

LICENSING COMMITTEE MEETING

Date: Thursday 11 July 2019
Time: 6.30 pm
Venue: Town Hall, High Street, Maidstone

Membership:

Councillors Fissenden, Fort, Garten, Mrs Grigg, Hinder, Mrs Hinder, Joy (Chairman), McLoughlin, Naghi, Mrs Robertson, M Rose (Vice-Chairman), J Sams and Springett

The Chairman will assume that all Members will read the reports before attending the meeting. Officers are asked to assume the same when introducing reports.

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Issued on Wednesday 3 July 2019

Continued Over/:

Alison Broom

Alison Broom, Chief Executive

PUBLIC SPEAKING AND ALTERNATIVE FORMATS

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MAIDSTONE BOROUGH COUNCIL

LICENSING COMMITTEE

MINUTES OF THE MEETING HELD ON THURSDAY 28 MARCH 2019

Present: Councillor Mrs Hinder (Chairman), and Councillors Garten, Harvey, Hinder, Mrs Hinder, Joy, McLoughlin, Purle, Mrs Robertson, J Sams and Springett and Mrs Wilson

48. APOLOGIES FOR ABSENCE

It was noted that apologies were received from Councillor Mrs Grigg.

49. NOTIFICATION OF SUBSTITUTE MEMBERS

It was noted that Councillor Mrs Wilson was substituting for Councillor Mrs Grigg.

50. NOTIFICATION OF VISITING MEMBERS

There were no Visiting Members.

51. DISCLOSURES BY MEMBERS AND OFFICERS

There were no disclosures by Members and Officers.

52. DISCLOSURES OF LOBBYING

Councillors Garten, Purle, Mrs Joy, McLoughlin, Mrs Robertson, Mrs Springett and Mrs Sams stated that they had been lobbied in relation to Agenda Item 8 – Low Emission Standards for Hackney and Private Hire Vehicles.

53. EXEMPT ITEMS

RESOLVED: That the items on the agenda be taken in public.

54. MINUTES OF THE MEETING HELD ON 22 NOVEMBER 2018

RESOLVED: That the minutes of the Meeting held on 22 November 2018 be approved as a correct record and signed.

55. LOW EMISSION STANDARDS FOR HACKNEY AND PRIVATE HIRE VEHICLES

The Committee considered the report of Mr John Littlemore, the Head of Housing and Community Services in which he advised that at the last meeting the Committee had agreed to defer implementation of the

Emissions Standards Policy for hackney and private hire vehicles to enable focus groups to take place with trade members.

It was noted that two meetings were held and well attended and it had been clear that the consultation process had been misunderstood as were the implications of specific parts of the policy. This had been distilled down to an issue with the rate at which existing licenced Hackney vehicles would have to be replaced with either hybrid or fully electric vehicles.

Mr Neil Cox, the Hackney Carriage trade representative gave a statement to the Committee and commented as follows:-

- The trade request that the current policy of 15 years maximum licensed vehicle life should remain, particularly for existing licensees.
- Concern that existing vehicles would need to be replaced by 1 January 2025.
- That technology was moving forward but there was still not the infrastructure in place for enough charging points.
- That Item 9 on the agenda should not become part of the taxi policy at this point.

In response to questions from Members, Officers responded that:-

- The Policy would relate to all private hire and hackney carriage vehicles. However, private hire vehicles can currently only be licensed up to six years old.
- Officers are proposing to re-run the public consultation for a further 4 weeks borough wide to clarify parts of the draft Emission Standards and Suitability for Use of Maidstone Hackney Carriage and Private Hire Vehicles with trade members and public. A report would then be brought back to the Committee at its first meeting in June and then sent onto the Communities, Housing and Environment Committee for approval of the policy.
- That the consultation could include a question to the public and hackney carriage proprietor who are renewing vehicle licences in the 2nd and 3rd phases asking for comment on possible fitting of parking heaters to vehicles in order that vehicles are not kept running in the High Street.

RESOLVED: That

1. The decision on the draft Emission Standard Policy be deferred to enable a further 4 week consultation period on the timing of implementation as it relates to existing licensed vehicles after the research is carried out on parking heaters to allow formulation of an

appropriate question on that.

