that the operator was using robust systems which would, in most situations, prevent work being given by the operator to unlicensed drivers or vehicles.

On 9th September 2021, myself and Russell BONIFACE visited the same office as above to speak with Arjan SAHOTA again, in relation to Cab My Ride Limited. Mr SAHOTA demonstrated to myself and Russell that they were still using the same systems as previously inspected. Therefore, we were satisfied that the operator was still using sufficiently robust systems.

On 23rd March 2022, myself and Russell BONIFACE visited the same office as above to speak with Arjan SAHOTA again, in relation to Cab My Ride Limited. Mr SAHOTA demonstrated to myself and Russell that they were still using the same systems as previously inspected. Therefore, we were satisfied that the operator was still using sufficiently robust systems. There was further discussion on this occasion about forwarding any potentially licence-impacting complaints about drivers and vehicles to the Licensing team at Southampton City Council. Mr SAHOTA agreed that any complaints made by customers relating to behaviour of drivers could be forwarded to the Licensing team at Southampton City Council.

To date I have had no further involvement in such inspections of Cab My Ride Limited.

Signature..... Date.....

REPORT FOR MANAGERS DETERMINATION

NAME: Cab My Ride Ltd.

DATE OF REPORT: 07/04/2021

LICENSED SINCE: April 2010

RELEVANT HISTORY:

02/09/16

Complaint that CMR have been soliciting WQ drivers to take CMR jobs by 'logging off on break so no one will know'

Noted for info.

nfa

30/11/17

Complaint/allegation that CMR have been using false accounts to give aero drivers 'the runaround' by creating false bookings

No credible evidence received. Cabmyride emailed advising and operator must remain fit and proper, if evidence to the contrary is received we would be dutybound to consider their licence.

Advice given

05/04/18

not registered with ICO, not able to delete data. Cars unmarked and changing not on meter and too much.

Will be using licensed vehicles. Fare will be less than SCC fare chart on APP. Advice passed on re ICO registration to Cab My Ride. Email sent to complainant.

05/04/18

Complainant is a TfL licensed driver with a TfL Vehicle HX65 NZE. Came into EBC offices for enquiry. Said he was operated by Cab My Ride. Has no other operator or operator licence. Cab My Ride has no TfL licence.

Visited operator. Not operating this PH. Has uploaded the app but not activated as not SCC or NFDC.

NFA

16/07/19

Downloaded app. Appear to charge a premium for wheelchair accessible vehicles. This is in or outside the city boundaries.

Written warning sent recorded delivery

28/09/20

Following drivers complaints regarding posts made on social media by Harjit SAHOTA, Harjit received a 2 week suspension. Operator to receive a written warning.

Written Warning

REPORT SUMMARY:

An email was received on 25/02/2021 from SCC transport team advising that, following a complaint from a parent that a PHD (Mr Hamidi) had been transporting minor passengers for three months in a vehicle (FY11 CYX) which has not been licensed since November 2020. In addition it was noted that the vehicle had suffered accident damage to the rear.

CabMyRide (CMR) had been immediately contacted on the matter who arranged a replacement driver and vehicle. CMR has been the operator for all jobs undertaken by Mr Hamidi since the vehicle licence expired.

I emailed CMR on 01/03/2021 asking for initial comment. They responded the same day stating, in summary, that Mr Hamidi failed to notify them of the accident damage and that his licence had expired. They state that it was Mr Hamidi's contractual responsibility to notify them and that they have now let him go. They advise a 'lockout' feature will be added to their system asap (CMR's response is attached)

I called Mr Hamidi on 03/03/201 to gain his initial comments on the matter with regard to CMR's involvement. He responded that although he took some responsibility, CMR had failed to remind him that his vehicle licence had expired.

Mr Hamidi had undertaken in excess of 400 jobs through CMR since his licence had expired.

I wrote to CMR on 4/3/21 advising that their PHO licence was being considered for suspension or revocation. This was on the grounds that through apparent negligence on their part, an unlicensed and therefore uninsured vehicle had been used persistently to carry members of the public.

CMR responded via a solicitor on 12/03/21 stating they do not accept that negligence was shown on their part but lay the blame with Mr Hamidi. They do mention that future safeguards are being put in place to avoid any repeat of such an incident.

Mr Hamidi was also having his licence reviewed and was written to asking for formal comment. In his formal response Mr Hamidi stated –

***Mr. Boniface*

It seem as CABMYRIDE have thrown me under the bus to save themselves from their responsibilities and from their wrong doing. As I mentioned this to you over the phone, I was altered by the parent of kids that I take to school that my license had expired. Then a few hour later, I received a message from CABMYRIDE (CMR) asking for a picture of my plate. Before I could respond, which was about 2 hours later they send me another message and told me about the complaint by the customer about expired plate. Then I contacted the council and they explained to me how to renew my plate and I started the process immediately. And that what I told CMR. I told them that I hadn't noticed my plate

*was expired and that I was in the process of renewing it. And they said okay. I never give them the impression that a plate was ready for me. I told them I was in the process of obtaining one. **CMR never checked any of documents. Only when I sighed up with them they asked for my badge number, driving license, when my license expired and asked when my insurance expired. Never again they asked for update on any other documents.***

*When I was working in London for Uber they would remind to notify me of any expired documents or when a document came near it's expiration date. ***

The part highlighted in bold was of significant concern so CMR were written to again on asking for further formal comment on the Mr Hamidi's statement. CMR stated the following in response to that comment on 19/03/2021 again via a solicitor –

Cab My Ride LTD has requested us to respond to your email of 15/03/21.

CMR does not accept the highlighted comments of the driver.

The driver joined them on 21/08/20. Both his documents and his vehicle were checked/inspected at that time and found to be in order. The documents included his licence, vehicle licence and insurance, MOT and tax which were all manually inspected and later copied and held on file.

No further checks were necessary for this driver until shortly before renewal of his driver's licence on 30/11/20. CMR's usual renewal checks were not undertaken as their systems were down and the office was closed due to Covid-19.

Arjan Sahota of CMR called by phone to suggest I visit the CMR office and view their updated software systems and processes which would assist with preventing future issues. In light of the Pandemic I suggested the CMR detail their new safeguards by email. This was agreed and 2 further submissions were made of behalf of CMR detailing their new system.

LIST OF ATTACHEMENTS

- Initial complaint and response from CMR
- Job list completed by unlicensed vehicle
- Supporting evidence letter dated 4/3/21
- CMR response dated 12/03/21 (REP1)
- Hamidi response making allegation against CMR dated 11/3/21
- Additional response from CMR following invite for extra comment (REP 2) dated 19/3/21
- 2 emails from CMR (system1 + system2)

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Civic Centre
Southampton
SO14 7LY

Licensing Team,
Southampton & Eastleigh Licensing
Partnership
PO Box 1767, Southampton SO18 9LA



Direct dial: 023 8083 2421
Our ref: 168/21

E-mail: licensing@southampton.gov.uk
Please ask for: Russell Boniface

Cab My Ride Ltd.
91 Harrison Road
Southampton
SO17 3TL

5th May 2021

FORMAL WARNING

I have now received a response from The Licensing Manager following my report submitted to him regarding case ref 168/21 (supplying work to a driver using an unlicensed/unfit vehicle)

It is clear that Cab My Ride Ltd have failed in their duty to ensure the vehicles they operate are appropriately licensed and fit for purpose. This is evident in that some 400+ jobs were given to a driver using an unlicensed vehicle.

It has been determined that on this occasion Cab My Ride Ltd will receive a formal warning on the matter. However, there are still some points I must make clear and there is a further requirement from you following this decision.

Cab My Ride Ltd must show understanding that they share an equal responsibility to ensure the vehicles and drivers they operate are appropriately licenced, insured, and fit for purpose.

Cab My Ride Ltd must demonstrate to us no later than 14th May 2021 that a system is in place that has triggers set as vital due dates approach such as licence expiry dates, insurance expiry dates, and so on. Cab My Ride Ltd must ensure that these triggers are appropriately acted upon. Any failure to meet this requirement on time this is likely to lead to the revocation of the operator licence. **(It must be made clear to you that the livelihood of the drivers does not outweigh the protection of the public and is not a consideration when coming to a decision)**

This warning will remain on file in accordance with our enforcement and retention policy.

If you have any questions please feel free to contact me on 023 8083 4322.

Yours sincerely,

Russell Boniface
Licensing Enforcement Officer

If you require this letter or future correspondence from us in a different format (e.g. tape, Braille or disc) please do not hesitate to let us know.

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LICENSING TEAM

Southampton & Eastleigh Licensing Partnership

Southampton City Council
Civic Centre
Southampton
SO14 7LY

Please address all correspondence to:

**Licensing Team,
Southampton & Eastleigh Licensing
Partnership
PO Box 1767, Southampton SO18 9LA**



Direct dial: 023 8083 3002
Our ref: 2021/00046/45TXPO

E-mail: licensing@southampton.gov.uk
Please ask for: Licensing

Cab My Ride Ltd.
76 Bluebell Road
Southampton
SO16 3LQ

12th January 2023

FAO Arjan Sahota

Letter of Advice

Southampton City Council Licensing have received a rising number of complaints (from both drivers and members of public) about Cab My Ride over the last few months and this is becoming a cause for concern.

These complaints include driver pay disputes, fares not being completed, overcharging for a fare, and driver conduct.

It is accepted that in the Private Hire industry that issues and disputes will arise, however a licensed operator must deal with these issues and attempt to resolve them appropriately. A majority of the complaints that have come to my attention have done so due to lack of response from Cab My Ride and the complainant has had no alternative but to come to us.

A licensed operator must address complaints and disputes that arise. It is not expected that all complainants will receive a response they are satisfied with, however, matters raised should be properly investigated and a response provided. If the complainant is still unsatisfied, they are then able to seek further legal advice and pursue further action if appropriate.

With reference to a recent complaint of driver conduct, CMR was advised that at least one driver had overstepped professional boundaries by asking a school escort if he could come in for a cup of tea. It was also noted that social media friendship request had been sent and so forth.

When I approached CMR for comment on this, the response was that CMR felt this was a 'grey area' and that drivers are issued with a handbook when joining CMR. It was also suggested in the response that the complaint was potentially made to us by a third party wishing to 'stir the pot'.

It is accepted that complaints can be made simply to cause disruption however this complaint had merit was also acknowledged by the primary driver concerned as being partly accurate. The driver stated tht the request for 'a cuppa' was a once off comment and was a 'joke'.

I also suggested refresher training to be considered by CMR on the following example topics but this was not taken up -

- forming personal relationships with clients/passengers
- adding clients/passengers on social media
- requesting/offering drinks and/or social activities
- asking to use a clients/passengers facilities etc

My view on the above matters is that Cab My Ride do not appear to be taking proper steps as an operator to deal with issues that arise. Complaints and disputes must be properly investigated and responded to.

If drivers are found to be crossing professional boundaries, then these issues must be addressed immediately. I cannot see that Cab My Ride took any proper steps in this case.

I must advise you that in recent months, Cab My Ride have received more complaints than any other Southampton licensed operator. When this is also coupled with poor or inadequate responses from Cab My Ride it is a clear cause for concern.

If this pattern continues, then it is a likely that a review of the Operator's Licence will be considered. This could result in the licence being suspended or revoked

Yours sincerely

Russell Boniface
Licensing Enforcement Officer

LICENSING TEAM

Southampton & Eastleigh Licensing Partnership

Southampton City Council
Civic Centre
Southampton
SO14 7LY

Please address all correspondence to:

**Licensing Team,
Southampton & Eastleigh Licensing
Partnership
PO Box 1767, Southampton SO18 9LA**



Direct dial: 023 8083 3002
Our ref: 2021/00046/45TXPO

E-mail: licensing@southampton.gov.uk
Please ask for: Licensing

Cab My Ride Ltd.
76 Bluebell Road
Southampton
SO16 3LQ

10th August 2023

FAO Arjan Sahota

Letter of Advice

Following on from our letter to you dated 12th January 2023, we have again noted a trend of Cab My Ride/Aryvo receiving more operator-based complaints than any other SCC licensed operator.

A fundamental trigger for these complaints coming to us, is the lack of response that either the driver or member of public receive from your company. In addition to the initial dispute, they then also feel they have to turn to the Licensing Office for assistance due to no cooperation from you.

Furthermore, it appears to be becoming a trend that when we, as the licensing authority, ask for information or comment, we receive no response and must chase multiple times to gain one.

As per our previous letter, this is not acceptable and must improve. If improvements are not made then your operator licence will be at risk.

Yours sincerely

Russell Boniface
Licensing Enforcement Officer

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(CJ Act 1967 S.9; MCA1980 SS5A(3)(A) and 5B; MC Rules 1981, r.70)

RESTRICTED- For Council and prosecution only

STATEMENT OF

Russell BONIFACE

DATED: 23rd November 2023

RESTRICTED- For Council and prosecution only

Witness Statement

Age : Over 18

Occupation of witness:

This statement (consisting of 2 pages each signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated in it anything, which I know to be false or do not believe to be true.

Signature

Date:

.....	being	unable	to	read	the	statement,
I.....	of.....	read it to
him/her before he/she signed it.						
Dated thisday of.....Signed.....						

I am Russell BONIFACE, a Licensing Enforcement Officer employed by Southampton City Council. As a part of my duties, I conduct investigations into complaints and compliance failures relating to the Taxi and Private Hire trades and enforce the Local Government (Miscellaneous Provisions) Act 1976 as appropriate when dealing with these matters.

I now produce exhibit RB1 which is an email advising that a Private Hire Vehicle 0776, now known to be DK17 VND, was in breach of its licence conditions and displaying multiple operator logos. I also now produce exhibit RB2 which is a photo of the above vehicle that was attached to RB2.

After checking our records, I noted that the vehicle licence had expired on 31st August 2023 and presumed the vehicle was simply no longer in use.

I know produce exhibit RB3. This is an email exchange between myself and Arjan SAHOTA who is the director of 'Cab My Ride' and 'Aryvo'. I began this email on 6th November 2023 at 1153 providing the photo of the above vehicle licence had expired and requesting evidence that door stickers were removed as a matter of priority. At 1248 that same day, Arjan SAHOTA responded requesting a suitable time for the vehicle to be presented to us and obtain compliant door stickers. At 1255 I reiterated that the licence had expired and then
Signature..... Date.....



(CJ Act 1967 S.9; MCA1980 SS5A(3)(A) and 5B; MC Rules 1981, r.70)
RESTRICTED- For Council and prosecution only

STATEMENT OF Russell BONIFACE DATED: 23rd November 2023

also enquired if the vehicle was being operated under any of Arjan SAHOTA’s associated operator platforms.

On 8th November 2023 I still had not received a further response from Arjan SAHOTA so at 0901 I chased progress on my request for evidence of the sticker removal and a response to my question. At 0905 I received a response from Arjan SAHOTA which read ‘Hi Russell, Yes the car is removed, and will send pics to you shortly.’

I now produce exhibit RB4 which is a further email exchange between myself and Arjan SAHOTA. At 1222 on 9th November 2023 Arjan SAHOTA copied me into an email to Harjit SAHOTA with a request for photos of ‘the unstickered car’ be provided ‘asap’. On 20th November 2023 at 0920 I had not received anything further so sent a message to Arjan SAHOTA advising I still needed a response. On 21st November 2023 at 0915 I was copied in on another email to Harjit SAHOTA which again which read ‘[@Harjit Sahota](#) Can this be sorted today, before we go away! Ask the office team to send the photos ASAP.’

On 22nd November 2023, I understand that the driver ‘Alfred’ attended the Licensing Office and spoke to Russell HAWKINS stating that Cab My Ride and provided the above vehicle to Alfred for use as a Private Hire Vehicle. This was my last interaction with this matter.

Signature..... Date.....

From: [REDACTED]
To: [Hawkins, Russell](#)
Subject: Advertising 2 companies
Date: 03 November 2023 18:14:09
Attachments: [20231103_145435.jpg](#)

This Message Is From an Untrusted Sender
You have not previously corresponded with this sender.

[Report Suspicious](#)

Good evening Russell

I hope you are well.

Russell after all the hard work Ali had done to get the door stickers changed we get idiots like the driver in the attached flouting clear guidelines on multiple stickers/advertising two companies.

I hope you take the appropriate action to nip this in the bud.

Kind regards

[REDACTED]

RB2



From: Arjan Sahota <arjan@cabmyride.com>
Sent: 08 November 2023 09:05
To: Boniface, Russell
Subject: Re: FW: Advertising 2 companies

This Message Is From an External Sender

This message came from outside your organisation.

Report Suspicious

Hi Russell,

Yes the car is removed, and will send pics to you shortly.

On Wed, Nov 8, 2023 at 9:01 AM Boniface, Russell <Russell.Boniface@southampton.gov.uk> wrote:

Arjan

I need evidence the stickers have been removed and a response to my question please.

Kind regards

Russell Boniface

Licensing Enforcement Officer

Southampton and Eastleigh Licensing Partnership

Southampton City Council

'phone: 023 8083 4322

fax: 023 8083 4061

e-mail: russell.boniface@southampton.gov.uk

web: www.southampton.gov.uk/licensing and www.eastleigh.gov.uk/licensing

post: Licensing - Southampton City Council, Civic Centre, Southampton SO14 7LA

From: Boniface, Russell

Sent: Monday, November 6, 2023 12:55 PM

To: Arjan Sahota <arjan@cabmyride.com>
Subject: RE: FW: Advertising 2 companies

Arjan

For clarity, **this vehicle is no longer licensed by us** so the stickers (and plate if applicable) need removing.

Is this vehicle being operated under any of your platforms?

Kind regards

Russell Boniface

Licensing Enforcement Officer

Southampton and Eastleigh Licensing Partnership

Southampton City Council

'phone: 023 8083 4322

fax: 023 8083 4061

e-mail: russell.boniface@southampton.gov.uk

web: www.southampton.gov.uk/licensing and www.eastleigh.gov.uk/licensing

post: Licensing - Southampton City Council, Civic Centre, Southampton SO14 7LA

From: Arjan Sahota <arjan@cabmyride.com>
Sent: Monday, November 6, 2023 12:48 PM
To: Boniface, Russell <Russell.Boniface@southampton.gov.uk>
Subject: Re: FW: Advertising 2 companies

Hi Russell,

We'll send the driver down to change the Cab My Ride sticker to the standard issue you provide.
What time suits you?

On Mon, Nov 6, 2023 at 11:53 AM Boniface, Russell <Russell.Boniface@southampton.gov.uk> wrote:

Hi Arjan

I have been sent the attached photo. This vehicle licence expired on 31/08/2023 so the door stickers need removing asap. Please provide me with proof this as a matter of priority.

Kind regards

Russell Boniface

Licensing Enforcement Officer

Southampton and Eastleigh Licensing Partnership

Southampton City Council

'phone: 023 8083 4322

fax: 023 8083 4061

e-mail: russell.boniface@southampton.gov.uk

web: www.southampton.gov.uk/licensing and www.eastleigh.gov.uk/licensing

post: Licensing - Southampton City Council, Civic Centre, Southampton SO14 7LA

This email is confidential but may have to be disclosed under the Freedom of Information Act 2000, Environmental Information Regulations 2004 or data protection legislation. If you are not the person or organisation it was meant for, apologies, please ignore it, delete it, and notify us. SCC does not make legally binding agreements or accept formal notices/proceedings by email. E-mails may be monitored. This email (and its attachments) is intended only for the use of the person(s) to whom it is addressed, and may contain information that is privileged and/or confidential. If it has come to you in error, you must take no action based on it, nor must you copy or show it to anyone.