2. Delegated authority be given to the Head of Housing and Community Services to consult with the public and proprietors of hackney carriage vehicles on the issue of fitting parking heaters to vehicles, subject to them renewing during phases 2 and 3.

Voting: Unanimous

56. AMENDMENTS TO THE HACKNEY CARRIAGE AND PRIVATE HIRE POLICY

Mrs Lorraine Neale, the Senior Licensing Officer presented her report on the proposed public consultation on the draft Hackney Carriage and Private Hire Licensing Policy which would run for 6 weeks.

Mrs Neale highlighted the changes made to procedures and processes since the Policy was first published.

In response to questions from Members, Officers responded that:-

- Taxi Operators must either have their premises or home address in the borough.
- The Council would not grant a licence to an operator whose premises are located outside the borough of Maidstone unless they had renewed prior to the adoption of the policy under 'grandfather rights' provided that the conditions of the licence are fully met and the licence is not allowed to lapse.
- That the driving assessment test replaced the DSA practical taxi test and wheelchair test or the KCC transport test and has been developed for Maidstone specifically.

RESOLVED: That

1. The Committee agree a 6 week consultation on amendments to the Hackney Carriage and Private Hire Licensing Policy which came into effect on 8th December 2015.
2. The draft amended policy along with the results and feedback from the 6 week consultation be reported to the Committee at its June meeting.
3. The Head of Housing and Community Services make amendments agreed at this Committee in respect of the driving assessment being Maidstone approved and amending the paragraph on page 77 to make it clear that a spare tyre is not mandatory and that delegated authority be given to make any minor amendments to the Policy in consultation with the Chairman and Vice-Chairman.

Voting: Unanimous

57. DURATION OF MEETING

6.30 p.m. to 7.15 p.m.

MAIDSTONE BOROUGH COUNCIL

LICENSING COMMITTEE

MINUTES OF THE MEETING HELD ON TUESDAY 21 MAY 2019

Present: Councillors Fissenden, Fort, Garten, Mrs Grigg, B Hinder, Mrs Hinder, Mrs Joy, McLoughlin, Naghi, Mrs Robertson, M Rose, J Sams and Springett

1. APOLOGIES FOR ABSENCE

There were no apologies for absence.

2. NOTIFICATION OF SUBSTITUTE MEMBERS

There were no Substitute Members.

3. ELECTION OF CHAIRMAN

RESOLVED: That Councillor Mrs Joy be elected as Chairman of the Committee for the Municipal Year 2019/20.

4. APPOINTMENT OF VICE-CHAIRMAN

RESOLVED: That Councillor M Rose be appointed as Vice-Chairman of the Committee for the Municipal Year 2019/20.

5. DURATION OF MEETING

6.40 p.m. to 6.42 p.m.

Agenda Item 10

MAIDSTONE BOROUGH COUNCIL

LICENSING ACT 2003 SUB COMMITTEE

MINUTES OF THE MEETING HELD ON THURSDAY 28 MARCH 2019

Present: Councillor Mrs Hinder (Chairman), and
Councillors Mrs Joy and Mrs Springett

9. DISCLOSURES BY MEMBERS AND OFFICERS

There were no disclosures by Members and Officers.

10. DISCLOSURES OF LOBBYING

There were no disclosures of lobbying.

11. EXEMPT ITEMS

RESOLVED: That the items be taken in public as proposed.

12. APPLICATION TO VARY A PREMISE LICENCE UNDER THE LICENSING ACT
2003 FOR HUSH HEATH WINERY, HUSH HEATH ESTATE, FIVE OAK LANE,
STAPLEHURST, KENT , TN12 0HX

The Chairman requested that all those participating in the hearing identified themselves as follows:-

Councillor Mrs Wendy Hinder – Chairman
Councillor Mrs Denise Joy – Sub-Committee Member
Councillor Mrs Val Springett – Sub-Committee Member

Mrs Jayne Bolas – Legal Officer
Mrs Caroline Matthews – Democratic Services Officer

For the Applicant:

Mr Richard Balfour-Lynn – Owner of Hush Heath Winery
Mrs Leslie Balfour-Lynn – Owner of Hush Heath Winery
Mrs Sarah Easton – Manager of Hush Heath Winery

Witnesses to be called by the Applicant:

Mr David Curtis-Brignall – Deputy Chief Executive, Visit Kent
Councillor John Perry – Staplehurst Ward Councillor
Councillor Louise Brice – Staplehurst Ward Councillor
Councillor Malcolm Greer

For the Objectors:

Mr Philip Kolvin QC – Acting on behalf of Amanda and Bernard Tipples, Kim and Sally Humphrey, Angus Codd and Andrea Hodgkiss, Polly Hardwick, Frank and Anne Tipples, Paul and Doreen Stanley, Alison Clark, Richard and Natasha Davidson-Houston, David Taylor, Nicola Feakin and Marcus Rennick

Witness to be called – Mrs Natasha Davidson-Houston

Mr Robin Harris – Legal Advisor (observing)

Mr Mike Nash – Democratic Services Officer (observing for training purposes)

The Chairman asked all parties to confirm that they were aware of the hearing procedure and that each had a copy of the procedure document.

The Sub-Committee Members confirmed that they had pre-read all the agenda papers and any other documents regarding the hearing. Save that Councillor Mrs Springett, due to other commitments had skim read items such as the noise report and noted duplicated items but felt she had a good overall understanding of the issues involved.

The Chairman enquired whether draft conditions had been agreed between the applicant and any of the other parties for the Sub-Committee to consider.

Mr Philip Kolvin QC addressed the Sub-Committee. He advised that he had put forward some proposed conditions to the Applicant on behalf of the objectors and the Applicant had agreed to some of the conditions.

In response, the Applicant, Mr Balfour-Lynn, advised that he had agreed to some of the conditions which related to the licence, however some of the conditions related to planning conditions which were not pertinent to the licence.

The Chairman enquired whether any parties would be requesting any witnesses to give evidence at the hearing.

Mr Kolvin advised that he would be calling Natasha Davidson-Houston as a witness and would be the spokesperson for the objectors.

Mr Balfour-Lynn stated that he would be calling Mr David Curtis-Brignall, Deputy Chief Executive of Visit Kent, Councillor Malcolm Greer, Councillors John Perry and Louise Brice who were Staplehurst Ward Members, Sarah Easton, the General Manager of the Winery and his wife, Leslie Balfour-Lynn.

Mr Balfour-Lynn confirmed that he would be the spokesperson for the applicant.

The Legal Advisor was asked to outline the application for a variation of the premises licence on behalf of Hush Heath Winery which was as follows:-

- Removal of the condition "the supply of alcohol on the premises will be limited to tasting samples only" from Annex 3 of the licence to enable supply by the glass at the premises.
- The application also sought for a condition at Annex 4 to be amended to read "supply of alcohol (by way of on-sales) will be permitted on all other occasions Monday to Sunday inclusive between the hours of 10.00 and 19.00 (this does not affect the 12 events allowed or off-sales under the current licence). (Consequently the premises will continue to be licensed until 12 midnight for off-sales which is required for online orders that are processed) and for a maximum of 12 events per year). The remainder of Annex 4 would continue.

Mrs Bolas confirmed that there had been no Responsible Authority representations, four representations in support of the application and 21 representations objecting to the licence application.

She summarised main issues raised by supporters and objectors.

She also advised that additional submissions had been circulated to the Sub-Committee. However, some of the detail in all representations related to Planning matters which was not ordinarily for the Licensing Sub-Committee to deal with. It was recognised, however, that some considerations may overlap but guidance stated that the two regimes are separate and not bound by each other's decisions. Mrs Bolas added that a licensing condition did not override a planning condition. In the event of any breaches of planning conditions occurring this would be dealt with by planning enforcement.

The focus of the hearing was to consider licensable activities as impacted by the variation to the premises licence applied for and the effect on licensing objectives being promoted. The planning system addresses land use and licensing considers practical operation and regulation of the premises.

Reference was then made to the conditions proposed and responses in relation to Condition 1, Mr Balfour-Lynn had requested that the time for on sales at the premises would be 10 a.m. to 7 p.m. Monday to Sunday, with 7 p.m. being the exception rather than the rule that was also accepted for off sales but not online.

The hours would not apply to the 12 special events.

The objector's proposed restriction on hot food being served was not accepted it was stated there would be limited times that hot food would be required. The majority of times there would only be cold platters

served, this would only be if an event especially requested hot food.