Our Privacy Policy (<http://www.southampton.gov.uk/privacy>) explains how we handle your personal data

From: Arjan Sahota <arjan@cabmyride.com>
Sent: 21 November 2023 09:15
To: Boniface, Russell
Cc: Harjit Sahota
Subject: Re: Alfreds Old Car

This Message Is From an External Sender

This message came from outside your organisation.

Report Suspicious

[@Harjit Sahota](#) Can this be sorted today, before we go away!
Ask the office team to send the photos ASAP.

On Mon, Nov 20, 2023 at 9:20 AM Boniface, Russell <Russell.Boniface@southampton.gov.uk> wrote:

Good morning

I still have not received anything on this.

Regards

Russell Boniface

Licensing Enforcement Officer

Southampton and Eastleigh Licensing Partnership

Southampton City Council

'phone: 023 8083 4322

e-mail: russell.boniface@southampton.gov.uk

web: www.southampton.gov.uk/licensing and www.eastleigh.gov.uk/licensing

post: Licensing - Southampton City Council, Civic Centre, Southampton SO14 7LA

From: Arjan Sahota <arjan@cabmyride.com>
Sent: Thursday, November 9, 2023 12:22 PM
To: Boniface, Russell <Russell.Boniface@southampton.gov.uk>; Harjit Sahota <harjit@cabmyride.com>
Subject: Alfreds Old Car

Harjit Can you send Photos of the unstickered car from Alfred ASAP.

It's the black ford that we debadged and are selling.

--

Arjan Sahota

Director

Aryvo & Cab My Ride Ltd



02380 55 55 55



arjan@aryvo.com



www.aryvo.com



Aryvo, Arena Business Centre, Threefield Lane, SO143LP



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(CJ Act 1967 S.9; MCA1980 SS5A(3)(A) and 5B; MC Rules 1981, r.70)
RESTRICTED- For Council and prosecution only

STATEMENT OF Alfred Franklin LAKUDZALA DATED: 28th November 2023

**RESTRICTED- For Council and prosecution only
Witness Statement**

Age : Over 18

Occupation of witness: *PRIVATE HIRE DRIVER*

This statement (consisting of 1 pages each signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated in it anything, which I know to be false or do not believe to be true.

Signature *[Handwritten Signature]* Date: *28/11/23*

I of being unable to read the statement, read it to him/her before he/she signed it.
Dated this day of Signed.....

I am Alfred Franklin LAKUDZALA, a licensed Private Hire Driver. My badge number is PHD2990. I am currently driving for the operator Cab My Ride.

During the month of September, I was driving PHV0120 a Silver Ford Galaxy registration DK17 VNN. This vehicle was on hire from Cab My Ride. I deal with Harjit Sahota when it comes to vehicles. I went away on Holiday on 20th September and returned this vehicle.

On Monday 30th October I returned to work and following an email exchange, I attended the office and collected a key from reception for a vehicle to use. As I was on ly way across the car park, a member of Cab My Ride staff came running across the car park to me with stickers for the car. We then both applied a sticker to each rear door. These stickers said Aryvo. I understand that this is the name that Cab My Ride are changing to. I asked if the car should have the same stickers on the front doors as it had Cab My Ride. The Cab My Ride staff member called the office. I think he spoke to Harjit SAHOTA. Harjit confirmed that the stickers were correct and said to say hello to Alfred. I said hello back and I could hear that it was Harjit on the phone. The vehicle I was allocated was PHV0776, a Black Ford Galaxy DK17 VND. It is my belief that before I received this vehicle, it was being used by someone else.

Signature *[Handwritten Signature]* Date: *28/11/23*



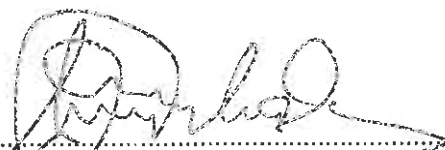
(CJ Act 1967 S.9; MCA1980 SS5A(3)(A) and 5B; MC Rules 1981, r.70)
RESTRICTED- For Council and prosecution only

STATEMENT OF Alfred Franklin LAKUDZALA DATED: 28th November 2023

I used this vehicle to carry out work for Cab my Ride up until Monday 6th October. In that time I carried out 78 bookings including a School run. On this day, just before my afternoon run, my jobs disappeared off my Cab my Ride Driver app on my phone, so I could not carry out any more work. I called the office and was told that the Council had issues with the car and I should not drive it again. I was at home at this point and I have not driven it since. At the time of writing the vehicle is still outside my house.

I was off work for two and a half days until 9th November. At this time I got a message from Cab my Ride to say they had a car at the office and I should come in and pick it up. The vehicle was PHV0120, the silver Galaxy that I was driving in September. I have been using that vehicle up until Tuesday 21st November 2023. On this day Harjit SAHOTA from Cab My Ride asked me to return PHV0120 to the office and collect and use a different vehicle. He also asked me to bring in plate PHV0776 from the back of DK17 VND. When I removed the plate I noticed that it expired on 31st August 2023. This concerned me.

When I got to the office, Harjit SAHOTA was not there. Debbie was alone in the office and asked me to return it to the council. I took this plate into the Licensing Office on Wednesday 22nd November 2023 and handed it to Russell HAWKINS.

Signature 

Date 28/11/23

Driver	Taxi Registration #	Pickup Date Time
506 - Alfred Lakudzala	DK17 VND	30/10/2023 14:09
506 - Alfred Lakudzala	DK17 VND	30/10/2023 15:45
506 - Alfred Lakudzala	DK17 VND	30/10/2023 16:07
506 - Alfred Lakudzala	DK17 VND	30/10/2023 17:55
506 - Alfred Lakudzala	DK17 VND	30/10/2023 18:03
506 - Alfred Lakudzala	DK17 VND	30/10/2023 19:00
506 - Alfred Lakudzala	DK17 VND	30/10/2023 19:33
506 - Alfred Lakudzala	DK17 VND	30/10/2023 20:09
506 - Alfred Lakudzala	DK17 VND	30/10/2023 20:31
506 - Alfred Lakudzala	DK17 VND	30/10/2023 20:45
506 - Alfred Lakudzala	DK17 VND	30/10/2023 21:23
506 - Alfred Lakudzala	DK17 VND	31/10/2023 07:00
506 - Alfred Lakudzala	DK17 VND	31/10/2023 07:45
506 - Alfred Lakudzala	DK17 VND	31/10/2023 12:00
506 - Alfred Lakudzala	DK17 VND	31/10/2023 12:20
506 - Alfred Lakudzala	DK17 VND	31/10/2023 13:00
506 - Alfred Lakudzala	DK17 VND	31/10/2023 13:26
506 - Alfred Lakudzala	DK17 VND	31/10/2023 14:40
506 - Alfred Lakudzala	DK17 VND	31/10/2023 15:55
506 - Alfred Lakudzala	DK17 VND	31/10/2023 16:30
506 - Alfred Lakudzala	DK17 VND	31/10/2023 17:00
506 - Alfred Lakudzala	DK17 VND	31/10/2023 17:30
506 - Alfred Lakudzala	DK17 VND	31/10/2023 18:00
506 - Alfred Lakudzala	DK17 VND	31/10/2023 18:30
506 - Alfred Lakudzala	DK17 VND	01/11/2023 06:10
506 - Alfred Lakudzala	DK17 VND	01/11/2023 06:40
506 - Alfred Lakudzala	DK17 VND	01/11/2023 07:30
506 - Alfred Lakudzala	DK17 VND	01/11/2023 09:15
506 - Alfred Lakudzala	DK17 VND	01/11/2023 10:00
506 - Alfred Lakudzala	DK17 VND	01/11/2023 13:14
506 - Alfred Lakudzala	DK17 VND	01/11/2023 14:30
506 - Alfred Lakudzala	DK17 VND	01/11/2023 16:30

506 - Alfred Lakudzala	DK17 VND	01/11/2023 18:10
506 - Alfred Lakudzala	DK17 VND	01/11/2023 19:01
506 - Alfred Lakudzala	DK17 VND	02/11/2023 07:00
506 - Alfred Lakudzala	DK17 VND	02/11/2023 07:30
506 - Alfred Lakudzala	DK17 VND	02/11/2023 09:00
506 - Alfred Lakudzala	DK17 VND	02/11/2023 09:15
506 - Alfred Lakudzala	DK17 VND	02/11/2023 09:57
506 - Alfred Lakudzala	DK17 VND	02/11/2023 11:10
506 - Alfred Lakudzala	DK17 VND	02/11/2023 11:55
506 - Alfred Lakudzala	DK17 VND	02/11/2023 15:15
506 - Alfred Lakudzala	DK17 VND	02/11/2023 15:36
506 - Alfred Lakudzala	DK17 VND	02/11/2023 16:39
506 - Alfred Lakudzala	DK17 VND	02/11/2023 16:49
506 - Alfred Lakudzala	DK17 VND	02/11/2023 18:00
506 - Alfred Lakudzala	DK17 VND	02/11/2023 18:26
506 - Alfred Lakudzala	DK17 VND	02/11/2023 19:15
506 - Alfred Lakudzala	DK17 VND	03/11/2023 07:30
506 - Alfred Lakudzala	DK17 VND	03/11/2023 10:50
506 - Alfred Lakudzala	DK17 VND	03/11/2023 11:30
506 - Alfred Lakudzala	DK17 VND	03/11/2023 12:15
506 - Alfred Lakudzala	DK17 VND	03/11/2023 12:45
506 - Alfred Lakudzala	DK17 VND	03/11/2023 12:45
506 - Alfred Lakudzala	DK17 VND	03/11/2023 13:15
506 - Alfred Lakudzala	DK17 VND	03/11/2023 13:58
506 - Alfred Lakudzala	DK17 VND	03/11/2023 14:30
506 - Alfred Lakudzala	DK17 VND	03/11/2023 16:02
506 - Alfred Lakudzala	DK17 VND	03/11/2023 18:23
506 - Alfred Lakudzala	DK17 VND	03/11/2023 18:45
506 - Alfred Lakudzala	DK17 VND	03/11/2023 19:28
506 - Alfred Lakudzala	DK17 VND	03/11/2023 20:00
506 - Alfred Lakudzala	DK17 VND	03/11/2023 20:15
506 - Alfred Lakudzala	DK17 VND	04/11/2023 09:30
506 - Alfred Lakudzala	DK17 VND	04/11/2023 10:35

506 - Alfred Lakudzala	DK17 VND	04/11/2023 10:59
506 - Alfred Lakudzala	DK17 VND	04/11/2023 12:00
506 - Alfred Lakudzala	DK17 VND	04/11/2023 13:10
506 - Alfred Lakudzala	DK17 VND	04/11/2023 17:30
506 - Alfred Lakudzala	DK17 VND	04/11/2023 17:40
506 - Alfred Lakudzala	DK17 VND	04/11/2023 17:45
506 - Alfred Lakudzala	DK17 VND	04/11/2023 18:30
506 - Alfred Lakudzala	DK17 VND	04/11/2023 18:45
506 - Alfred Lakudzala	DK17 VND	04/11/2023 19:28
506 - Alfred Lakudzala	DK17 VND	04/11/2023 20:00
506 - Alfred Lakudzala	DK17 VND	04/11/2023 21:00
506 - Alfred Lakudzala	DK17 VND	04/11/2023 21:35
506 - Alfred Lakudzala	DK17 VND	06/11/2023 08:15

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Agenda Item 6



Hackney Carriage / Private Hire Vehicle no. 0776
Mechanical Inspection

No. Appendix 13

Reg. no.: <u>DK17 VND</u>	Name: <u>CAR MY RIDE</u>	Year: <u>2017</u>
Make/model/colour: <u>FORD GALAXY BLACK</u>	Mileage: <u>165515</u>	
Chassis no.: <u>WFOKXXUPCKGT52858</u>	Fuel: <u>D/LPG/P/Hybrid</u>	

Items Tested	Pass	Fail	Defects / Advisory Items
Lighting Equipment			
Number Plate Lamps		X	O/S NO PLATE LIGHT NOT WORKING F,
Front and Rear Fog Lamps	✓		
Front Lamps / daytime Running Lights		X	O/S IF DAYTIME RUNNING LIGHT NOT WORKING A,
Rear Lamps	✓		
Headlamps / Headlamp Aim	✓		O/S IF SIDE LIGHT NOT WORKING F,
Malfunction lamps	✓		
Stop Lamps / Reverse Lights	✓		
Rear Reflectors	✓		
Direction Indicators / Hazard Lights	✓		
Steering & Suspension			
Steering Controls / Steering Lock	✓		
Steering Mechanism	✓		
Power Steering	✓		
Transmission Shafts / All rear Drive Shafts	✓		
Stub Axle Assemblies	✓		
Wheel; Bearings / Prop shafts	✓		
Front Suspension	✓		
Rear Suspension	✓		
Shock Absorbers	✓		
Brakes			
ABS / ESC Warning System / Controls	✓		FRONT PADS VERY LOW F,
Brake Fluid Contamination	✓		FRONT DISCS WORN F,
Parking / Service Brake Condition		X	REAR DISCS SLIGHTLY WORN A,
Brake Performance	✓		
Tyres & Wheels			
Tyre Type / Size / under-inflated tyres	✓		N/S IF TYRE ON TREAD WEAR INDICATOR F,
Tyre Condition INC TPMS		X	
Road wheels	✓		
Seat Belts			
Mounting Condition / Operation / SRS	✓		
General Items			
Fuel Systems / Electrical	✓		
Windscreen / Washers / Wipers	✓		
Registration Plate / Chassis Plate	✓		
Horn / Speedo	✓		
Exhaust System Inc. DPF/CAT (DPF Tampering)	✓		
Engine Noise / Smoke/ Emissions		X	COOLANT LEAK F,
Vehicle Structure / Engine Mounts	✓		
HC and PHV Items			
Noise Suppression Material	✓		
Seats / Upholstery Condition	✓		
HC Roof Light / PHV door signs	✓		
Ancillary Equipment (ramps etc.)	✓		
Meter Test - Time & Date	✓		
Mirrors	✓		
Damage / Body Condition / Floors	✓		
Under-tray security	✓		

Brake Test					
Service brake		Locks	Parking Brake	Locks	Balance (Wheels not locked)
Axle 1 N/S	424	✓	N/S	224	
Axle 1 O/S	445	✓	O/S	251	
Axle 2 N/S	296	✓	Total		
Axle 2 O/S	277	✓			
Results					
Total			Service Brakes	75 %	Front Imbalance 0 %
					Park Brake 29 %
					Rear Imbalance 0 %

Test Results	Pass / Fail <u>15-8-20</u>	Date: <u>15-8-20</u>	Signed (Tester) <u>[Signature]</u>	Date: <u>15-8-20</u>
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Notes from Interview

Interview date: 14/12/2023 at 1030 in the Licensing Department.

Present:

AS – Arjan Sahota

RH – Russell Hawkins

RB – Russ Boniface

RH asked AS if he had insurance with him for DK17 VND. AS said that he got asked for it at 0900 this morning which was too late to get it. RH showed AS an email from 6th December asking AS to bring them. AS had no explanation as to why he did not read this but said he had insurance on his laptop which was with him. RH requested that it be sent later that same day.

RH asked what had happened in respect of the records that had been requested while AS was away on holiday. AS replied that one of his drivers, Alfred, was due to go in a vehicle they know as MA71. The vehicle was involved in a crash so was not available. Should have gone into vehicle ending VNN but they gave him VND in error.

RH pointed out an email that RB sent on 6th November pointing out that the vehicle was unlicensed and asking if the vehicle was being operated under his platform. RH asked why AS had never responded to that question. AS had no answer for this.

RH asked if Debbie from his company was in charge while he was away and that they were in regular communication. AS responded that she was and that they did communicate regularly. RH pointed out an email dated 27th November she stated:

Upon speaking with Arjan regarding this he has assured me that the information here is incorrect and the driver was assigned to 2 vehicles on our system at the same time (DK17VNN, DK17VND)

Arjan has asked if you can wait until he returns from the UK on Thursday and he will be in touch with you regarding more details.

RH asked why AS had not made contact regarding this matter.

AS responded that “Debbie told me on my return that he did not need to contact RH as it was all sorted”.

RH repeated that and asked if it was correct. AS replied that yes, that was correct.

RH stated that the vehicle in question, DK17 VND failed its inspection at Adams Morey on 15th August 2023. RH asked what had happened to the vehicle after this date.

AS replied that the vehicle remained in their car park from the date of failure up until Alfred started to drive it.

RH asked if this was from the date of inspection and AS responded, yes. It remained in their car park.

RH then stated that between 15th August and 28th November 2023, the vehicle had covered 2,516 miles. Alfred had the vehicle for 8 days and it then stayed outside his house until 28th November. How did it cover all these miles?

AS could not answer that and said he will look into it and get back to me by the end of the day.

RH asked how many cars Cab My Ride themselves own.

AS said they own 10 cars.

RH asked who was in charge of their fleet and AS stated that it was his father, Harjit SAHOTA. He was the fleet manager.

RH asked who gave the vehicle in question to Alfred and AS said it was "an operator". I asked if he was aware that this "operator" was on the phone to Harjit at the time the vehicle was handed over as Alfred had a question about livery. As a result of this call, an Aryvo sticker was applied to the rear door. AS said he was not aware of this

RH asked what checks were carried out when keys were handed to drivers.

AS replied that usually only his Dad (Harjit) his sister or he himself would hand keys over. There was seemingly no other process.

I asked what records needed to be in place before a vehicle was operated.

AS replied that a licence and compliance certificate need to be uploaded and a driving licence.

RH asked how this car could have been operated without a current licence.

AS replied because it was already on the system.

RH asked how it could be on the system without a current licence.

AS replied that there is no current system to stop a vehicle automatically working when a licence runs out. It relied on manual checks.

RB then recounted events from within the last couple of years where Cab My Ride had had new computer systems in place. Previously, CMR had been attracting a number of complaints around record management and ensuring vehicle are fit to operate under their platform. This led to multiple visits to CMR's office by RB and KO (another enforcement officer) to ensure compliance and the CMR were putting proper measures in place. All these visits were directly with AS each time. On one of the visits, AS demonstrated a computer system that required drivers to upload photos of their vehicle before a shift otherwise would not be able to log on to the platform. It also required all documents, such as licences and insurance, to be uploaded. A CMR staff member would then need to input expiry dates for each item into that driver's profile, without which a driver could not log on. The default position of the system was to not allow any driver or vehicle to work without regular input and updates from a CMR operative. This system was something CMR definitely needed to ensure future compliance with their licence conditions and duties as an operator. RB then asked AS what happened to this system and why had it failed.

AS stated the system failed in June 2023 and due to their developer also leaving without notice, the system was still not operative and would not stop drivers from working with expired licences.

RB accepted that IT can fail and asked what alternate measures has been put in place since then.

AS stated some manual checks had been conducted.

RB noted that theses checks were clearly not effective and why further measures had not been taken as any systems is acceptable as long as its effective and ensures compliance.

AS stated that he didn't want to move to something like a spread sheet and accepted the checks were failing. AS then stated he could have the system repaired either today or the next few days and would invite RB and RH to see it operative again.

RB asked that if it was possible to get the system running that quickly, why had it not already been done in the last six months? And why had AS waited until now to address the situation and make progress? RB also stated that if AS was unable to provide an alternate operating system due to technical failure, the operator should have ceased processing bookings until they were ready to again operate safely.

AS did not have an answer for these questions and observations.

Interview finished at 1120.

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From: [Arjan Sahota](#)
To: [Hawkins, Russell](#)
Subject: Re: Notes from Interview
Date: 15 December 2023 15:29:51

This Message Is From an External Sender

This message came from outside your organisation.

[Report Suspicious](#)

Hi,

Yes this is fine.

Arjan Sahota

Director
Aryvo & Cab My Ride
Ltd

- [02380 55 55 55](tel:02380555555)
- arjan@aryvo.com
- www.aryvo.com
- Aryvo, Arena Business Centre, Threefield Lane, SO143LP



On Fri, 15 Dec 2023 at 3:13 pm, Hawkins, Russell
<Russell.Hawkins@southampton.gov.uk> wrote:

Arjan

The following notes have been made from your interview yesterday. Do you have any comment or anything more to add?

Regards

Russell Hawkins

Senior Licensing Officer

Licensing Team

Southampton and Eastleigh Licensing Partnership

Southampton City Council

Civic Centre

Southampton

SO14 7LY

phone: 023 8083 2421

fax: 023 8083 4061

e-mail: russell.hawkins@southampton.gov.uk

web: www.eastleigh.gov.uk/licensing or www.southampton.gov.uk/licensing

post: Licensing - Southampton City Council, Civic Centre, Southampton SO18 7LY

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From: [REDACTED]
 To: [REDACTED]
 Subject: Re: Notes from Interview
 Date: 18 December 2023 17:08:20

You don't often get email from [REDACTED] [Learn why this is important](#)

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Hi Russell,

We have looked back at information we have, and this is what we have found:

Date	Notes	Miles	Insurance
12/08/23	MOT - FAIL	165515	INSURED
13 - 30/08/2023	Driver Brian in the vehicle	1035	INSURED
23/08/2023	Family Trip to Gatwick	178	INSURED
25/08/2023	Return Gatwick	178	INSURED
30/08/2023	Returned to office		INSURED
31/08/2023	Plate Expired		INSURED
04/09/2023	Marketing with Ervins Cab My Ride, Arena Business Centre, Threefield Ln, Southampton SO14 3LP University of Southampton Highfield Campus Chilworth, Southampton Chandler's Ford Fair Oak, Eastleigh Botley, Southampton Hedge End, Southampton Whiteley Park Gate Hamble-le-Rice, Southampton	40	INSURED
05/09/2023	Marketing with Ervins Cab My Ride, Arena Business Centre, Threefield Ln, Southampton SO14 3LP Nursling Industrial Estate, Oriana Way, Nursling, Southampton SO16 0YU Totton Hythe Fawley, Southampton Beaulieu, Brockenhurst Brockenhurst Lymington Lyndhurst Cab My Ride, Arena Business Centre, Threefield Ln, Southampton SO14 3LP	55	INSURED
06-08/09/2023	DG AUTOS SIDE LAMP BULBS £3.60 ANTI FREEZE £5.00 TO REMOVE AND REPLACE EGR VALVE £ 180.00 OIL SERVICE £ 90.00 FRONT AND REAR DISCS AND PADS £150.00 08/09/2023	150	INSURED
08/09/2023	MOT PASS	167195	INSURED

	Miles between two MOT	1680	
	Activity between MOT Mileage discrepancy - dead miles ect not calculated.	44	
30/10/2023	Alfred collected this car - in error.		INSURED
	Whilst Alfred drives it. 843	843	INSURED
06/11/2023	Returned to office		INSURED
18/12/2023	CURRENT MILEAGE ON CAR	168038	INSURED
18/12/2023	Mileage From PASS MOT - NOW	843	INSURED

On Mon, Dec 18, 2023 at 11:43 AM Arjan Sahota [REDACTED] wrote:

Hi Russell,

Just to keep you in the loop, we are still in the process of tracking the mileage of the car, hopefully I will have the data by EOD today.

Please let me know if there is anything else you require from me.

On Fri, Dec 15, 2023 at 3:29 PM Arjan Sahota [REDACTED] wrote:

Hi,

Yes this is fine.

Arjan Sahota

Director

Aryvo & Cab My Ride Ltd



On Fri, 15 Dec 2023 at 3:13 pm, Hawkins, Russel [REDACTED] wrote:

Arjan

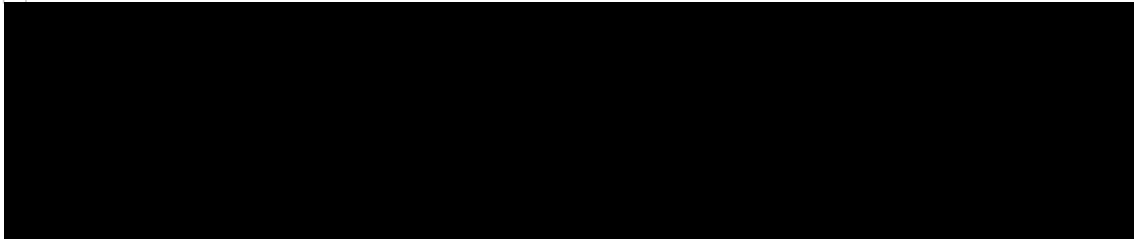
The following notes have been made from your interview yesterday. Do you have any comment or anything more to add?

Regards

Russell Hawkins

Senior Licensing Officer

Licensing Team
Southampton and Eastleigh Licensing Partnership
Southampton City Council
Civic Centre
Southampton
SO14 7LY



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HACKNEY CARRIAGE AND PRIVATE HIRE POLICY STATEMENT 2021 TO 2026

1. VISION STATEMENT

- 1.1 The overriding factor in licensing is the safety of the public. This policy sets out how Southampton City Council will apply legislation to maintain public safety, to ensure users of licensed vehicles receive a safe and pleasant service and those providing the service are appropriately rewarded and protected.

2. INTRODUCTION

- 2.1 The Council and those who provide hackney carriage and private hire services share the aim of providing a safe, reliable and efficient service. This document and its appendices set out the policies and conditions applied to hackney carriage and private hire licensing.
- 2.2 The Council has an overriding duty to protect the public. In setting its policies and licence conditions the Council has to ensure this is done but in such a manner that does not unnecessarily restrict prosperous business within the trades.
- 2.3 It therefore makes sense for the Council and those who drive, operate and own hackney carriages and private hire vehicles to work together. Council officers and members representing the licensing committee will hold regular meetings with taxi trade reps and user groups.
- 2.4 The Council is responsible for issuing licences and making policy and conditions. Elected councillors set these. Officers of the council, or their agents, put them into practice. Appendices 1 to 5 set out the specific policy and conditions for the 5 types of licensing. As hackney carriage drivers cannot have conditions applied to their licences the council has adopted a code of conduct for both hackney carriage and private hire drivers to set standards expected. This is at Appendix 9
- 2.5 Section 177(4) of The Policing and Crime Act 2017 enables the Secretary of State for Transport to issue statutory guidance on exercising hackney carriage and private hire vehicle licensing functions to protect children and vulnerable individuals who are over 18 from harm when using these services.
- 2.6 In carrying out these functions Councillors and officers must have regard to the Statutory guidance. "Having regard" is more than having a cursory glance at a document before arriving at a preconceived conclusion
- 2.7 There is evidence to support the view that hackney carriages and private hire vehicles are a high-risk environment. In terms of risks to passengers, this can be seen in abuse and exploitation of children and vulnerable adults facilitated and, in some cases, perpetrated by the trade and the number of sexual crimes reported which involve hackney carriage and private hire vehicle drivers. For those in the trade they are at risk of abuse, assault and theft.
- 2.8 Although it remains the case that licensing authorities must reach their own decisions, both on overall policies and on individual licensing matters in light of the relevant law, it may be that the Statutory Taxi and Private Hire Vehicle Standards might be drawn upon in any legal challenge to an authority's practice, and that any failure to adhere to the standards without sufficient justification could be detrimental to the authority's defence.

- 2.9 The Statutory Taxi and Private Hire Vehicle Standards does not purport to give a definitive statement of the law and any decisions made by a licensing authority remain a matter for that authority.
- 2.10 The Statutory Guidance recommends all licensing authorities make publicly available a cohesive policy document that brings together all their procedures on hackney carriage and private hire vehicle licensing. This should include but not be limited to policies on convictions, a 'fit and proper' person test, licence conditions and vehicle standards.
- 2.11 When formulating a hackney carriage and private hire vehicle policy, the primary and overriding objective must be to protect the public. The importance of ensuring that the licensing regime protects the vulnerable cannot be overestimated.
- 2.12 Any changes in licensing requirements will be followed by a review of the licences already issued. If the need to change licensing requirements has been identified, this same need is applicable to those already in possession of a licence. Where appropriate licence holders will be given time to meet any new requirements. For more subjective changes such as a change in convictions policy each case will be determined on its own merits. Where there are exceptional, clear and compelling reasons to deviate from policy the authority will consider doing so and record the reasons for doing so.

3. CONSULTATION

- 3.1 Southampton City Council will consult on proposed changes in licensing rules that may have significant impacts on passengers and/or the trade. Such consultation will include not only the hackney carriage and private hire vehicle trades but also groups likely to be the trades' customers.
- 3.2 As any decision taken to alter the licensing regime is likely to have an impact on the operation of the hackney carriage and private hire vehicle sector in neighbouring areas Southampton City Council will engage with these areas to identify any concerns and issues that might arise from a proposed change.
- 3.3 Officers, members of the licensing committee and representatives agreed by the council will meet quarterly to discuss matters relevant to the trade. A code of conduct for these meetings is at appendix 6.
- 3.4 Southampton City Council officers attend the Hampshire and Isle of Wight Licensing Officers Group meetings to discuss licensing matters including taxi matters.

4. DURATION OF LICENCES

- 4.1 The Local Government (Miscellaneous Provisions) Act 1976 (as amended) sets a standard length at three years for hackney carriage and private hire vehicle drivers and five years for private hire vehicle operators. Driver licences will be given an expiry date at the end of the month prior to the birth month. Any shorter duration licence should only be issued when the licensing authority thinks it is appropriate in the specific circumstances of the case, if a licensee has requested one or where required (e.g. when the licence holder's leave to remain in the UK is time-limited) or when the licence is only required to meet a short-term demand; they should not be issued on a 'probationary' basis.
- 4.2 Vehicle licences cannot be for more than one year. To manage the renewal process and spread demand across the year Southampton City Council has allocated plate expiry dates to blocks of licences. See the table below. For new vehicle applications this will mean the grant of the licence will be for a period less than one year. Applicants will always be offered the longest period that is available. For licences that are less than 6 months in duration a reduced fee will be charged.

Plating Schedule

Hackney Carriages

Plate	Expiry date	Renewal date
001 to 075	31 AUG	1 SEP
076 to 145	30 SEP	1 OCT
146 to 223	31 OCT	1 NOV
224 to 283	30 NOV	1 DEC

Private Hire Vehicles

Plate	Expiry Date	Renewal date
0001 to 0100	31 JAN	1 FEB
0101 to 0200	28/29 FEB	1 MAR
0201 to 0300	31 MAR	1 APR
0301 to 0400	30 APR	1 MAY
0401 to 0500	31 MAY	1 JUN
0501 to 0600	30 JUN	1 JUL
0601 to 0700	31 JUL	1 AUG
0701 to 0800	31 AUG	1 SEP
0801 to 0900	30 SEP	1 OCT
0901 to 1000	31 OCT	1 NOV
1001 to 1100	30 NOV	1 DEC

5. WHISTLEBLOWING

Southampton City Council has a whistleblowing ([Duty to Act](#)) policy. This sets out the process for staff to report concerns if policies are not being correctly applied.

6. INFORMATION TO BE CONSIDERED FOR APPLICATIONS

- 6.1 The licensing authority will consider all relevant information when determining the suitability of an applicant or current licence holder. The following is not an exhaustive list.
- 6.2 Southampton City Council will require drivers of Hackney Carriages and Private Hire Vehicles to subscribe to the DBS update service and undertake an enhanced DBS check including both the children and adult barred lists. Operators and proprietors will be required to undergo basic DBS checks.

- 6.3 Southampton City Council maintain a close link with the police and other regulatory bodies and when necessary share information for the purpose of determining applications.
- 6.4 Licence holders are required to notify the authority within 48 hours of any arrest, charge or conviction of any sexual offence, any offence involving dishonesty or violence and any motoring offence including the issue of an endorseable fixed penalty notice. An arrest for any of the offences within this scope will result in a review as to whether the licence holder continues to be fit.
- 6.5 Southampton City Council will share with other authorities and on the National NR3 site details of any licence revoked or refused. The authority will carry out checks of applicants and licence holders on the NR3 database. The authority will only release the reasons for any such decision on an official and legal request from another authority.
- 6.6 Southampton City Council will share with other authorities, upon receipt of the appropriate request, details of any complaints or enquiries received regarding a licence holder.
- 6.7 The licensing team will maintain contacts with various departments within the Council and partners such as Children and Adult Services, School transport commissioning teams and community wardens to assist in identifying and reporting on risks linked to the hackney carriage and private hire trades.
- 6.8 The licensing team will keep a separate record of all complaints and enquiries relating to licence holders, both current and expired. This will include the date, nature of the complaint, the licence complained about and result.
- 6.9 Applicants that have been abroad for a period in excess of 6 months in any one year in the previous 5 years will be required to obtain a certificate of good conduct from the country/countries they visited in that time. Any inability to obtain such a certificate will result in the application being refused.

7. ENFORCING THE LICENSING REGIME

- 7.1 Southampton City Council will work with relevant enforcement agencies such as the police and other local authorities to ensure any licensed vehicle or driver working in Southampton, regardless of the authority that licences them, meets any national standards and is legally compliant.
- 7.2 Complaints and condition breaches will be monitored and considered when assessing the suitability of any applicant.
- 7.3 Southampton City Council will ask for complaints to be submitted either through the ['How to make a complaint'](#) webpage [or email](#) or letter to:

Licensing Team,
Civic Centre,
Southampton.
SO14 7LY

Verbal complaints will only be accepted in exceptional circumstances.

8. DECISION MAKING

- 8.1 Southampton City Council will ensure any individuals involved in determining licensing applications are appropriately trained. For officers determining to grant licences this will involve training on the law relating to hackney carriages and private hire trades. These officers will be provided with refresher training as and when required.

- 8.2 For officers and any Councillors involved in making a determination whether to suspend, revoke or refuse a licence the training will be annual and delivered by a legal professional well versed in licensing law, including, but not limited to, hearing processes, decision making and taxi legislation.
- 8.3 Public safety is the paramount consideration, but the discharge of licensing functions must be undertaken in accordance with the following general principles:
- policies will be used as internal guidance and is supported by a member/officer code of conduct.
 - any implications of the Human Rights Act will be considered.
 - the rules of natural justice will be observed.
 - decisions will be reasonable and proportionate.
 - where a hearing is required it will be fairly conducted and allow for appropriate consideration of all relevant factors.
 - decision makers must avoid bias (or even the appearance of bias) and predetermination.
 - data protection legislation
- 8.4 When a decision maker has a prejudicial interest in a case, whether it be financial or a personal relationship with those involved they must declare their interest at the earliest opportunity; this must be prior to any discussions or votes and, once declared, they will not participate in the determining process.
- 8.5 Each case will be considered on its own merits.

9. REGULATORY STRUCTURE

- 9.1 Southampton City Council's constitution sets out how the functions and responsibilities will be carried out.
- 9.2 The Licensing Committee will determine policy and from the committee it delegates to the Licensing (General) subcommittee the determination of licences.
- 9.3 The Service Manager for licensing also has delegated authority to determine licences. The Licensing manager will use this authority
- in urgent cases when the continuance of any licence poses a risk to the public or
 - in cases that are a clear breach of policy or
 - to deal with minor breaches when suspension is considered and the chair of the licensing committee or their deputy agree the licensing manager can make the determination.
- 9.4 In each case the licensing manager will liaise with the chair of the licensing committee or their deputy before making the determination except in urgent cases when it is not practicable to delay making the determination.
- 9.5 The licensing manager will not normally be involved in any investigations, however should the manager be involved in an investigation the decision must be referred to the sub committee.

10. FIT AND PROPER TEST

- 10.1 Licensing authorities have a duty to ensure that any person to whom they grant a hackney carriage or private hire vehicle driver's licence is a 'fit and proper' person to be a licensee. When assessing whether an applicant or licensee is fit and proper the following question will be considered:

Without any prejudice, and based on the information before you, would you allow a person for whom you care, regardless of their condition, to travel alone in a vehicle driven by this person at any time of day or night?

- 10.2 If, on the balance of probabilities, the answer to the question is 'no', the individual should not hold a licence.
- 10.3 Licensing authorities have to make difficult decisions, but the safeguarding of the public is paramount. All decisions on the suitability of an applicant or licensee will be made on the balance of probability. This means that an applicant or licensee should not be 'given the benefit of doubt'. If the committee or delegated officer is only "50/50" as to whether the applicant or licensee is 'fit and proper', they will not hold a licence. The threshold used here is lower than for a criminal conviction (that being beyond reasonable doubt) and can take into consideration conduct that has not resulted in a criminal conviction.

11. SUITABILITY TO HOLD A HACKNEY CARRIAGE OR PRIVATE HIRE LICENCE

- 11.1 To assist in applying the fit and proper test Southampton City Council has taken note of the Department for Transport recommendation in their Statutory Taxi and Private Hire standards and the Institute of Licensing Guidance on determining the suitability of applicants and licensees in the hackney carriage and private hire trades. Appendix 7 has been adopted as the policy for determining the suitability to hold a licence.

12. DRIVER MEDICALS

- 12.1 Southampton City Council have adopted the DVLA Group 2 medical standards for all drivers. See appendix 8

13. EQUALITY ACT 2010

- 13.1 Southampton City Council is committed to an accessible public transport system in which disabled people have the same opportunities to travel as other members of society. Hackney Carriages and Private Hire Vehicles are a vital link in the accessible transport chain, and it is important that people who use wheelchairs or assistance dogs can have confidence that drivers will accept them and their wheelchair or assistance dog and carry them at no extra charge.
- 13.2 Southampton City Council maintains a list of wheelchair accessible vehicles which can be [here](#).
- 13.3 See appendix 10 for the policy for drivers to obtain medical exemptions from the obligations placed upon them by the Equality Act 2010.