It was accepted that sale by the glass would be ancillary to the winery use, linked to tours and tastings and Hush Heath products.

Conditions 4-8 are mainly on the current licence.

Condition 9 – The applicant would be prepared to meet all the residents living within 1 mile of the Winery once per annum in the spirit of co-operation and neighbourly relations.

Condition 10a – This was agreed subject to it being changed to “shall be restricted to products produced by Hush Heath Winery and shall not include spirits”. This was due to the fact that Hush Heath do not bottle their cider and saffron beer on site but the products are created by their winemakers and sold under the Hush Heath brand.

Condition 10b – Agreed but subject to the 12 events already allowed under the existing Premises Licence.

Condition 10c – This was stated to be a planning matter, not a licensing issue.

Condition 11 – This was agreed but would be subject to the core hours reflecting 10 a.m. to 7 p.m. which would allow increased flexibility in the operation of the Winery.

Condition 12 and 13 – linked to 1.

Condition 14 – on the current license save for i) and j).

The Applicant, Mr Balfour-Lynn in providing his opening remarks advised that:-

The Winery closes at 5 p.m. in the winter and 6 p.m. in the summer. The activities during the day consisted of tours, tastings, educational lectures, selling wine for off sales and in the evening web sales. The reasoning for extending the opening to 7 p.m. for on sales including glasses of wine was to give flexibility for the operation and to give clarity to residents that the Winery was not open in the evenings past 7 p.m.

Mr Balfour-Lynn further commented that:-

- The Winery opened in 2002 and he and his family lived on the estate and were the nearest neighbours to the Winery.
- Their home was nearest to the winery so they are sensitive to noise and he and his wife respected the concerns of the local residents and tried very hard to put in measures to limit the amount of noise.
- He was concerned that local residents believed that the variation to the licence would mean that the Winery would become a public

house. He emphasised that he owned many public houses in the locality and had no desire to turn the Winery into a public house.

- He simply wanted to be able to sell a glass of wine to visitors already there as part of the experience. He stressed that other wineries he knew in Kent sold their visitors a glass of wine after a visit. It was, as far as he was concerned, ancillary to the winery business.
- The Winery did not sell beer or spirits generally, just Hush Heath made products.
- The Winery was not a general event space, only private and corporate events linked to wine. He had held his daughter's wedding on site but that was a one off and he had written to local residents before the event to notify them. He had no desire to hold other weddings on the estate as a commercial business.
- The Winery was open every day except Christmas Day and employed 25 people, all of whom live locally.
- There had been an increased interest in English wine, visitors came from the UK and overseas to taste the wine. The wine is sold all over the world and Hush Heath had formed partnerships with a lot of the main supermarkets. Visitors could come and enjoy the estate, with its wild flowers, wild animals and conservation ideals. People could walk through the estate and the woodlands without paying. Enthusiasts Wine Club had also recently been formed. The Winery had recently been awarded a gold award for visitor attractions from Visit Kent.
- The Winery took public safety very seriously and their customer base was of mature sensible people who enjoyed wine and they try to balance their business with the concerns of the local residents. Most local residents were supportive, despite the 21 objections.
- A letter was written to Mrs Tipples ahead of the variation application to enable her to share it with local residents. He was therefore disappointed to see, in his opinion, that his intentions were being mis-represented and a letter had been written to the planning department stating that the Winery was breaching its conditions.
- Complaints had been made to the Council's Environmental Health department about water pollution which he stated were unfounded.
- No Responsible Authorities had objected to this application .
- In the week leading up to the Hearing 12 phone calls had been made to the Winery asking if they could come in for a glass of wine, this has not happened previously.

- He wrote to residents to clarify their concerns as inaccurate.
- There had been no change to opening, not a pub, restaurant or hotel and serve cold platters occasionally but rarely hot soup, no intent to have a full menu. The 3 applications have not been due to untrustworthiness.

Mr Balfour-Lynn called Councillor Perry, a Ward Member for Staplehurst as a witness.

Councillor Perry stated that:-

- The Winery was not a Wetherspoons, it was first and foremost a Winery where visitors could go along for tastings and a tour. He had, himself, gone along to the Winery and brought a bottle of wine and noted that there was a large party of people there having wine tasting and he was surprised that there was no noise coming from the group. In his opinion visitors should be able to purchase a glass of wine if they so wish. In his experience internationally this is normal.
- He pointed out that the statutory consultees had not raised any objections in terms of noise, traffic issues or public disorder. The amount of traffic travelling to the Winery may increase but would not be a problem, there are many routes there and other businesses may use tractors etc.
- That the Winery was a serious business and not a public house. A lot of residents see this as a prestigious operation they are proud of.
- The Winery is very important for the rural economy and employed local people

Mrs Sarah Easton was then called as a witness for Mr. Balfour-Lynn and commented as follows:-

- That she had worked for the Winery for 8 years and had seen it flourish and that it was important that it should be allowed to continue to do that. She indicated that she lived just up the road from the Winery and regularly cycled on the lanes with her two young children. She felt the most danger came from agricultural vehicles that go up and down the lanes.
- She stressed that the Winery did not want to become a public house, it was purely for visitors to come along for a tour and a platter of food and tastings. At present if people wanted to buy a glass of wine, they would have to say no.
- Staff were trained well and would not serve anyone who appeared drunk. The Challenge 25 system was in place where staff ask for ID.

Underage drinking is not allowed.

- The Winery was not a child orientated place, it did have CCTV for public safety and groups were actively encouraged to book taxis for their journey home after any tasting sessions.
- The business had made sure that they had good noise reduction measures and that no noise could be heard outside of the building.

Mr Balfour-Lynn then called Councillor Louise Brice, another Staplehurst Ward Member as a witness.

Councillor Brice stated she had just a couple of points to add as follows:-

- That when a brand and business is created in surroundings that are high end luxury, you would not want to create a pub environment and buyers are invited.
- She drove past the business often to nearby schools and did not have any issues with the lanes. There were more than one way of getting to the Winery. Google maps directs traffic past the Winery and Councillors are seeking to suggest an alternative route to them.

Mr Balfour-Lynn then called David Curtis-Brignall from Visit Kent as a witness:-

Mr Curtis-Brignall commented as follows:-

- English wine was a growing industry and a great asset to the wine economy. The Hush Heath Winery was not about bringing a huge increase in visitors to a tourist attraction, it wanted to be a high quality professional winery for those that appreciate good wine to enjoy not attract pure drinkers.
- Visit Kent had awarded Hush Heath their gold award for visitor attractions from Visit Kent.

Mr Balfour-Lynn called Councillor Greer as a witness:-

Councillor Greer commented as follows:-

- He had organised a fund raising event when he was Mayor of Maidstone to the Hush Heath Winery with other Mayors. He felt that the tour of the winery and the educational side was very well done and he had received favourable feedback from the Mayors that attended.
- He stated that when the facility was first opened they had applied to KCC and Visit Kent to have a brown tourist sign. However, they were told that they did not meet the criteria which was that you would need to have a visitor base of over 20,000 per year or 4,000

if it was seasonal.

- The construction of the winery was fantastic, solid and would absorb noise. In addition he added that it was always quiet when he had visited it and he had not encountered much traffic when getting there.

The Chairman asked Mr Kolvin if he had any questions for the applicant or the witnesses, to which he replied that he did not.

The Chairman then asked the Members of the Sub-Committee if they had any questions for the applicant.

In response to the questions asked by Members of the Sub-Committee, Mr Balfour-Lynn advised that:-

- The only complaint received was from Mrs Tipples after he had submitted his last application.
- Last year the Winery had 9,800 visitors.
- The statement about wanting to increase this to 50,000 was a press statement and he was not responsible for that quote.
- The Open Weekends for residents were quite successful and no complaints had been made directly to the Winery.
- An inspection was made recently of the building in terms of noise emissions. The expert had stated that the building was well within the planning requirements.