APPENDIX LIST

[Appendix 1 Hackney Carriage policy and conditions](#)

[Appendix 2 Hackney carriage drivers' policy](#)

[Appendix 3 Private hire vehicle policy and conditions](#)

[Appendix 4 Private hire driver policy and conditions](#)

[Appendix 5 Private hire operator policy and conditions](#)

[Appendix 6 Taxi trade rep consultation meetings code of conduct](#)

[Appendix 7 Guidance on determining suitability of applicants and licensees in the hackney and private hire trades](#)

[Appendix 8 Medical policy](#)

[Appendix 9 Drivers code of conduct](#)

[Appendix 10 Medical Exemptions under Equality Act 2010](#)

Appendix 1

HACKNEY CARRIAGE LICENCE POLICY AND CONDITIONS From 7th December 2022

1. APPLICATIONS

- 1.1 Before a licence is granted in respect of a hackney carriage, the applicant being a proprietor of the vehicle must:-
- complete a requisition for the same, in such form as the licensing authority from time to time provide for the purpose, shall be made and signed by the licence holder or one of the licence holders of the hackney carriage and in every such requisition shall be truly stated the name and surname and place of abode of the person(s) applying for such licence, and of every licence holder or part licence holder of such carriage, or person concerned, either solely or in partnership with any other person, in the keeping, employing or letting to hire of such carriage. In the case of a Limited Company the requisition shall be signed by the Secretary and all Directors of such Company shall be named.
 - Satisfy the Council that the vehicle complies with the conditions for hackney carriage licences made by the Council.
- 1.2 Each person named in the requisition shall supply either an enhanced or basic DBS check that is dated no more than 6 months old at the time of application.
- 1.3 Each person named in the requisition shall satisfy the council they are a safe and suitable person in accordance with the council's policy for determining the suitability to hold such a licence.

2. GENERAL

- 2.1 Operators of licensed hackney carriages shall comply with all the requirements of the Town Police Clauses Act 1847 and any byelaw made thereunder, of the Local Government (Miscellaneous Provisions) Act 1976, Part II, and any other local or general legislation regarding the use of motor vehicles.
- 2.2 We do not allow dual licensing of vehicles – that is, licensing of a vehicle with more than one council/local authority.
- 2.3 **Interpretation**
- In this licence and in this document, unless the subject or context otherwise requires: -
- 2.3.1 "authorised officer" means any officer of the Council authorised in writing in accordance with the Council's scheme of delegations for the purposes of the Town Police Clauses Act 1847 and Part II of the Local Government (Miscellaneous Provisions) Act 1976;
- 2.3.2 "the Council" means Southampton City Council;
- 2.3.3 "hackney carriage" has the same meaning as in the Town Police Clauses Act 1847;
- 2.3.4 "licence plate" means the plate issued by the Council for the purpose of identifying the vehicle as a hackney carriage duly licensed to ply for hire by the Council;
- 2.3.5 "licence holder" includes a part-licence holder and, in relation to a vehicle which is the subject of a hiring agreement or a hire purchase agreement, means the person in possession of the vehicle.
- 2.3.6 "Hybrid" is a vehicle that is capable using its electric motor only as propulsion. (without the internal combustion engine running). It does not include vehicles that use an electric motor purely as a supplement for performance.

2.4 Duration of Licence

- 2.4.1 Each licence shall expire on the date shown in the licence as the expiry date, not being more than one year from the date of issue.
- 2.4.2 The licence holder shall observe and carry out the following terms and conditions: -

3. TYPE OF VEHICLE

- 3.1 General conditions covering all types of vehicles that are licensable as hackney carriages are set out in 3.2 and 3.3 below.
- 3.2 The vehicle to be licensed, of whatever type shall, subject to what is to follow and other conditions mentioned herein must be suitable in size, type and design for use as a hackney carriage to the satisfaction of the Council.
- 3.3 Without prejudice to the generality of 3.2 above, the vehicle shall,
- 3.3.1 having an engine producing 50 kW, or greater
- 3.3.2 have a rear seat with a width of no less than 1220 mm and must be of a bench seat type, without an arm rest, and in the case of individual/folding seats, have a minimum seat width of 407 mm per person;
- 3.3.3 shall be able to carry not less than four passengers;
- 3.3.4 have rear headroom that is adequate for passengers to sit comfortably and in any event, the distance from the squab to the headlining, as measured at the squab's central point (from side to side) at the point where it meets the headlining, and then measured vertically to the headlining, shall be no less than 840 mm;
- 3.3.5 be of right-hand drive;
- 3.3.6 shall be fitted with sufficient and suitable seat belts for every person who may be carried in the licensed vehicle, pursuant to condition 16;
- 3.3.7 in the case of estate cars, the space between the top edge of the rear seat and the roof of the vehicle, must be fitted with a grille to ensure the safety of passengers from possible displacement of luggage;
- 3.3.8 must at all times be in and maintained to standards that meet the then current requirements of the Council, and must be in a clean, safe and comfortable condition for the carriage of passengers.
- 3.4 Without prejudice to 3.2 and 3.3 above, and any other general requirement or condition, herein, or from time to time made by this Council, any hackney carriage to be licensed as such must also comply with the requirements within one or the other of the following Categories (according to vehicle type) in order to qualify for licensing. The Categories are as follows:
- 3.4.1 Category A - This Category shall include any vehicle otherwise licensable as a hackney carriage by this Council, other than Category B vehicles, subject to any other requirement or condition herein, or from time to time made by this Council and would satisfy the Council's reasonable requirement as to suitability, that are:
- specifically designed and manufactured for hackney carriage operation
 - or
 - purpose adapted or converted by manufacturers, or those professionally engaged in adaptation or conversion, that are "M1" certified after adaptation or conversion and are wheelchair accessible to a person who wishes to remain in his or her wheelchair during the journey, including entry and exit from the vehicle
 - or
 - A purpose-built full hybrid or plug-In hybrid, with a minimum range of 16km using battery power only or, full electric with a minimum range of 112km.

- 3.4.2 Category B - This Category shall include any vehicle otherwise licensable as a hackney carriage (other than a Category A vehicle) under the various conditions imposed by this Council.
- 3.5. No diesel vehicle with an emissions standard of level 5 (Euro 5) or lower will be granted a licence on or after 1st January 2020 other than by way of licence renewal unless the vehicle has been converted with approved CVRAS technology. See 3.5.2
- 3.5.1 No diesel vehicle with an emissions standard of level 5 (Euro 5) or lower will be licensed or relicensed by way of renewal on or after 1st January 2022 unless the vehicle has been converted with approved CVRAS technology. See 3.5.2
- 3.5.2 Any vehicle fitted with approved Clean Vehicle Retrofit Accreditation Scheme (CVRAS) technology (e.g. a CVRAS LPG conversion) may be exempt from condition 3.5 and 3.5.1 subject to the vehicle meeting all other relevant conditions and on production of approved certification.
- 3.6 Hackney Carriage licence numbers 216 and higher shall only be issued to wheelchair accessible vehicles as prescribed in 3.4.
- 3.7 Any new Hackney Carriage licences issued, shall only be issued to wheelchair accessible vehicles as prescribed in 3.4. Those particular hackney carriage numbers are listed here:

031

4. AGE OF VEHICLE

- 4.1 No Category A vehicle will be licensed (or relicensed by way of renewal) as a hackney carriage which was first registered under the Vehicles (Excise) Acts of 1949, 1971, or successor legislation, more than twelve years before the date of the commencement of the licence.
- 4.2 No Category B vehicle will be licensed (or relicensed by way of renewal) as a hackney carriage which was first registered under the Vehicles (Excise) Acts of 1949, 1971, or successor legislation, more than nine years before the date of the commencement of the licence.

5. COLOUR OF VEHICLE

- 5.1 The bodywork of all hackney carriages (subject to other conditions herein) shall be white. Standard production components etc fitted by the manufacturer in the course of production, which are not white, will be exempted from this requirement.

6 ADVERTISEMENTS

- 6.1 No advertisement, sign, notice, mark, illumination or other feature, other than as required by law or permitted by these conditions shall be placed on the exterior of any licensed hackney carriage including the windows.
- 6.2 Advertising, including third party products and services, etc. shall be permitted (subject to conditions and law) on any part of the body of the licensed vehicle. Advertising on vehicle windows is restricted to the rear and side rear non opening windows and must either be evenly perforated over 50% of the film to allow vision out of the vehicle or comply with 6.1.
- 6.3 All such advertising as mentioned below may only be displayed following approval by the Service Manager for Licensing.
- 6.4 At all stages prior to approval the proprietor or operator will accept the risk involved in not meeting these criteria or requirements.

- 6.5 The power to give approval will be delegated to the Service Manager for Licensing
- 6.6 All advertising is to be completed to a professional standard and quality.
- 6.7 This advertising may promote the proprietor or operator of the licensed vehicle or a trade, business, goods or services of a third party.
- 6.8 The white body colour shall predominate, as referred to below, over any other sign, notice, mark, illumination or other feature whatsoever. The white body colour shall cover no less than 65% of the total area of the vehicle's body, after the advertising area has been allowed for. The window area and any manufacturers' standard components that may not be white on a white car, such as bumpers, shall be excluded from the calculation.

7. ADVERTISEMENT CONTENT

- 7.1 All advertisements must comply with the British Code of Advertising Practice and it is the responsibility of the agency or individual seeking the Licensing Authority's approval to ensure that they do so.
- 7.2 Each proposal is considered on its merits, but the following advertisements WILL NOT BE APPROVED, always subject to the provisions of the Human Rights Act 1998 and any other law.
 - 7.2.1 those with political, ethnic, religious, sexual or controversial texts
 - 7.2.2 those for escort agencies, gaming establishments or massage parlours
 - 7.2.3 those displaying nude or semi-nude figures
 - 7.2.4 those likely to offend public taste.
 - 7.2.5 those which seek to advertise more than one company/service or product
 - 7.2.6 those which promote the sale or consumption of tobacco products or cigarettes.
- 7.3 The Service Manager for Licensing will be delegated to give approval of matters in 7.1 above, but a refusal of approval can only be given by the appropriate Sub-Committee.
- 7.4 It is the proprietor's responsibility, as part of the contract entered into when commissioning any exterior advertising of the foregoing nature, to ensure that, at the completion of the contract, or upon the vehicle ceasing to be a licensed hackney carriage, a re-spray to the vehicles original manufacturer's colour is included.

8. "TAXI" SIGN

- 8.1 All hackney carriages shall exhibit a TAXI sign on the roof (subject to these conditions) as approved by the Council. This shall be capable of being illuminated at night. No other form of lighting shall be displayed on the vehicle save those required by law.
- 8.2 Category A vehicles not having an integral or otherwise factory fitted TAXI sign mounted on its roof similar in size and design to that fitted to London-style purpose built vehicles, and all Category B vehicles shall display a full-width illuminated roof sign.
- 8.3 The sign will be 900 mm wide and 170 mm high, measured from the centre point of the sign to the top, with a depth of approximately 170 mm. The front of the sign will show the word "TAXI" centrally placed in lettering 83 mm x 460 mm width (in black) above will show the words "CITY OF SOUTHAMPTON" 35 mm height x 460 mm width (in blue). The City Council "Bargate" logo will also appear either side of the word "TAXI" and will be 90 mm in height x 130 mm in width in size and in blue, the lettering will be colour black, and the logo will be prefixed by the words "LICENSED BY" colour white, contained in a black box, text width 130 mm. The front of the sign will be white.

8.4 The rear of the sign shall be the same as the front save some dimensions will differ slightly and the background will be white as in the front but will appear red when illuminated. The rear of the sign will show the word "TAXI" centrally placed in lettering 55 mm in height x 460 mm in width (in black), above will appear the words "CITY OF SOUTHAMPTON" 35 mm in height x 460 mm in width (in blue). The City Council "Bargate" logo will also appear either side of the word "TAXI" and will be 75 mm in height x 110 mm in width, colour blue, the lettering will be colour black and the logo will be prefixed by the words "LICENSED BY", colour white, contained in a box, text width 110 mm. The owner of the vehicle may display his/her name and telephone number, or that of the operator, under the word "TAXI" and City logos, in black lettering no higher than 30 mm in height and no wider than 800 mm in width.

8.5 The sides of the sign will be left blank other than for the hackney carriage plate number in black on a white background in numbers which will fit a space no larger than 70 mm in height and 90 mm in width.

9. IDENTIFICATION

9.1 A Category A vehicle, which is not required under these conditions to carry a full-width roof sign, shall display a "taxi" sticker on each side of the vehicle above the rear doors or windows.

9.2 The "taxi" stickers shall be to the satisfaction of the City Council and shall be 100 mm in height by 500 mm in width on a white background. The stickers shall comprise the City "Bargate" logo in blue to the left and the words "LICENSED" "SOUTHAMPTON" and "NUMBER" in lettering not less than 14 mm in height across the top of the sticker to the right of the Bargate logo.

Below these words will appear "TAXI" in bold black upper-case lettering not less than 273 mm in total width and 54 mm in height and the number of the licence of the licensed hackney carriage in black numerals being not less than 45 mm in height.

10. LICENCE PLATE

10.1 The licence plate shall be securely fixed in a position at the rear of the hackney carriage to the satisfaction of the Council.

11. RETURN OF LICENCE PLATE

11.1 Licence plates remain the property of the Council and, on revocation, expiry or suspension of the licence, must be returned within seven days after the service on the licence holder by the Council of a notice requiring its return.

12. TAXIMETERS

12.1 An accurate electronic taximeter of a type approved by the Council must be affixed in the hackney carriage in a position satisfactory to the Council. No licence holder or driver may tamper with the mechanism of the taximeter or its seals, provided that, should the meter become defective it may be repaired and a service meter substituted. The service meter and repaired meter must, before use, be duly tested and sealed.

13. INSPECTION OF VEHICLE

13.1 The hackney carriage shall be submitted for inspection at least once, but not more than three times, in a year. In addition the Council may arrange for the vehicle to be tested at any reasonable time and require further inspection and testing if it proves unsatisfactory. Licence holders will be notified by letter of time and date that vehicle is to be presented for inspection.

13.2 Without prejudice to the foregoing, where more than two years has elapsed since the first registration of the hackney carriage under the Vehicles (Excise) Acts of 1949, 1971, or successor legislation, the hackney carriage shall undergo a DVSA "MOT" test in the period of one week either side of the date six months prior to the expiry date of the vehicle licence (the "due date").

14. DAMAGE TO VEHICLE

14.1 If a hackney carriage is involved in a road traffic accident and either mechanical or bodily damage is sustained, a report must be made by the licence holder to the Service Manager for Licensing within three days of the accident and, after repair, which must be completed within 28 days of the damage being sustained, may be required to pass a mechanical inspection at a place to be determined by the Council, subject to payment of an appropriate fee. The hackney carriage licence plate is liable to be removed from any vehicle which, in the opinion of an appropriate Officer or agent of the Council in any way constitutes a danger to the public, is in breach of any Road Traffic enactment or the Construction and Use Regulations, or is unfit for use as a hackney carriage.

14.2 On completion of the repairs, to the satisfaction of the Service Manager for Licensing, the plate may be restored.

14.3 The removal of the hackney carriage licence plate will constitute suspension of the hackney carriage licence.

15. PRODUCTION OF DOCUMENTS

15.1 The proprietor shall on being so required by an authorised officer, produce for inspection the licence and/or the certificate of insurance in relation to the use of the vehicle as a hackney carriage. Provided that, if the proprietor fails to produce such licence and/or certificate of insurance on request, he shall produce it within five days of such request to an authorised officer at the licensing office.

16. TARIFF SHEET

16.1 The tariff sheet, must be mounted and displayed inside the hackney carriage in a position approved by the Council.

17. NUMBER OF PASSENGERS

17.1 The licensee shall not convey, or cause or permit to be conveyed in the vehicle a greater number of persons, exclusive of the driver, than specified in the licence. In addition, children under three years will not be conveyed in the front seat of a vehicle whether restrained or unrestrained. For the avoidance of doubt babies in arms are included in this number.

18. EMPLOYMENT OF DRIVERS

18.1 The holder of a hackney carriage licence shall notify the Council within seven days of the commencement or termination of employment of any driver of their hackney carriage.

19. CHANGE OF ADDRESS

- 19.1 The licensee shall notify the Council in writing within seven days of any change of address.

20. LOST PROPERTY

- 20.1 The holder of a hackney carriage licence shall, if any property accidentally left in the vehicle by any passenger is found by or handed to him, take it within 24 hours, if not sooner claimed by or on behalf of its owner, to the nearest Police Station and leave it in the custody of the officer in charge. Any property not accepted by the police is to be kept for a period of 28 days to allow for the loser to claim it. A record is to be kept of all such property including the date it was found, date claimed or disposed of and how.

21. TRANSFER OF LICENCE

- 21.1 If the holder of a hackney carriage licence intends to transfers interest in the hackney carriage to any other person, he/she shall arrange an appointment to see a licensing officer with all the parties that have an interest in the vehicle and those intending to have an interest in the hackney carriage licence
- 21.2 Those attending that meeting will be required to provide sufficient documentation as required by the Licensing Authority to confirm the identity of those with an interest in the hackney carriage.

22 RECORDS OF BOOKINGS

- 22.1 Where one or more persons form an association for the purpose of providing a hackney carriage service to the public and an office is established for the purpose, records of bookings shall be kept in such form as the Council may prescribe. Such records shall be kept for at least one year. The entries to be entered in such record book to be: -
- 22.1.1 Name of person making booking, name and address of passenger and place where passenger is to be picked up.
- 22.1.2 Time and date when passenger(s) are to be picked up.
- 22.1.3 Destination.
- 22.1.4 Licence number of hackney carriage so used.
- 22.2 The person acting as the operator or controller of such service shall enter therein before commencement of each journey particulars of every booking of a hackney carriage invited or accepted by them whether by accepting the booking from the hirer or by undertaking it at the request of another operator.
- 22.3 Such record shall be produced on request to any authorised officer of the Council, or to any constable for inspection.

23. VEHICLE SPECIFICATION

- 23.1 All hackney carriages shall be maintained to their original specification whilst the licence remains in force. This includes all supporting systems such as air conditioning, heated screens etc..
- 23.2 All licensed vehicles will be kept clean both internally and externally, all furniture and fittings must be well maintained.

24. DIGITAL TAXI CAMERAS

- 24.1 A secure digital taxi camera system approved by the Council shall be fitted to the vehicle prior to the grant of the licence and maintained in the vehicle thereafter for the duration of the licence to the satisfaction of the Council.
- 24.2 An approved yellow Taxi camera sticker will be displayed on both side windows of the vehicle and be both inside and outside so they can be easily read by the public.
- 24.3 The above requirement will be effective immediately on the grant of a new licence (other than by way of renewal) or on the replacement of a licensed vehicle.

25. CONVICTIONS

- 25.1 Any person who has an interest in the licence must notify the Licensing team at the Council within 2 working days of any arrest or conviction.

26. SMOKING

- 26.1 Smoking, including the use of electronic smoking devices, is not permitted in a licensed vehicle. (See additional information)

Note: For the purposes of condition 9 (Identification) and in order to avoid doubt, an example of the taxi sticker appears below:



Note: For the avoidance of doubt all of the above requirements shall be deemed to form both the Council's policy (i.e. prerequisite to the grant of the licence) as well as conditions subject to which the licence is granted (which will continue to apply throughout the duration of the licence, as appropriate. As a result, any requirement which requires action or implementation prior to the grant of the licence is to be considered the Council's policy and any requirement to be complied with after the grant of the licence is a condition and compliance is required for the duration of the licence.