Mr Kolvin, on behalf of the objectors, gave his opening remarks as follows:-

- That Mr Balfour-Lynn had made it clear that he had a desire to grow wine tourism at Hush Heath. To achieve that desire he wanted to vary the current licence to include the sale of a glass of wine to visitors. The Sub-Committee should be satisfied that the operation of the business would do no harm to the public in terms of public nuisance and safety. This is not a case about promotion of employment, tourism or who buys or sells quality wine or bio-diversity or awards but is about protecting the neighbours.
- He would not want to see the business grow at the expense of safety or disturbances. It was a tranquil area and should stay like that. There should not be an increase of traffic on the narrow lanes which would create a risk to public safety.
- He took Members through references to uses at the premises compared to acceptance or rejection of proposed conditions. For example, Mr Balfour-Lynn had stated in his letter to Mrs Tipples that he did not want weddings at the Winery but was not willing to

take these off the website or put this in the conditions.

- Mr Balfour-Lynn stated in writing and at the hearing that he would be willing to agree to some of the conditions proposed but resistant to putting some of these into the licence.
- Residents were concerned that the Winery was surrounded by country lanes, some of which were single track roads. The country lanes did not have lighting, had ditches either side and no pavements. Therefore, there was a risk to road users from increased traffic, particularly children walking in the lanes from school when it is getting dark in the winter.
- Mr Stanley expressed concerns about children and horse riders using the lane and coming into contact with coaches.
- Mrs Clarke complained that during harvest time the lanes are muddy and slippery.
- Ms Hodgkiss stated that the lanes were not wide enough for increased traffic
- Mr Buller stated that a single track lane was totally inadequate.
- Mr & Mrs Vesma stated that the lanes had no white lines and they felt that walking their son down the lane was a dangerous practice.
- Also the acoustics report indicated a low noise level, it was likely that as the Winery was in a bowl effect sound would travel and residents were concerned about that.

Mr Kolvin called Mrs Davidson-Houston as a witness.

Mrs Davidson-Houston made the following observations:-

- That she lives on a lane within one mile of the Winery. She enjoyed the lane, walking, jogging and cycling. However it was the main road from the A229 Staplehurst to the Winery and there were no pavements or lights. Each side of the road had large ditches. She viewed it as dangerous for children to walk along.
- In her opinion to allow glasses of wine to be sold would substantially increase the amount of traffic to the Winery as it would have wider appeal. The lanes are not suitable for that especially if there were coach tours.
- School buses return at around 5 p.m. when it is dark in the winter months which may coincide with traffic coming away from the Winery.
- There is now a roof top terrace which if the opening hours increased, would make potential for noise between 6-7 p.m.

Mr Kolvin continued with his remarks:-

- The original application had the constraint to prevent public nuisance that the licence would be restricted to tasting samples. Mr Balfour-Lynn now wants to extend it to visitors being able to purchase a glass of wine.
- He covered all applications and changes and that these have caused his clients to be worried about the applicant's intentions.
- The marketing material gave cause for concern about Mr Balfour-Lynn's intentions which stated that the Winery had a 200 capacity tasting room, large commercial kitchen and roof top terraced bar.
- An article in a publication stated that the Winery had seen its numbers grown from 20,000 and with a new building should grow to 50,000 visitors.
- A position for an Events Manager was advertised.
- Four companies had been advertising tasting tours in 53 seater coaches.
- That Mr Balfour-Lynn is offering informal assurances but these needed to be put in the conditions of the licence.

The meeting was adjourned at 1 p.m. until 2.15 p.m.

The meeting reconvened at 2.15 p.m.

The Chairman asked Mr Balfour-Lynn if he had any questions which despite her explanation then took the form of clarifications and summary.

Mr Balfour-Lynn advised that it was not until the new premises were built in 2018 that tastings were consumed by visitors, not in 2010 as stated by the objectors.

He stressed that much reference had been made to the Winery's website, he advised that it was currently being rebuilt and would be completed in the next 6-8 weeks. He felt the old website was naively misleading. No weddings had taken place other than his daughter's and weddings would not be mentioned on the new website and he would be happy for that to be included as a condition.

He emphasised that:-

- the Winery was not a public house or a restaurant and would be happy for that to be also included in the conditions.
- the new website would reflect everything discussed at the hearing.