ADDITIONAL INFORMATION

Please note that this information does not form part of Southampton City Council's licence policy or conditions

Drivers, proprietors and operators of licensed hackney carriages and private hire vehicles are reminded of the other statutory duties and restriction placed on them, amongst which are the following:

Smoking

The Health Act 2006 prohibits the smoking of tobacco or any other substance by anyone in a licensed hackney carriage or private hire vehicle. The legislation applies at all times whilst the vehicle remains licensed, thus smoking remains prohibited when the vehicle is not hired or not for hire.



Every licensed vehicle is required to carry appropriate signage under the Smoke-free (Signs) Regulations 2007. Guidance and signs are available from: <http://www.smokefreeengland.co.uk/resources/guidance-and-signage.html>

Assistance Dogs

The Equality Act 2010 imposes a duty on licensed drivers and operators to convey any guide, hearing or other assistance dog in a licensed hackney carriage or private hire vehicle.

Drivers must:

- carry assistance dogs accompanying disabled people;
- do so without additional charge; and
- allow the dog to remain with the passenger

Operators must:

- accept bookings made by or on behalf of a disabled person who is accompanied by an assistance dog;
- accept bookings made by a person who will be accompanied in a PHV by such a disabled person; and
- not make an additional charge for carrying the assistance dog

If a driver has a medical condition, such as severe asthma, which is aggravated by contact with dogs, or is allergic or has an acute phobia to dogs, it may be possible for them to qualify for an exemption. Please discuss this with the licensing team in the first instance, to whom application for exemption must be made. The driver will be required to produce conclusive medical evidence in support of the application.

Please note that the law does not allow for an exemption to be granted on religious grounds.



Additional information is available from: <http://www.dft.gov.uk/transportforyou/access/taxis/>

Appendix 2

HACKNEY CARRIAGE DRIVERS LICENCE POLICY **From 2021**

Please note that the holder of a Hackney Carriage Driver's licence must observe and carry out the requirements of the Town Police Clauses Act 1847 and any byelaw thereunder, Part II of the Local Government (Miscellaneous Provisions) Act 1976, and any order or regulation made thereunder, and the requirements of any other Act of Parliament or orders, regulations or byelaws made thereunder relating to the driving of motor Hackney Carriages.

1. Before a hackney carriage driver's licence is granted or renewed the applicant must:-
 - 1.1 complete and submit to Southampton City Council an application in the form prescribed by the Council;
 - 1.2 satisfy Southampton City Council that:-
 - 1.2.1 he/she is a fit and proper person to hold such a licence including the right to work in the UK, adhering to relevant legislation and the council's code of conduct for drivers;
 - 1.2.2 he/she is medically fit to drive a hackney carriage. For this purpose the applicant shall, produce a medical report in the manner approved by Southampton City Council and no older than 4 months. Thereafter medical certificates shall be produced by applicants on reaching the age of 45 years -50 - 55 - 60 - 65 and annually from 65 years of age onwards.
 - 1.2.3 he/she has attained the age of 21 years;
 - 1.2.4 he/she has, for at least two years prior to the date of the application, held a driver's licence (not being a provisional licence) granted to the applicant under Part VI of the Road Traffic Act 1988 authorising him to drive a motor car;
 - 1.2.5 he/she has a sound knowledge of the topography of the City of Southampton.
 - 1.3 produce for examination a current driving licence issued to the applicant under the Road Traffic Acts 1960-1988.
 - 1.4 be the subject of 6 monthly enhanced disclosure of criminal convictions including a check on the children and adults barring lists made to Southampton City Council as licensing authority and to maintain a current subscription to the update service.
 - 1.5 be the subject of a check with the National Anti Fraud Network database on refusals and revocations of hackney carriages and private hire licences
 - 1.6 be the subject of a recent (no older than six months) licence check with the Driver and Vehicle Licensing Agency made by Southampton City Council as licensing authority.
 - 1.7 undergo and pass an approved basic skills assessment in oral and written English and arithmetic to the satisfaction of Southampton City Council
 - 1.8 undergo and pass a driving skills assessment to the satisfaction of Southampton City Council.
 - 1.9 New hackney carriage driver's licences shall only be granted for a period of six months and shall only be renewed on expiry if the licence holder has obtained the BTEch or similar approved qualification for transporting passengers by taxi and private hire vehicle.

- 1.10 All holders of existing hackney carriage driver's licences shall obtain a BTech qualification or a council approved similar qualification for transporting passengers by taxi and private hire vehicle before the expiry of six months from the first grant of their licence. For the avoidance of doubt, this requirement will not apply to those holders of hackney carriage driver's licences who had held their licence for a continuous period of three years as at 26th August 2009 or to an applicant for a hackney carriage driver's licence who, at the date of grant of that licence, holds a Southampton private hire driver's licence.
- 1.11 All applicants for hackney carriage and private hire driver licences will have successfully completed safeguarding training approved by Southampton City Council within the previous three years.
- 1.12 The council reserves the right to use third party agencies, organisations and companies to carry out tests, examinations and checks on its behalf.

PRIVATE HIRE VEHICLE LICENCE POLICY AND CONDITIONS From 2023

1. APPLICATIONS

- 1.1 Before a licence is granted in respect of a private hire vehicle, a requisition for the same, in such form as the licensing authority from time to time provide for the purpose, shall be made and signed by the licence holder or one of the licence holders of the private hire vehicle and in every such requisition shall be truly stated the name and surname and place of abode of the person(s) applying for such licence, and of every licence holder or part licence holder of such vehicle, or person concerned, either solely or in partnership with any other person, in the keeping, employing or letting to hire of such vehicle. In the case of a Limited Company the requisition shall be signed by the Secretary and all Directors of such Company shall be named.
- 1.2 Each person named in the requisition shall supply either an enhanced or basic DBS check that is dated no more than 6 months old at the time of application.
- 1.3 Each person named in the requisition shall satisfy the council they are a safe and suitable person in accordance with the council's policy for determining the suitability to hold such a licence.
- 1.4 Satisfy the Council that the vehicle complies with the conditions for private hire vehicles licences made by the Council.

2. GENERAL

- 2.1 The licence holder must observe and carry out the requirements of the Local Government (Miscellaneous Provisions) Act 1976, Part II, and any orders or regulations made thereunder and the requirements of any other Act of Parliament or order.

- 2.2 The proprietor must ensure the vehicle is maintained to an acceptable standard at all times.

2.3 Interpretation

In this licence and in this document, unless the subject or context otherwise requires:-

- 2.3.1 "authorised officer" means any officer of the Council authorised in writing in accordance with the Council's scheme of delegation for the purposes of Part II of the Local Government (Miscellaneous Provisions) Act 1976;
- 2.3.2 "the Council" means Southampton City Council;
- 2.3.3 "private hire" has the same meaning as in the Local Government (Miscellaneous Provisions) Act, 1976
- 2.3.4 "licence plate" means the plate issued by the Council for the purpose of identifying the vehicle as a private hire vehicle duly licensed by the Council;
- 2.3.5 "licence holder" includes a part-proprietor and, in relation to a vehicle which is the subject of a hire purchase agreement, means the person in possession of the vehicle.
- 2.3.6 "Hybrid" is a vehicle that is capable using its electric motor only as propulsion. (without the internal combustion engine running). It does not include vehicles that use an electric motor purely as a supplement for performance.

3. TYPE OF VEHICLE

- 3.1 General conditions covering all types of vehicles that are licensable as private hire vehicles are set out in 3.2 and 3.3 below.
- 3.2 The vehicle to be licensed, of whatever type, shall, subject to what is to follow, and other conditions herein, be suitable in size, type and design for use as a private hire vehicle to the satisfaction of the Council.
- 3.3 Without prejudice to the generality of 3.2 above, the vehicle shall:-
- 3.3.1 have an engine producing 50 kW or greater;
- 3.3.2 not be a London type taxi or any other type of vehicle constructed solely or primarily for use as a hackney carriage or be of such design or appearance as to be able to lead any person to reasonably believe that the vehicle is a hackney carriage;
- 3.3.3 have a rear seat with a width of no less than 1220 mm and must be of a bench seat type, without an arm rest, and in the case of individual/folding seats, have a minimum seat width of 407 mm per person;
- 3.3.4 have rear headroom that is adequate for passengers to sit comfortably and in any event, the distance from the squab as measured at its central point (from side to side), at the point where it meets the backrest, and then measured vertically to a point on the headlining, shall be no less than 840 mm;
- 3.3.5 except as provided in condition 23 below, be of right hand drive;
- 3.3.6 be fitted with sufficient and suitable seat belts for every person who may be carried in the licensed vehicle pursuant to conditions 14 and 15;
- 3.3.7 in the case of estate cars, the space between the top edge of the rear seat and the roof of the vehicle must be fitted with a grille to ensure the safety of passengers from displacement of luggage;
- 3.3.8 at all times be maintained to standards that meet the then current requirements of the Council and must be in a clean and comfortable condition for the carriage of passengers.
- 3.4 Without prejudice to 3.2 and 3.3 above, and any other general requirement or condition herein or from time to time made by this Council, any private hire vehicle to be licensed as such must also comply with the requirements within one or the other of the following Categories (according to vehicle type) in order to qualify for licensing. The Categories are as follows:
- 3.4.1 Category A - This Category shall include any vehicle otherwise licensable as a private hire vehicle by this Council, other than Category B vehicles, subject to any other requirement or condition herein, or from time to time made by this Council and would satisfy the Council's reasonable requirement as to suitability, that is
- purpose adapted or converted by manufacturers, or those professionally engaged in adaptation or conversion, that are "M1" certified after adaptation or conversion and are wheelchair accessible to a person who wishes to remain in his or her wheelchair during the journey, including entry and exit from the vehicle.
- or
- a purpose-built full hybrid or plug-in hybrid, with a minimum range of 16km using battery power only or full electric with a minimum range of 112km.

- 3.4.2 Category B - This Category shall include any vehicle otherwise licensable as a hackney carriage (other than a Category A vehicle) under the various conditions imposed by this Council.
- 3.5. No diesel vehicle with an emissions standard of level 5 (Euro 5) or lower will be granted a licence on or after 1st January 2020 other than by way of licence renewal unless the vehicle has been converted with approved CVRAS technology. See 3.5.2
- 3.5.1 No diesel vehicle with an emissions standard of level 5 (Euro 5) or lower will be licensed or relicensed by way of renewal on or after 1st January 2022 unless the vehicle has been converted with approved CVRAS technology. See 3.5.2
- 3.5.2 Any vehicle fitted with approved Clean Vehicle Retrofit Accreditation Scheme (CVRAS) technology (e.g. a CVRAS LPG conversion) may be exempt from condition 3.5 and 3.5.1 subject to the vehicle meeting all other relevant conditions and on production of approved certification.

4. AGE OF VEHICLE

- 4.1 No Category A vehicle will be licensed (or re-licensed by way of renewal) as a private hire vehicle which was first registered under the Vehicles (Excise) Acts of 1949, 1971, or successor legislation, more than twelve years before the date of the commencement of the licence.
- 4.2 Except as provided in condition 23 below, no Category B vehicle will be licensed (or re-licensed by way of renewal) as a private hire vehicle which was first registered under the Vehicles (Excise) Acts of 1949, 1971, or successor legislation, more than nine years before the date of the commencement of the licence.

5. COLOUR OF VEHICLE

- 5.1 Except as provided in condition 23 below, the bodywork of any private hire vehicle shall be any colour except for white.

6. ADVERTISEMENTS AND SIGNS

- 6.1 No advertisement, sign, notice, mark, illumination or other feature, other than as required by law or permitted by these conditions shall be placed on the exterior of or visible from outside of any licensed private hire vehicle including the windows, except as follows:-
 - 6.1.1 An unilluminated sign in the upper or lower rear window, but not both, of the licensed vehicle bearing lettering not more than 51 mm in height stating only the name, style or title of the proprietor or operator and their telephone number.
 - 6.1.2 Advertising, including third party products and services, etc. shall be permitted (subject to conditions and law) on any part of the body of the licensed vehicle. Advertising on vehicle windows is restricted to the rear and side rear non opening windows and must either be evenly perforated over 50% of the film to allow vision out of the vehicle or comply with 6.1.1
- 6.2 All such advertising as mentioned below may only be displayed following approval by the Service Manager for Licensing
- 6.3 At all stages prior to approval the proprietor or operator will accept the risk involved in not meeting these criteria or requirements.
- 6.4 The power to give approval will be delegated to the Service Manager for Licensing.
- 6.6 All advertising is to be completed to a professional standard and quality.

- 6.7 This advertising may promote the proprietor or operator of the licensed vehicle or a trade, business, goods or services of a third party. Should the advertising promote the operator the vehicle will be restricted to only being able to accept bookings from the advertised operator.
- 6.8 The advertising shall not exceed 35% of the body area, always excluding the area taken up by the City Identity Sticker. The window area shall be excluded from the calculation.

7. ADVERTISEMENT CONTENT

All advertisements must comply with the British Code of Advertising Practice and it is the responsibility of the agency or individual seeking the Licensing Authority's approval to ensure that they do so.

- 7.1 Each proposal is considered on its merits, but the following advertisements WILL NOT BE APPROVED, always subject to the provisions of the Human Rights Act 1998 and any other law.
- 7.1.1 those with political, ethnic, religious, sexual or controversial texts
- 7.1.2 those for escort agencies, gaming establishments or massage parlours
- 7.1.3 those displaying nude or semi-nude figures
- 7.1.4 those likely to offend public taste.
- 7.1.5 those which seek to advertise more than one company/service or product
- 7.1.6 those which promote the sale or consumption of tobacco products or cigarettes.
- 7.2 The Service Manager for Licensing will be delegated to give approval of matters in 7.1 above.
- 7.3 It is the proprietor's responsibility, as part of the contract entered into when commissioning any exterior advertising of the foregoing nature, to ensure that, at the completion of the contract, or upon the vehicle ceasing to be a licensed private hire vehicle, a re-spray to the vehicles original manufacturer's colour is included.
- 7.4 Provided always that no advertisement permitted by these conditions shall consist of or include the words "taxi" or "cab" whether in the singular or plural or "hire" or any word of similar meaning or appearance of any other feature which may suggest that the vehicle is a hackney carriage, and no advertisement, sign, notice, mark, illumination or other feature shall be placed on the licensed private hire vehicle without the prior approval of the Service Manager for Licensing.
- 7.5 No combination of letters or numbers must be used in the registration number of the vehicle to indicate or imply the words "taxi" or "cab" or any related idea which could lead a member of the public to take the view that the vehicle is a hackney carriage.

8. IDENTIFICATION

- 8.1 Other than as permitted by these conditions, no other advertisement, sign, notice, mark, illumination or other feature will be permitted.
- 8.2 Except as provided in condition 21 below, all private hire vehicles shall display two "City Identity Stickers" of the prescribed type for private hire vehicles. One sticker shall be placed on each front door, in a central position and as high as practicable under the window. The positioning of the sign shall not obstruct the opening of the door.
- 8.3 The City Identity Sticker shall be to the satisfaction of the City Council and shall be 240 mm in height by 450 mm in width on a white background. The upper portion of the display will show the words "PRE-BOOKED ONLY" in black capital letters, 24 mm high with a total length of 400 mm.

- 8.4 To the left under the above words the sticker will show the words “LICENSED BY” in white capital letters with a letter height of 10 mm, on a black background 110 mm wide and 21 mm high
- 8.5 Immediately below will be the City “Bargate” logo in blue, 90 mm at its widest point and 83 mm in height. Immediately below as part of the logo, in black, shall be the word “Southampton”, below which shall be the words “City Council” in letters 14 mm high and text width 90 mm.
- 8.6 In the remaining space to the right of the Bargate logo will be four individual boxes measuring 30mm wide and 50mm high, outlined in black with the background of the box white in colour. The boxes will contain the licence plate number of the vehicle.
- 8.7 The sticker may be screen printed on a white background and must be supplied with adhesive backing, or some other similar method meeting the requirements of the Council, to enable it to be fixed in the correct position. Magnetic signs will not be permitted. For the avoidance of doubt, no roof mounted box or other structure or sign will be permitted.

9. LICENCE PLATES

- 9.1 Except as provided in condition 23 below, one licence plate shall be securely fixed in a position at the rear of the private hire vehicle to the satisfaction of the Service Manager for Licensing.
- 9.2 A second licence plate shall be securely fixed in a position on the front of the private hire vehicle to the satisfaction of the Service Manager for Licensing.

10. RETURN OF LICENCE PLATES

- 10.1 Licence plates remain the property of the Council and, on revocation, expiry or suspension of the licence, must be returned within seven days after the service on the licence holder by the Council of a notice requiring its return

11. INSPECTION OF VEHICLE

- 11.1 The licence holder shall present the vehicle for inspection at the time and place notified by the Council, the private hire vehicle shall be submitted for inspection at least once, but not more than three times, in a year. In addition the Council may arrange for the vehicle to be tested at any reasonable time and require further inspection and testing if it proves unsatisfactory. Licence holders will be notified by letter of time and date that vehicle is to be presented for inspection.
- 11.2 Without prejudice to the foregoing, where more than two years has elapsed since the first registration of the private hire vehicle under the Vehicles (Excise) Acts of 1949, 1971, or successor legislation, the vehicle shall undergo a DVSA “MOT” test in the period of one week either side of the date six months prior to the expiry date of the vehicle licence (the “due date”).

12. DAMAGE TO VEHICLE

- 12.1 If a private hire vehicle is involved in a road traffic accident and either mechanical or bodily damage is sustained, a report must be made by the proprietor to the Service Manager for Licensing within three days and, after repair, which must be completed within one month of the damage being sustained, may be required to pass a mechanical inspection at a place to be determined by the Council, subject to payment of an appropriate fee. The private hire licence plate is liable to be removed from any vehicle which, in the opinion of an appropriate Officer or agent of the Council in any way constitutes a danger to the public, is in breach of any road traffic enactment or the Construction and Use Regulations, or is unfit for use as a

private hire vehicle. On completion of the repairs, to the satisfaction of the Service Manager for Licensing, the licence plate may be restored.

- 12.2 The removal of the private hire licence plate will constitute suspension of the vehicle licence.

13. INSURANCE

- 13.1 At all times during the currency of the licence the licence holder shall keep in force in relation to the use of the vehicle as a private hire vehicle a policy of insurance complying with the requirements of Part VI of the Road Traffic Act 1972.

14. PRODUCTION OF DOCUMENTS

- 14.1 The proprietor shall on being so required by an authorised officer, produce for inspection the licence and/or the certificate of insurance in relation to the use of the vehicle as a private hire vehicle. Provided that, if the proprietor fails to produce such licence and/or certificate of insurance on request, he shall produce it within five days of such request to an authorised officer at the office of the Service Manager for Licensing.

15. SEATING CAPACITY

- 15.1 Every private hire vehicle with an internal combustion engine shall have sufficient seating capacity to carry not less than four nor more than eight passengers in comfort in addition to the driver.

Every private hire vehicle that is powered solely by an electric motor and is capable of 112 kilometres between charges shall have sufficient seating capacity to carry not less than three nor more than eight passengers in comfort in addition to the driver.

16. NUMBER OF PASSENGERS

- 16.1 The licensee shall not convey, or cause or permit to be conveyed in the vehicle a greater number of persons, exclusive of the driver, than specified in the licence. In addition, children under three years will not be conveyed in the front seat of a vehicle whether restrained or unrestrained. For the avoidance of doubt babies in arms are included in this number.

17. TAXIMETER

- 17.1 Should a taximeter be installed in a private hire vehicle, it must be electronically designed and of the type and model approved by the Council. It must be fitted in a position satisfactory to the Council.
- 17.2 No operator, proprietor or driver may tamper with the mechanism of the Taximeter or its seals provided that, should the meter become defective it may be replaced by a service meter.
- 17.3 Any tariff set in the meter must correspond to the tariff approved by the operator the vehicle is licensed with.

18. TRANSFER OF LICENCE

- 18.1 If the proprietor of a private hire vehicle transfers the licence and vehicle, he shall within fourteen days give notice to the Service Manager for Licensing details of the name and address of the person to whom he has transferred the licence.

19. CHANGE OF ADDRESS

- 19.1 The licensee shall notify the Council in writing within seven days of any change of address.

20. ADHERENCE TO BOOKINGS

20.1 The holder of a licence who has agreed, or whose vehicle has been hired to be in attendance at an appointed time and place shall, unless delayed or prevented by some sufficient cause, punctually attend with such vehicle at such appointed time and place.

21. **WEDDINGS AND FUNERALS**

21.1 Private hire vehicles being used to carry passengers to, from or in connection with any wedding ceremony or funeral will not be required to display a private hire vehicle plate during such journeys.

22. **SPECIALIST VEHICLES**

22.1 In exceptional circumstances, the Service Manager for Licensing may determine that a vehicle is a specialist vehicle, such as, but not exclusively, stretched limousines, classic cars and other unusual vehicles to be used for private hire.

22.3 Where the Service Manager for Licensing determines that a vehicle is a specialist vehicle, and that it is intended to be used in the circumstances described in section 75(3) of the Local Government (Miscellaneous Provisions) Act 1976, a notice may be issued of the suspending the requirement for the display of the rear licence plate in those circumstances, as required by condition 9.1 above.

22.4 Additionally, in the case of a specialist vehicle, the Service Manager for Licensing may, at his or her absolute discretion, suspend or amend all or some of the provisions of the following conditions:

- 3.3.5 (right hand drive);
- 4.2 (age of vehicle);
- 5.1 (colour of vehicle);
- 8.2 (city identity stickers)
- 23.1 Taxi cameras

23 **ORIGINAL VEHICLE SPECIFICATION**

23.1 All licensed private hire vehicles shall be maintained to their original specification whilst the licence remains in force.

24. **DIGITAL TAXI CAMERAS**

24.1 A secure digital taxi camera system approved by the Council shall be fitted to the vehicle prior to the grant of the licence and maintained in the vehicle thereafter for the duration of the licence to the satisfaction of the Council.

24.2 An approved yellow Taxi camera sticker will be displayed on both side windows of the vehicle and be both inside and outside so they can be easily read by the public.

24.3 The above requirement will be effective immediately on the grant of a new licence (other than by way of renewal) or on the replacement of a licensed vehicle.

25. **CONVICTIONS**

25.1 Any person who has an interest in the licence must notify the Licensing team at the Council within 2 working days of any arrest or conviction.

26. **SMOKING**

Smoking, including the use of electronic smoking devices, is not permitted in a licensed vehicle. (See additional information)

Note: For the purposes of condition 8 (Identification) and in order to avoid doubt, an example of the identity sticker appears below:

PRE – BOOKED ONLY

LICENSED BY



**LICENSED PRIVATE
HIRE VEHICLE NO:**

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Note For the avoidance of doubt all of the above requirements shall be deemed to form both the Council's policy (i.e. pre requisite to the grant of the licence) as well as conditions subject to which the licence is granted (which will continue to apply throughout the duration of the licence, as appropriate. As a result, any requirement which requires action or implementation prior to the grant of the licence is to be considered the Council's policy and any requirement to be complied with after the grant of the licence is a condition and compliance is required for the duration of the licence.

Appendix 4

PRIVATE HIRE VEHICLE DRIVERS LICENCE POLICY AND CONDITIONS From 2023

PRIVATE HIRE VEHICLE DRIVER POLICY

1. Before a Private Hire Vehicle Driver's Licence is granted or renewed the applicant must: -
 - 1.1 complete and submit to Southampton City Council an application in the form prescribed by the Council;
 - 1.2 satisfy Southampton City Council that: -
 - 1.2.1 he/she is a fit and proper person to hold such a licence including the right to work in the UK, adhering to relevant legislation and the council's code of conduct for drivers;
 - 1.2.2 he/she is medically fit to drive a private hire vehicle. For this purpose the applicant shall produce a medical report in the manner approved by Southampton City Council and no older than 4 months. Thereafter medical certificates shall be produced by applicants on reaching the age of 45 years, 50, 55, 60, 65 and annually from 65 years of age onwards;
 - 1.2.3 he/she has attained the age of 21 years
 - 1.2.4 he/she has, for at least two years prior to the date of the application, held a driver's licence (not being a provisional licence) granted to the applicant under Part III of the Road Traffic Act 1972 authorising him to drive a motor car;
 - 1.2.5 except only in the case of an applicant for a restricted licence to drive specialist private hire vehicles, he/she has a sound knowledge of highway code, taxi law and conditions as well as basic topography of the City of Southampton.
 - 1.3 produce for examination a current driving licence issued to the applicant under the Road Traffic Acts 1960-1972 (as amended).
 - 1.4 be the subject of 6 monthly enhanced disclosure of criminal convictions including a check on the children and adults barring lists made to Southampton City Council as licensing authority and to maintain a current subscription to the update service.
 - 1.5 be the subject of a check with the National Anti Fraud Network database on refusals and revocations of hackney carriages and private hire licences
 - 1.6 be the subject of a recent (no older than six months) licence check with the Driver and Vehicle Licensing Agency made by Southampton City Council as licensing authority
 - 1.7 undergo and pass an approved basic skills assessment in oral and written English and arithmetic to the satisfaction of Southampton City Council
 - 1.8 undergo and pass a driving skills assessment to the satisfaction of Southampton City Council.
 - 1.9 New private hire driver's licences shall only be granted for a period of six months, and shall only be renewed on expiry if the licence holder has obtained the BTech or similar approved qualification for transporting passengers by taxi and private hire vehicle.
 - 1.10 All holders of existing private hire driver's licences shall obtain the RQF Level 2 certificate in the Introduction to the role of the professional taxi and private hire driver or equivalent before the expiry of the third year from the first grant of their licence. For the avoidance of doubt, this requirement will not apply to those holders of private hire driver's licences who had held their licence for a continuous period of three years as at 26th August 2009.
 - 1.11 All applicants for hackney carriage or private hire driver licences will have successfully completed safeguarding training approved by Southampton City Council within the previous three years.

- 1.12 The council reserves the right to use third party agencies, organisations and companies to carry out tests, examinations and checks on its behalf.

PRIVATE HIRE VEHICLE DRIVERS' LICENCE CONDITIONS

General

The holder of a Private Hire Vehicle Driver's licence must observe and carry out the requirements of Part II of the Local Government (Miscellaneous Provisions) Act 1976, and any order or regulation made thereunder, and the requirements of any other Act of Parliament or orders, regulations or byelaws made thereunder relating to the driving of motor vehicles.

Interpretation

In this licence and in these Conditions, unless the subject or context otherwise requires:-

"authorised officer" means any officer of the Council authorised in writing in accordance with the scheme of delegation for the purposes of Part II of the Local Government (Miscellaneous Provisions

"the Council" means the Southampton City Council;

"licence plate" means the plate issued by the Council for the purpose of identifying the vehicle as a vehicle duly licensed by the Council.

1. APPEARANCE OF DRIVER

- 1.1 The driver of a Private Hire Vehicle shall be clean and tidy in appearance, and shall be attired to a standard acceptable to the Council
- 1.2 Acceptable - As a minimum clothing should be clean, smart casual in appearance with shoes.
- 1.3 Unacceptable jeans, singlets, sports shorts or bathing costumes, open backed footwear
- 1.4 and shall behave in a civil and orderly manner and shall take all reasonable precautions to ensure the safety of persons conveyed in or entering or leaving the vehicle.

2. VEHICLE LICENCE PLATE

- 2.1 The driver shall not wilfully or negligently cause or suffer the number of the licence on the plate issued by the Council to be concealed from public view or to be so defaced as to be illegible.

3. PLYING FOR HIRE

- 3.1 The licensee shall not, whilst driving or in charge of a private hire vehicle:
- 3.1.1 tout or solicit any person to hire or be carried for hire in any private hire vehicle; or
- 3.1.2 cause or procure any other person to tout or solicit any person to hire or be carried for hire in any private hire vehicle; or
- 3.1.3 offer that vehicle for immediate hire while the licensee of that vehicle is on a road or other place to which the public have access; or
- 3.1.4 accept an offer for the immediate hire of that vehicle whilst that vehicle is on a road or other place to which the public have access except where such offer is first communicated to him/her by an operator licensed by Southampton City Council. (In this Condition, "road" means any highway and any other road to which the public have access and includes bridges over which a road passes)

4. NUMBER OF PASSENGERS

The licensee shall not convey, or cause or permit to be conveyed in the vehicle a greater number of persons, exclusive of the driver, than specified in the licence. In addition, children under three years will not be conveyed in the front seat of a vehicle whether restrained or unrestrained.

5. **DRIVER'S BADGE**

5.1 The licensee shall, when acting in accordance with the private hire vehicle driver's licence granted to him/her, wear the badge issued to him/her in such position and manner as to be plainly and distinctly visible.

6. **RETURN OF DRIVER'S BADGE**

6.1 The driver's badge referred to in Condition 5 shall remain the property of the Council and if the driver's licence is not renewed or is revoked shall be returned by the licensee to the Council within seven days of the serving upon him/her of a notice by the Solicitor to the Council requiring the return of such badge.

7. **CHANGE OF ADDRESS**

7.1 The holder of a private hire vehicle driver's licence shall notify the Solicitor to the Council licensing authority in writing within seven days any change of his/her address.

8. **ADHERENCE TO BOOKING**

8.1 The driver of a private hire vehicle which has been hired to be in attendance at any appropriate time and place shall, unless delayed and prevented by some sufficient cause, punctually attend at the appointed time and place.

8.2 Once a hiring has been accepted the driver shall complete that hiring unless there is good cause not to. Any hiring that has been accepted but is not completed by the driver must be reported with the reasons to the operator immediately.

8.3 If the vehicle being used by the driver is advertising an operator then the driver can only accept bookings from the advertised operator.

9. **DRIVER'S OBLIGATIONS**

9.1 The driver shall, when requested by the hirer:

9.1.1 convey a reasonable quantity of luggage,

9.1.2 afford reasonable assistance in loading and unloading, including assistance in removing luggage to and from the entrance of any house or other place where he/she collects or sets down his/her passengers

9.2 Provided always that the driver of a private hire vehicle shall not be obliged to convey:-

9.2.1 any article or animal, except guide dogs, which is of such bulk or amount or character that the carrying of such article or animal would be likely to cause damage to the vehicle or its fittings

9.2.2 any petroleum spirit or explosive or dangerous substance.

9.2.3 any noxious, odorous, foul or offensive substance.

9.2.4 any person in a state of intoxication.

10. **LOST PROPERTY**

10.1 The driver shall, immediately after the termination of any hiring, or as soon as practicable afterwards, carefully search the vehicle for any property that may have been accidentally left therein and, if such property is found, or is handed to him, unless it be sooner claimed by or on behalf of its owner. Any remaining property shall be handed to the operator as soon as practicable and certainly within 24 hours.

- 10.2 Be entitled to receive from any person to whom the property shall be delivered an amount equivalent to the fare from the place of finding to the Operator where deposited.

11. DISABLED PERSONS

- 11.1 No person shall refuse to carry a passenger in a private hire vehicle by reason of the fact that the passenger is disabled or requires to have with them a wheelchair or other facility of reasonable size for the disabled.

12. ADVERTISEMENTS

- 12.1 The driver of a private hire vehicle shall not place or suffer to be placed in any window or in any part of the vehicle any advertisement, sign, printed matter or distinguishing mark other than such has been approved or authorised by the Council.

13. LICENCES TO DRIVE SPECIALIST RESTRICTED PRIVATE HIRE VEHICLES

- 13.1 At the discretion of the Service Manager Licensing, a licence may be issued entitling the holder to drive only specialist vehicles licensed as restricted private hire vehicles.

14. CONVICTIONS ETC.

- 14.1 The holder of a private hire driver's licence shall notify the Licensing Team of their being convicted of any criminal or motoring conviction or being subject to any finding of guilt or caution or arrest notification of intended prosecution or the issue of an endorseable fixed penalty notice for any offence before the expiry of 14 days from that occurrence.

15. SMOKING

- 15.1 In addition to not allowing smoking in the vehicle you must not use or allow to be used an e-cigarette or similar smoking type object.

16. HEALTH

- 16.1 You need to be medically fit before we will grant a licence. When you are a licence holder, if you have a serious illness or injury, such as a heart attack, stroke, broken limbs, diabetes or sleep apnoea, you must tell us, in writing, as soon as possible and within five days of the start of the illness or injury. This also applies to anything that may affect your driving, or that has to be reported to the DVLA because it would affect your licence. We may ask you to have an additional medical examination or to produce written confirmation from your own GP or hospital consultant about your continued fitness to drive. The council may also seek an independent assessment of any such report or medical.

Appendix 5

PRIVATE HIRE VEHICLE OPERATOR LICENCE POLICY AND CONDITIONS From 2021



PRIVATE HIRE OPERATOR LICENCE POLICY

1. Before a licence is granted to a private hire vehicle operator, the applicant must:-
 - 1.1 complete and submit to the City Council an application in the form prescribed by the Council, and
 - 1.2 satisfy the Council that the applicant(s) is a fit and proper person to hold such a licence.
 - 1.3 satisfy the Council that the applicant is a fit and proper person to hold such a licence. Applicants will be required to provide a Basic DBS certificate no more than 6 months old to assist with this.

PRIVATE HIRE OPERATOR LICENCE CONDITIONS

General

The holder of a private hire vehicle operator's licence must observe and carry out the requirements of the Local Government (Miscellaneous Provisions) Act 1976, Part II, and any order or regulation made thereunder, and the requirements of any other Act of Parliament or orders, regulations or byelaws made thereunder relating to the operation of the motor vehicle(s) in accordance with the licence. Additionally must be compliant with all other legislation relating to their operation, for example health and safety and employment legislation.

Interpretation

In this licence and in this document, unless the subject or context otherwise requires:-

- "authorised officer" means any officer of the Council authorised in writing in accordance with the Council's scheme of delegations for the purposes of the Town Police Clauses Act 1847 and Part II of the Local Government (Miscellaneous Provisions) Act 1976;
- "the Council" means the Southampton City Council;
- "hackney carriage" has the same meaning as in the Town Police Clauses Act 1847;
- "licence plate" means the plate issued by the Council for the purpose of identifying the vehicle as a private hire vehicle duly licensed by the Council;
- "proprietor" includes a part-proprietor and, in relation to a vehicle which is the subject of hire purchase agreement, means the person in possession of the vehicle.

The proprietor shall observe and carry out the following terms and conditions:-

2. TRANSFER OF LICENCE

- 2.1 The licence is not transferable to another person or company nor does authorise the licensee to operate from any address(es) other than that (those) specified in the licence.

3. STAFF WITH ACCESS TO CUSTOMER DATA

- 3.1 Licence holders will maintain a register of all staff who have access to customer personal data, recording the date and times they work and their role. This will include staff that take bookings from customers and despatch vehicles.
- 3.2 The licence holder will provide a policy on employing ex-offenders recognising those with a conviction for offences provided in the councils policy on previous convictions, other than those relating to driving matters, may not be suitable to have access to such data.
- 3.3 Licence holders will require a basic or higher DBS certificate of individuals named in the register in 3.1 at the time of employment to be no more than 3 months old and any contracts of employment will include a clause requiring the individual to disclose any arrest or conviction to the employer
- 3.4 Operators may outsource booking and dispatch functions but they cannot pass on the obligation to protect children and vulnerable adults. Operators are required to evidence that comparable protections are applied by the company to which they outsource these functions.

4. NUMBER OF PASSENGERS

- 4.1 The licensee shall not convey, or cause or permit to be conveyed in the vehicle a greater number of persons, exclusive of the driver, than specified in the licence. In addition, children under three years will not be conveyed in the front seat of a vehicle whether restrained or unrestrained.

5. RECORDS OF BOOKINGS

5.1 Section 56 of the Local Government (Miscellaneous Provisions) Act 1976 requires private hire vehicle operators to keep records of the particulars of every booking invited or accepted, whether it is from the passenger or at the request of another operator. Operators are required to record the following information for each booking:

- (i) the name of the person or identifying feature, that is unique to the location the request is made from, of the equipment making the booking;
- (ii) the name of the passenger;
- (iii) the time and date of the request;
- (iv) the time and date of intended pick up;
- (v) the pick-up point;
- (vi) the destination;
- (vii) the name of the driver;
- (viii) the driver's licence number;
- (ix) the vehicle registration and plate number of the vehicle;
- (x) the name of any individual that responded to the booking request;
- (xi) the name of any individual that dispatched the vehicle.

5.2 Operators are also required to keep a record of bookings that a driver accepts but then cancels together with a reason for the cancellation. The operator will have a policy of reviewing the cancelled jobs recorded, how they will address incidents of unjustified cancellations with the driver and will report the result of unjustified cancelled jobs to the licensing authority.

5.3 All record books shall be maintained for at least 12 months.

5.4 As a minimum before the booking is undertaken the operator must record (i), (iii), (iv) and (v) of the above. If all of the information is not available at the time of accepting the booking then the remaining details must be recorded as soon as is practicable and certainly within 1 hour of the completion of the booking.

6. CONTRACTS

6.1 Every contract for the hire of a private hire vehicle licensed by the Council shall be deemed to be made with the operator who accepted the booking for that vehicle, whether or not the operator provided the vehicle

7. VEHICLES/DRIVERS OPERATED BY THE LICENCE HOLDER

7.1 The operator shall notify the Licensing Authority in writing within seven days of the commencement or termination of any vehicle and/or driver operated by them.

8. USE OF PASSENGER CARRYING VEHICLES (PCV) LICENSED DRIVERS

8.1 The use of a driver who holds a PCV licence and the use of a public service vehicle (PSV) such as a minibus to undertake a private hire vehicle booking is not permitted without the informed consent of the booker, which must be included in any booking record.

8.2 Where a private hire vehicle is unsuitable, for example where a larger vehicle is needed because more than eight passenger seats required or to accommodate luggage, the booker

is to be informed that a PSV is necessary, and that a PCV licenced driver will be used who is subject to different checks and not required to have an enhanced DBS check.

9. **DISABLED PERSONS**

- 9.1 An operator must accept the carriage of any disabled person, provide them with reasonable mobility assistance, and carry their mobility aids, all without charging any more than they would for a non-disabled passenger, provide any disabled passenger who requests it with assistance to identify the vehicle, at no extra charge and be required to accept bookings for or on behalf of any disabled person, if they have a suitable vehicle available

10. **USE OF PREMISES**

- 10.1 The licence holder while carrying on the business of an operator must ensure that the use of the office premises complies with the requirements of the Town and Country Planning Act 1971 and Orders and Regulations made thereunder.
- 10.2 The licence holder, while carrying on the business of an operator, shall not permit licensed private hire vehicles to obstruct entrances to adjoining premises.
- 10.3 The licence holder will not permit annoyance or interference to be caused to residents of adjoining premises by the use of radio communication apparatus.

11. **CHANGE OF ADDRESS**

- 11.1 The operator shall, within seven days, notify in writing to the Council any change of address (including any address from which he/she operates or otherwise conducts business as an operator).

12. **CONVICTIONS**

- 12.1 The operator shall, within seven days, disclose to the Council in writing details of any conviction imposed.

13. **INCIDENT REPORTING**

- 13.1 The operator shall record and notify the Licensing Authority of incidents or complaints that may bring into question the fitness and propriety of the driver or operator, made to the operator, regarding any driver or operator used by the operator within three working days of receipt. This includes incidents or complaints received from third parties and relates to any journey whether a hiring by the public or from contract work. Any response to a complaint that has already been made should be forwarded to the Council Licensing Team at the same time. Any further responses should be forwarded to the Council Licensing Team on request. The report shall include details of driver(s) and vehicle(s) involved and the hirers name and contact details.
- 13.2 A list of complaint types to be reported includes but is not limited to:
- sexual misconduct, sexual harassment, or inappropriate sexual attention
 - Breaching terms and conditions laid down by the operator regarding fares and charges including the cancellation of a journey without good reason
 - Unnecessarily obtaining passengers personal information which includes but not limited to social media contact details and telephone numbers
 - racist behaviour
 - violence
 - dishonesty, including but not limited to theft, touting, incorrect routing to inflate a fare
 - breaches of equality (specifically wheelchair and service animal denial)
 - acts of dishonesty

- road traffic offences including condition of any vehicle and including instances of poor driving standards
- any other act that may bring into question the fitness and propriety of the driver or operator

Taxi Trade Representatives Code of Conduct



Introduction

There is no legal requirement for the Licensing Authority to have any consultation process with the Hackney carriage and Private Hire trade other than the discreet issues concerning fees for Vehicle and Operators licences and hackney carriage fare revisions where formal notices must be given.

It is, however, considered to be a matter of good practice that a formal framework exists for two way exchange of views.

The purpose of consultation is defined as:

- A two way exchange of information, dialogue and discussion
- To hear views, comments and concerns of the trade
- To receive information, comments, and concerns of the Licensing Team, Members and the Council as a whole.
- Not a decision making forum
- Where matters of a particular concern and where appropriate, matters raised can be referred to the Licensing Committee where a formal decision can be made.

It should be borne in mind that consultation does not necessarily mean agreement with and that consultation meetings cannot be decision making meetings. The Council and the licensing trades are keen to develop a relationship built on trust, openness and honesty.

1. Common Principles

- 1.1 All elements of the Code apply equally to trade representatives, councillors and officers, (called “participants”, unless otherwise stated).
- 1.2 Participants are required at all times to act in a civil manner. Personal attacks, offensive, abusive or racist comments are not acceptable.
- 1.3 In carrying out their role, no participant will discriminate against any person in a manner that is contrary to the Equality Act 2010 and Council’s Equal Opportunities Policy. All participants acknowledge that everybody has the right to be treated with dignity and respect, regardless of ethnic or national origins, disability, gender, marital status, age, sexuality, religion or any other matter which causes people to be treated with injustice.

2. Officer code

- 2.1 At all times, officers shall act in a professional manner and shall treat participants with courtesy and respect.
- 2.2 Officers shall use reasonable endeavours to make themselves available to meet with participants providing reasonable notice is given of the meeting and demands are not excessive.
- 2.3 Officers will, providing sufficient notice has been given, supply information to participants regarding issues raised. This will not include information relating to individuals (except at that

individual's request and with their written consent) which is confidential and data protected. Officers have a responsibility to adhere to the Data Protection Act 2018 and GDPR.

- 2.4 The Council is committed to being open and transparent.
- 2.5 "Reasonable notice" will be at least 14 working days prior to any meeting or information request, unless a shorter timescale has been agreed.
- 2.6 Officers will not provide any more or less favourable services to any participants.

3. Representatives' Code

- 3.1 Representatives shall be courteous at all times in their dealings with each other, officers and councillors.
- 3.2 Representatives have a responsibility to accurately report the views of the persons they represent and to accurately feedback those views to the trade in general. If anyone makes a personal point they must state clearly this is their own personal view and not those of the group.
- 3.3 There may be occasions where officers cannot give their personal views about the policies, management, staff or elected members of the Council and should not be pressed to do so.
- 3.4 Representatives must respect the impartiality of officers and must undertake not to make party political statements.
- 3.5 From time to time representatives will have access to sensitive and confidential information which is not yet in the public domain. When representatives are advised that information is confidential or where it is clear by the nature of the information or the purpose of the meeting that the information is confidential, that information must not be disclosed to others under any circumstances. This includes discussions outside of the meeting(s) or with any participants' partners and/or family/friends. Participants may be required to sign a confidentiality statement before the start of the confidential section of the meeting. The Council will explain why this information is confidential. Such information must not be used for personal gain.

4. All Participants

- 4.1 Participants shall respect all individuals' confidentiality, whether present or not, and should not mention specific individual cases in public meetings which may cause embarrassment to or identification of an individual or a member of that person's family.

5. Standards for meetings

- 5.1 The Chair of the licensing committee will chair the meeting or nominate another member of the licensing committee to chair the meeting in their absence.
- 5.2 The Agenda will be followed unless amended by agreement of the chair. The meetings will last no more than 2 hours.
- 5.3 It is intended to hold four meetings a year, approximately one every three months. The Chair of the licensing committee will determine if there is a need to either cancel or arrange for further meetings.

6. Representatives' contact with the Media

- 6.1 Any participant who wishes to express their own individual views to the media must make it clear that the view being expressed is the participant's own view and not that of any group/body.
- 6.2 Representatives can seek advice from the Council's Communications Team if they would like assistance before making any statement to the media. You can contact the Council's media team on 023 8083 2000
- 6.3 It is recommended that all statements to the media should be in written format to ensure that there is no confusion over what has been said and an audit trail is available. Media contact should be made by email wherever possible.
- 6.4 Information given to the media:–
- Should not identify any individual or enable any identification of any individual unless that person has consented to their identification.
 - Must be factual and must not be party political.

7. Political affiliation

- 7.1 Individual participants may be affiliated to or be members of a political party but may not represent a political party in their role as a participant of a group.
- 7.2 No party political references should be made during meetings.

8. Breaches of Code of Conduct

- 8.1 If it comes to the Council's attention that there has been a breach of this Code by a participant, the Licensing Manager and Chair will be informed and the Council will take such action against the individual as appropriate.
- 8.2 Such action may include but is not limited to:
- Verbal or written warning;
 - Removal from a specific meeting
 - Time limited suspension
 - Termination as a representative and exclusion from re-election, either permanently or for a fixed period of time.

9. Appeals process

- 9.1 If an individual or group is not satisfied with the Council's decision to suspend or terminate an individual as a representative then they may appeal against the decision through the Council's formal Customer Complaints Procedure.
- 9.2 Until any appeal has been determined by the Customer Complaints Procedure, the decision will remain in force. The time limit for any exclusion will run from the date of the original decision and not the outcome of the appeal process.

GUIDANCE ON DETERMINING THE SUITABILITY OF APPLICANTS IN THE HACKNEY CARRIAGE AND PRIVATE HIRE TRADES

1. There is no evidence which can provide precise periods of time which must elapse after a crime before a person can no longer be considered to be at risk of re-offending, but the risk reduces over time. In light of that, the suggested timescales below are intended to reduce the risk to the public to an acceptable level.
2. Many members of our society use, and even rely on, hackney carriages and private hire vehicles to provide transportation services. This can be on a regular basis, or only occasionally, but in all cases passengers, other road users and society as a whole must have confidence in the safety and suitability of the driver, the vehicle itself and anyone involved with the booking process.
3. All those involved in the hackney carriage and private hire trades (hackney carriage and private hire drivers, hackney carriage and private hire vehicle owners and private hire operators) should be persons of the highest integrity. This is true, of the vast majority of those involved in these trades, they are decent, upstanding, honest and hard-working individuals. Unfortunately, as in any occupation or trade, there are those few who fail to conform to those standards.
4. The purpose of Appendix 7 is to offer guidance on how Southampton City Council will determine whether a particular person is safe and suitable either to be granted a licence in the first place or to retain such a licence.

Pre-application requirements

5. Licensing authorities are entitled to set their own pre-application requirements. Southampton City Council has set the following requirements.

Vehicles:

- Basic DBS checks;
- Specifications e.g. minimum number of doors, minimum seat size, headroom, boot space etc;
- Mechanical tests and tests of the maintenance of the vehicle e.g. ripped seats etc;
- Emission limits/vehicle age limits;
- Wheelchair accessibility requirements (in respect of relevant vehicles).

Drivers:

- Enhanced DBS checks with update service;

- Checks made to the National Anti Fraud Network database on refusals and revocations of hackney carriage and private hire licences (when available);
- Medical checks;
- Knowledge of the geographic area;
- Spoken and written English tests;
- Child sexual exploitation and safeguarding training.

Operators:

- Basic DBS checks;
- Details of their vetting procedures for their staff;
- Knowledge of the licensing area.

6. In relation to each of these licences, the licensing authority has discretion as to whether to grant the licence.
7. Drivers and operators cannot be granted a licence unless the authority is satisfied that they are a “fit and proper person” to hold that licence (see Local Government (Miscellaneous Provisions) Act 1976 ss 51 and 59 in respect of drivers; s55 in respect of operators).
8. There are no statutory criteria for vehicle licences, therefore the authority has an absolute discretion over whether to grant either a hackney carriage or private hire proprietor’s licence.
9. “Fit and proper” means that the individual (or in the case of a private hire operator’s licence, the limited company together with its directors and secretary, or all members of a partnership) is “safe and suitable” to hold the licence.
10. In determining safety and suitability the licensing authority is entitled to take into account all matters concerning that applicant or licensee. They are not simply concerned with that person’s behaviour whilst working in the hackney carriage or private hire trade. This consideration is far wider than simply criminal convictions or other evidence of unacceptable behaviour, and the entire character of the individual will be considered. This can include, but is not limited to, the individual’s attitude and temperament.
11. Convictions for attempt or conspiracy will be regarded as convictions for the substantive crime. A caution is regarded in exactly the same way as a conviction. Fixed penalties and community resolutions will also be considered in the same way as a conviction.
12. It is important to recognise that matters which have not resulted in a criminal conviction (whether that is the result of an acquittal, a conviction being quashed, decision not to prosecute or an investigation which is continuing where the individual has been bailed) can and will be taken into account by the licensing authority. In addition, complaints where there was no police involvement will also be considered. Within this document, any reference to “conviction” will also include matters that amount to criminal behaviour, but which have not resulted in a conviction. However appropriate weight must be applied to the evidence available.
13. In the case of any new applicant who has been charged with any offence and is awaiting trial, the determination will be deferred until the trial has been completed or the charges withdrawn. Where an existing licensee is charged, it will be for the licensing authority to decide what action to take in the light of these guidelines.
14. In all cases, the licensing authority will consider the conviction or behaviour in question and what weight should be attached to it, and each and every case will be determined on its own merits, and in the light of these guidelines.

15. Any offences committed, or unacceptable behaviour reported whilst driving a hackney carriage or private hire vehicle, concerning the use of a hackney carriage or private hire vehicle, or in connection with an operator of a private hire vehicle will be viewed as aggravating features, and the fact that any other offences were not connected with the hackney carriage and private hire trades will not be seen as mitigating factors.
16. As the licensing authority will be looking at the entirety of the individual, in many cases safety and suitability will not be determined by a specified period of time having elapsed following a conviction or the completion of a sentence. Time periods are relevant and weighty considerations, but they are not the only determining factor.
17. In addition to the nature of the offence or other behaviour, the quantity of matters and the period over which they were committed will also be considered. Patterns of repeated unacceptable or criminal behaviour are likely to cause greater concern than isolated occurrences as such patterns can demonstrate a propensity for such behaviour or offending.
18. Most applicants or licensees will have no convictions and that is clearly the ideal situation. In relation to other people, it is accepted that human beings do make mistakes and lapse in their conduct for a variety of reasons, and it is further accepted that many learn from experience and do not go on to commit further offences. Accordingly, in many cases an isolated conviction, especially if committed some time ago, may not prevent the grant or renewal of a licence.
19. It is also important to recognise that once a licence has been granted, there is a continuing requirement on the part of the licensee to maintain their safety and suitability. The licensing authority has powers to take action against the holder of all types of licence (driver's, vehicle and operator's) and it must be understood that any convictions or other actions on the part of the licensee which would have prevented them being granted a licence on initial application will lead to that licence being revoked.
20. Any dishonesty by any applicant or other person on the applicant's behalf which is discovered to have occurred in any part of any application process (e.g. failure to declare convictions, false names or addresses, falsified references, cheating in tests) will result in a licence being refused, or if already granted, revoked and may result in prosecution.
21. As the direct impact on the public varies depending upon the type of licence applied for or held, it is necessary to consider the impact of particular offences on those licences separately. However, there are some overriding considerations which will apply in all circumstances.
22. Generally, where a person has more than one conviction, this will raise serious questions about their safety and suitability. The licensing authority is looking for safe and suitable individuals, and once a pattern or trend of repeated offending is apparent, a licence will not be granted or renewed.
23. Where an applicant/licensee is convicted of an offence which is not detailed in this guidance, the licensing authority will take that conviction into account and use these guidelines as an indication of the approach that should be taken.
24. These guidelines do not replace the duty of the licensing authority to refuse to grant a licence where they are not satisfied that the applicant or licensee is a fit and proper person. Where a situation is not covered by these guidelines, the authority must consider the matter from first principles and determine the fitness and propriety of the individual.

Drivers

25. As the criteria for determining whether an individual should be granted or retain a hackney carriage driver's licence are identical to the criteria for a private hire driver's licence, the two are considered together.
26. A driver has direct responsibility for the safety of their passengers, direct responsibility for the safety of other road users and significant control over passengers who are in the vehicle. As those passengers may be alone, and may also be vulnerable, any previous convictions or unacceptable behaviour will weigh heavily against a licence being granted or retained.
27. As stated above, where an applicant has more than one conviction showing a pattern or tendency irrespective of time since the convictions, serious consideration will need to be given as to whether they are a safe and suitable person.
28. In relation to single convictions, the following time periods should elapse following completion of the sentence (or the date of conviction if a fine was imposed) before a licence will be granted.

Crimes resulting in death

29. Where an applicant or licensee has been convicted of a crime which resulted in the death of another person or was intended to cause the death or serious injury of another person they will not be licensed.

Exploitation

30. Where an applicant or licensee has been convicted of a crime involving, related to, or has any connection with abuse, exploitation, use or treatment of another individual irrespective of whether the victim or victims were adults or children, they will not be licensed. This includes slavery, child sexual exploitation, grooming, psychological, emotional, financial or domestic abuse, but this is not an exhaustive list.

Offences involving violence

31. Where an applicant has a conviction for an offence of violence, or connected with any offence of violence, a licence will not be granted until at least 10 years have elapsed since the completion of any sentence imposed.

Possession of a weapon

32. Where an applicant has a conviction for possession of a weapon or any other weapon related offence, a licence will not be granted until at least 7 years have elapsed since the completion of any sentence imposed.

Sex and indecency offences

33. Where an applicant has a conviction for any offence involving or connected with illegal sexual activity or any form of indecency, a licence will not be granted.
34. In addition to the above, the licensing authority will not grant a licence to any applicant who is currently on the Sex Offenders Register or on any 'barred' list.

Dishonesty

35. Where an applicant has a conviction for any offence of dishonesty, or any offence where dishonesty is an element of the offence, a licence will not be granted until at least 7 years have elapsed since the completion of any sentence imposed.

Drugs

36. Where an applicant has any conviction for, or related to, the supply of drugs, or possession with intent to supply or connected with possession with intent to supply, a licence will not be granted until at least 10 years have elapsed since the completion of any sentence imposed.
37. Where an applicant has a conviction for possession of drugs, or related to the possession of drugs, a licence will not be granted until at least 5 years have elapsed since the completion of any sentence imposed. In these circumstances, any applicant will also have to undergo drugs testing at their own expense to demonstrate that they are not using controlled drugs.

Discrimination

38. Where an applicant has a conviction involving or connected with discrimination in any form, a licence will not be granted until at least 7 years have elapsed since the completion of any sentence imposed.

Motoring convictions

39. Hackney carriage and private hire drivers are professional drivers charged with the responsibility of carrying the public. It is accepted that offences can be committed unintentionally, and a single occurrence of a minor traffic offence would not prohibit the granting of a licence or may not result in action against an existing licence. However, applicants or licence holders with multiple motoring convictions may indicate that an applicant or licence holder does not exhibit the behaviours of a safe road user and one that is suitable to drive professionally.
40. Any motoring conviction while a licensed driver demonstrates that the licensee may not take their professional responsibilities seriously. However, it is accepted that offences can be committed unintentionally, and a single occurrence of a minor traffic offence may not necessitate the revocation of a hackney carriage or private hire vehicle driver licence providing the authority considers that the licensee remains a fit and proper person to retain a licence.

Drink driving/driving under the influence of drugs/ using a hand-held telephone or hand-held device whilst driving

41. Where an applicant has a conviction for drink driving or driving under the influence of drugs, a licence will not be granted until at least 7 years have elapsed since the completion of any sentence or driving ban imposed. In these circumstances, any applicant will also have to undergo drugs testing at their own expense to demonstrate that they are not using controlled drugs.
42. Where an applicant has a conviction for using a held-hand mobile telephone or a hand-held device whilst driving, a licence will not be granted until at least five years have elapsed since the conviction or completion of any sentence or driving ban imposed, whichever is the later. .

Other motoring offences

43. A minor traffic or vehicle related offence is one which does not involve loss of life, driving under the influence of drink or drugs, driving whilst using a mobile phone, and has not resulted in injury to any person or damage to any property (including vehicles). New applicants with more than 6 points on their licence will be refused. Any holders of a current driver's licence attaining 9 DVLA penalty points will be required to undertake a driver awareness course as directed by the licensing authority and pass a driver assessment within 2 months of conviction. Any failure and the licence will be revoked.

44. A major traffic or vehicle related offence is one which is not covered above and also any offence which resulted in injury to any person or damage to any property (including vehicles). It also includes driving without insurance or any offence connected with motor insurance. Where an applicant has a conviction for a major traffic offence or similar offence, a licence will not be granted until at least 7 years have elapsed since the completion of any sentence imposed.

Hackney carriage and private hire offences

45. Where an applicant has a conviction for an offence concerned with or connected to hackney carriage or private hire activity (excluding vehicle use), a licence will not be granted until at least 7 years have elapsed since the completion of any sentence imposed.

Vehicle use offences

46. Where an applicant has a conviction for any offence which involved the use of a vehicle (including hackney carriages and private hire vehicles), a licence will not be granted until at least 7 years have elapsed since the completion of any sentence imposed.

Private Hire Operators

47. A private hire operator (“an operator”) does not have direct responsibility for the safety of passengers, other road users or direct contact with passengers who are in the private hire vehicle (except where they are also licensed as a private hire driver). However, in performing their duties they obtain and hold considerable amounts of personal and private information about their passengers which must be treated in confidence and not revealed to others, or used by the operator or their staff for criminal or other unacceptable purposes.
48. As stated above, where an applicant has more than one conviction, serious consideration will need to be given as to whether they are a safe and suitable person.
49. Operators must ensure that any staff that are used within the business (whether employees or independent contractors) and are able to access any information as described above are subject to the same standards as the operator themselves. This can be effected by means of the individual staff member being required by the operator to obtain a basic DBS certificate. If an operator is found not to be applying the required standards and using staff that do not meet the licensing authority’s overall criteria, that will lead to the operator’s licence being revoked.
50. As public trust and confidence in the overall safety and integrity of the private hire system is vital, the same standards will be applied to operators as those applied to drivers, which are outlined above.

Vehicle proprietors

51. Vehicle proprietors (both hackney carriage and private hire) have two principal responsibilities.
52. Firstly, they must ensure that the vehicle is maintained to an acceptable standard at all times.
53. Secondly, they must ensure that the vehicle is not used for illegal or illicit purposes.
54. As stated above, where an applicant has more than one conviction, serious consideration will need to be given as to whether they are a safe and suitable person to be granted or retain a vehicle licence.
55. As public trust and confidence in the overall safety and integrity of the private hire system is vital, the same standards will be applied to proprietors as those applied to drivers, which are outlined above.

Appendix 8

MEDICAL STANDARDS FOR HACKNEY CARRIAGE OR PRIVATE HIRE DRIVERS

All medical reports must be completed by the General Practitioner with whom you are registered (your Doctor) or an approved medical provider.

Medicals are required by all new applicants for hackney carriage or private hire driver's licences. Current licensed drivers will be required to undertake a medicals at ages 45, 50, 55, 60, 65, and annually thereafter, in line with DVLA best practice guidelines. All medicals need to be completed prior to the relevant date, i.e. date of application or birthday and be no more than 4 months old.

Completed medical forms are to be delivered to the licensing office within 4 weeks of completion.

Drivers may be required to undertake further medical examinations if evidence is presented raising doubt on the fitness of the applicant/driver.

The council has the discretion to seek an independent assessment of any completed medical form to assist in forming their decision on the fitness of an applicant/driver.

The council will suspend driver's licences who do not satisfy the council they continue to meet the required standards, this will include no evidence of a satisfactory medical at the above ages or evidence of an emerging health issue likely to impact on the individual meeting the required standard.

Standards for hackney carriage or private hire drivers, as vocational drivers, are higher than those for ordinary car drivers. In line with recommended good practice, the City Council will expect licensed drivers to meet the **Group 2 vocational driver standards**. Please also refer to the most recent version of leaflet INF4D available via <https://www.gov.uk/government/publications/medical-examination-report-d4-information-and-useful-notes>.

Specific medical conditions which may be a bar to obtaining or holding a hackney carriage or private hire driver's licence are as follows: -

1. **Epilepsy or liability to epileptic attacks**

A diagnosis of epilepsy or spontaneous epileptic attack(s) requires 10 years free of further epileptic attack without taking anti-epilepsy medication during that 10-year period. For conditions that cause an increased liability to epileptic attacks, the risk of attacks must fall to that of the general population. The City Council will refuse or revoke the licence if these conditions cannot be met.

2. **Diabetes**

Applicants with insulin treated diabetes will not normally be able to obtain a licence **unless**:

- they held a hackney carriage or private hire driver's licence valid at 1 April 1991 and the City Council's licensing team had knowledge of the insulin treatment before 1 January 1991
- or
- if they are able to provide documentary evidence that their diabetes is consistently well controlled, with reference to the advice in chapter 3 of the latest edition of the DVLA's "At a Glance Guide to the Current Medical Standards of Fitness to Drive" in respect of Group 2 vocational drivers.

If you have any condition other than insulin treated diabetes your Doctor should be able to advise you as to whether you meet the relevant higher medical standards. Please refer to the section "Other Medical Conditions" in this report.

3. Eyesight

All applicants must be able to read in good light with glasses or corrective lenses if necessary, a number plate at 20 metres (65 feet), (post 1 September 2001 font) and, if glasses or contact lenses are required to do so, these must be worn while driving. In addition: -

(i) Visual Acuity

Applicants must have: -

- a visual acuity of at least 6/7.5 (decimal Snellen equivalent 0.8) in the better eye; and
- a visual acuity of at least 6/60 (decimal Snellen equivalent 0.1) in the worse eye; and
- If glasses are worn, the distance spectacle prescription of either lens used must not be of a corrective power greater than plus 8 (+8) dioptries.
- Applicants to whom the following applies may be considered, exceptionally:
- An applicant who held a Southampton hackney carriage or private hire driver's licence after 1 March 1992 and also held that licence on 31 December 1996 and has an acuity of 6/9 (decimal Snellen equivalent 0.6) in the better eye and 6/12 (decimal Snellen equivalent 0.5) in the worse eye and an uncorrected acuity of 3/60 (decimal Snellen equivalent 0.05) in at least one eye.
- An applicant who held a hackney carriage or private hire driver's licence before 1 March 1992 if they can still meet the Group 2 eyesight standards which applied when they first held a Southampton hackney carriage or private hire driver's licence.

Please contact the licensing team if you require further information.

(ii) Visual field

The horizontal visual field should be at least 160 degrees, the extension should be at least 70 degrees left and right and 30 degrees up and down. No defects should be present within a radius of the central 30 degrees.

(iii) Monocular vision

Drivers who have sight in one eye only or their sight in one eye has deteriorated to less than 0.05 (3/60) cannot normally be licensed to drive. Exceptionally, it may be possible for such a driver to be licensed if the Group 2 standards were met before 1 April 1991. You must have a visual acuity of at least 6/12 (decimal Snellen equivalent 0.5) if you held a Southampton hackney carriage or private hire driver's licence on 1 April 1983 or 6/9 (decimal Snellen equivalent 0.6) if you were licensed after that date.

(iv) Uncontrolled symptoms of double vision

If you have uncontrolled symptoms of double vision, or you have double vision treated with a patch, you will not meet the Group 2 standard.

Please note that a failure to meet the epilepsy, diabetes or eyesight requirements will normally result in the refusal of an application.

4. Other Medical Conditions

In addition to those medical conditions mentioned above, an applicant or licence holder is likely to be refused if they are unable to meet the national recommended guidelines in cases of:-

- Within six weeks of myocardial infarction, an episode of unstable angina, CABG or coronary angioplasty
- Angina, heart failure, or cardiac arrhythmia which remains uncontrolled
- Implanted cardiac defibrillator
- Hypertension where the blood pressure is persistently 180 systolic or more or 100 diastolic or more
- A stroke or TIA within the last 12 months
- Unexplained loss of consciousness with liability to recurrence
- Meniere's and other sudden and disabling vertigo, within the last 12 months, with a liability to recurrence
- Insuperable difficulty in communicating by telephone in an emergency
- Major brain surgery and/or recent severe head injury with serious continuing after effects
- Parkinson's disease, multiple sclerosis or other chronic neurological disorders likely to affect safe driving
- Psychotic illness within the past three years
- Serious psychiatric illness
- If major psychotropic or neuroleptic medication is being taken
- Alcohol and/or drug misuse within the last 12 months or alcohol and/or drug dependency or use in the past three years
- Dementia
- Any malignant condition, within the last 2 years, with a significant liability to metastasise to the brain
- Any other serious medical condition likely to affect the safe driving of a hackney carriage or private hire vehicle

5. Tiredness: Sleep Disorders

Up to one fifth of accidents on motorways and other monotonous roads may be caused by drivers falling asleep at the wheel.

Many accidents are attributed to "driver inattention", but once vehicle faults, traffic offences, poor road or weather conditions, alcohol and specific medical causes are excluded, closer inspection suggests driver sleepiness may be the cause. Evidence for this includes the apparent failure to respond to traffic and road conditions generally and in particular the absence of signs of emergency braking.

Driver sleepiness may be caused by modern lifestyles preventing adequate rest. It may be made worse by shift working combined with the monotonous nature of certain types of driving. Alertness fluctuates naturally throughout the day. Driving between 02:00 and 07:00 increases the risk of a sleep related accident. Most people also tend to be less alert during the mid-afternoon or after a heavy meal. All drivers need to address these problems responsibly.

However, some medical conditions may cause excessive sleepiness. These will greatly increase any normal tendency to sleepiness.

The commonest medical cause is **Obstructive Sleep Apnoea Syndrome (OSA)**. This condition occurs most commonly, but not exclusively, in overweight individuals, particularly those with a large collar size. Partners often complain about the snoring and notice that sufferers seem to have irregular breathing during sleep. Sufferers of OSA rarely wake from sleep feeling fully refreshed and tend to fall asleep easily when relaxing.

OSA is one of the few medical conditions that has been shown to increase significantly the risk of traffic accidents. However, once diagnosed, there is very effective treatment available, normally through specialist centres.

The greatest danger is prior to diagnosis, when the significance of the symptoms is not appreciated. A road traffic accident may be the first clear indication of the condition. All drivers, especially professional drivers, and doctors need to be much more aware of the risks of sleepiness from this treatable cause.

Appendix 9

HACKNEY CARRIAGE AND PRIVATE HIRE DRIVERS CODE OF CONDUCT

In order to promote the image of the hackney carriage and private hire trades, the Council has adopted the following Code of Good Conduct, which should be read in conjunction with the other statutory, policy and condition requirements set by the authority.

Responsibility of the Trade

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

- a) complying with this Code of Good Conduct
- b) complying with all the Policy and Conditions of their Licence
- c) behaving in a civil, orderly and responsible manner at all times

Responsibility to Customers

Licence holders shall:

- a) maintain their vehicles in a safe and satisfactory condition at all times
- b) keep their vehicles clean and suitable for hire to the public at all times
- c) attend punctually when undertaking a pre-booked hiring
- d) at no additional cost assist, where necessary and appropriate, passengers into and out of vehicles
- e) at no additional cost offer passengers reasonable assistance with luggage
- f) relationships with customers should be no more than professional, avoid:
 - unnecessary physical contact
 - building personal relationships
 - talking about sensitive or intimate subjects

Responsibility to Local Residents and other Road users

To avoid nuisance to residents and other road users when picking up, dropping off or waiting for a fare, a driver shall:

- a) not sound the vehicle's horn
- b) keep the volume of any amplified music to a minimum
- c) switch off the engine if required to wait
- d) take whatever additional action is necessary to avoid disturbance to residents in the neighbourhood
- e) park and/or stop considerately, avoiding bus stops, school gates, school zig zags etc.

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

- a) rank in an orderly manner and proceed along the rank in order and promptly;
- b) remain with the vehicle.
- c) direct any customer to the front vehicle in the rank. However, please be aware that the customer does have the right to select ANY Hackney Carriage they see fit.

General Information

Drivers shall:

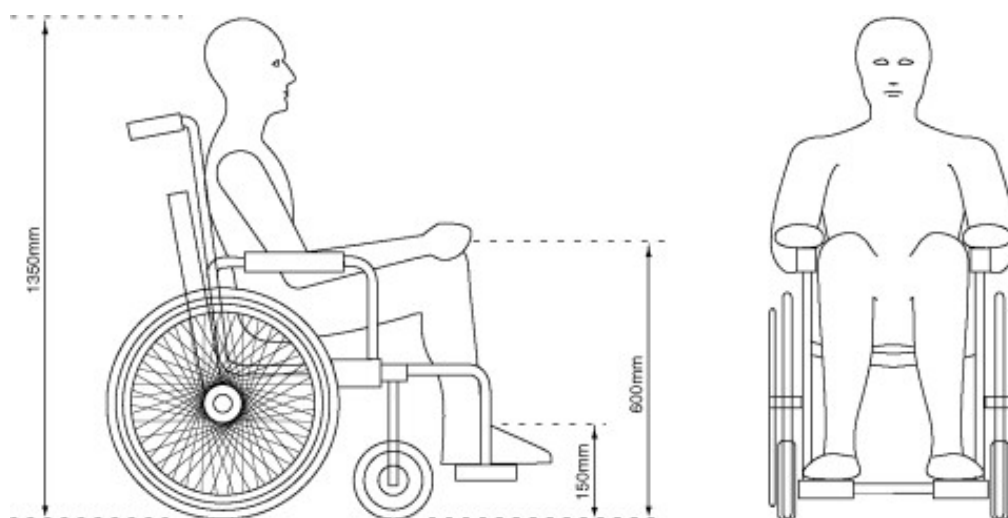
- a) pay attention to personal hygiene and dress so as to present a professional image to the public:
 - As a minimum clothing should be clean, smart casual in appearance with shoes.
 - Unacceptable clothing include jeans, singlets, sports shorts or bathing costumes, sandals or flip flops or open toed sandals
- b) be polite, helpful and fair to passengers;
- c) drive with due care and consideration for other road users and pedestrians and in particular shall not use a hand held mobile phone or device whilst driving;
- d) obey all Traffic Regulation Orders and directions at all time;
- e) not smoke in the vehicle, including e-cigarettes;
- f) not consume alcohol at least 8 hours before or at any time whilst driving or being in charge of a hackney carriage or private hire vehicle;
- g) not drive while having misused legal or illegal drugs and submit themselves for testing for illegal drugs at the request of Licensing Staff or a Police Officer.
- h) ensure appropriate breaks from work are taken and never drive when tired. It is recommended drivers should endeavour to have a minimum of 8 hours rest between finishing work after midnight and starting again in the day and not exceed 13 hours work in any one day.
- i) report to the council in writing within 24 hours or as soon as is practicable if you suffer any serious illness or injury such as heart attack, stroke, broken limbs, diabetes or sleep apnoea. This also applies to anything that may affect your driving, or that has to be reported to the DVLA because it would affect your licence. The council may ask you to have an additional medical examination or to produce written confirmation from your own GP or hospital consultant about your continued fitness to drive. The council may also seek an independent assessment of any such report or medical.

MEDICAL EXEMPTION POLICY FOR HACKNEY CARRIAGE AND PRIVATE HIRE DRIVERS UNDER THE EQUALITY ACT 2010

The Equality Act 2010 requires employers and service providers to make 'reasonable adjustments' or changes to take account of the needs of disabled employees and customers.

Southampton City Council is committed to an accessible public transport system in which disabled people have the same opportunities to travel as other members of society. Hackney Carriages and Private Hire Vehicles are a vital link in the accessible transport chain and it is important that people who use wheelchairs or assistance dogs can have confidence that drivers will accept them and their wheelchair or assistance dog and carry them at no extra charge.

Section 167 of The Act permits the Licensing Authority to designate Hackney Carriages and Private Hire Vehicles as being wheelchair accessible. The Department for Transport's Statutory Guidance on Access for wheelchair users recommends that vehicles should only be included in the list if it would be possible for the user of a "reference wheelchair" to enter, leave and travel in the passenger compartment in safety and reasonable comfort whilst seated in their wheelchair. A reference wheelchair is illustrated below:



Vehicles identified as such shall be included on a list of designated vehicles.

Inclusion of a vehicle on the designated list may be appealed under Section 172 to the Magistrates' Court within 28 days of the vehicles in question being published on the Licensing Authority's list. Proprietors of all vehicles included on the list will receive a letter detailing the new provisions of the Act and their right of appeal.

The Equality Act 2010 (Section 165) places the following duties on drivers of designated wheelchair accessible Hackney Carriages and Private Hire Vehicles;

- i. To carry the passenger while in the wheelchair;
- ii. Not to make any additional charge for doing so;
- iii. If the passenger chooses to sit in a passenger seat, to carry their wheelchair;
- iv. To take such steps as are necessary to ensure that the passenger is carried in safety and reasonable comfort;
- v. To give the passenger such mobility assistance as is reasonably required

In addition, Sections 168 and 170 places the following duty on drivers of Hackney Carriages and Private Hire vehicles;

- i. To carry the passenger's dog, allowing it to remain with the passenger and not make any additional charge for doing so.

A driver who fails to comply with any of the above is guilty of an offence and may receive a fine if convicted.

In some circumstances a driver of a designated Hackney Carriage or Private Hire vehicle may be unable to fulfil the requirements of the Equality Act 2010 for medical reasons, either short or longer term.

Section 166 of the Act allows licensing authorities to exempt drivers from the duties to assist passengers in wheelchairs if they are satisfied that it is appropriate to do so on medical grounds or because the driver's physical condition makes it impossible or unreasonably difficult for them to comply with the duties.

Sections 169 and 171 of the Act allow licensing authorities to exempt drivers from the duties to transport assistance dogs if they are satisfied that it is appropriate to do so on medical grounds.

To apply for a Medical Exemption Certificate a driver must submit to the Licensing Team an application form along with a medical report from their GP, dated no more than 28 days prior to submission of the application, detailing exactly what duties cannot be undertaken, why they cannot be undertaken and for how long they cannot be undertaken. This assessment will be at the applicant's expense as part of the application process.

Upon receipt the Licensing Manager will consider the evidence and may request further independent medical assessment to decide if the driver is:

- (i) Fit for work
- (ii) Temporarily unfit to carry passengers in wheelchairs and/ or assistance dogs
- (iii) Permanently unfit to carry passengers in wheelchairs and/ or assistance dogs

If the driver is declared fit for work no exemption certificate will be issued and a letter explaining the decision will be given to the driver. If the driver does not agree with the decision to refuse the application for a medical exemption, Section 172 of the Act gives the driver a right to appeal the decision to the Magistrates Court. The driver has 28 days from the date of refusal to appeal.

If the driver is declared temporarily unfit, a temporary exemption certificate of up to three months may be issued. Prior to the expiry of the temporary exemption certificate the driver will contact the Licensing Team to either;

- (i) declare themselves fit, return to normal duties and return the temporary exemption certificate; or
- (ii) arrange a further medical assessment to be submitted for the Licensing Manager to consider extending the exemption certificate.

If the driver is declared permanently unfit to carry passengers in wheelchairs and/ or assistance dogs an Exemption Certificate will be issued. The certificate will include a photograph of the driver who has been granted exemption and must be displayed prominently in the vehicle for public viewing.

The exemption may be reviewed at any time with reference to expert medical evidence, and each case will be reviewed on its own merits. This may result in a further referral to independent medical assessors to determine if the driver remains medically unfit to carry passengers in wheelchairs and/or assistance dogs.

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