- the two terraces for visitors to sit at were intentionally facing away from residents.
- he understood the concerns of residents and invited them to go and see him at any time. An example he cited was that Mr Stanley had complained about the noise from the chiller. Mr Balfour-Lynn advised that he had spent £5,000 to reduce the noise.
- the saffron beer was not made on site. It was made 5 miles away by his son. The cider is taken away and bottled elsewhere and brought back.
- coaches allowed are one per week in the summer and one every two weeks in the winter. Coach parking is only to prevent parking on areas where it was too soft.
- as a resident we are also concerned about the road but we cannot control the road. There have been no accidents since 2010.
- the family owned seven public houses which will increase to about 15-20 pubs in the next year. The Events Manager was for whole business, not just the Winery.
- they don't promote themselves as a family venue. No child under 10 can enter the winery and not on premises unless with an adult.
- he was concerned about conditions not because he is resistant to giving confidence to local residents but he needs flexibility without being caught out. It is unsettling for him and the staff.

The Chairman asked Mr Kolvin if he had any questions. Mr Kolvin stated that he did not.

The Chairman asked the Members of the Sub-Committee if they had any questions.

In response to a question from a Member, Mr Kolvin stated that Mr Stanley had made a complaint to the Environmental Health Department in regard to water pollution and the noise of the chiller.

Mr Balfour-Lynn stated that the Winery's own traffic, unless very wet, uses estate roads but it is an agricultural area and lots of traffic use the road.

Mrs Bolas then said that there was no indication what decision Members would make but if they were minded to impose conditions on a grant of the application were there conditions that the applicant and other persons would agree?

Mr Kolvin and Mr Balfour-Lynn referred to the submitted conditions proposed by Mr Kolvin's clients and Mr Balfour-Lynn's responses stating that:-

Many of the schedule conditions have been agreed. Schedule No. 2 should have the word 'similar' removed and indicate events not related to Winery activities, other than the 12 per year permitted.

Mr Kolvin referred to previous mentions of plant fair and car club attendance and said these should be ancillary to the Winery and that is fine but there can otherwise be elasticity on corporate events, residents are sensitive after the wedding.

The applicant said that it was important that 21 people did not determine restrictions on a large business and that he was nervous that he would risk inadvertent breaches. Mrs Bolas confirmed any restrictions would be determined by Members after hearing all parties. The Applicant said he was content with 2 up to wedding venue but felt the remainder was covered by planning but to assist was happy to accept the condition as suggested, 3-8 are fine. 9 has a difference on number of meetings. The Applicant stated that he believed there could be free contact at any time and could be more constructive, happy to leave it to the Sub-Committee.

On 10 a) Saffron beer is branded Hush Heath but needed to change produced 'at' to 'by' as it is bottled off site as is the cider. As a concession that was accepted by Mr Kolvin, 10b) was agreed and c) was covered by 2, not operated as a restaurant so could be left.

11, 12 and 13 all refer to core hours and the application remains for 19.00 for on sales.

On 14 a) - c) - fine, d) replace 'at' with 'by', e) - h) are on the current licence so fine. i) refers to a noise limiter which was said by Mr Kolvin to be inexpensive and normal. The applicant said music was played through a sonos sound system and not at a level to disturb, he felt this would be an over reaction. The applicant said in relation to j) that staff are always present when people are on the premises.

Mr Balfour-Lynn said he felt that good progress had been made but the key issue for him was flexibility for closing. He is very sensitive to issues and in relation to the complaint referred to it related to the private wake of a dear friend. There was an invited guest list and no one paid. There was no breach and it is unsettling to deal with such issues regularly for him and the staff. He would agree to closing for tours, tastings and sales at 19.00, save for the 12 events and online sales.

He also stated that he agreed not to publicise on sales other than tastings except within the Winery.

The Chairman asked Mr Kolvin for his closing speech.

Mr Kolvin stated that he had found the Sub-Committee hearing very helpful and thanked everyone present for their patience. He also stressed that the hearing demonstrated that both parties needed to get together to

reach common ground on what Mr Balfour-Lynn needed to operate his business and assurance for residents.

Conditions have mainly been agreed leaving only core hours, which is the most important and goes to safety not public nuisance so requires a precautionary approach. Signs say closing at 17.00 or 18.00 and flexibility could be obtained by TENS. Coach frequency restrictions are asked for, particularly on 53 seaters.

Mr Balfour-Lynn was asked if he had any further comments in closing and he stated that he recognised that he needed flexibility to enable his business to run properly. In relation to safety people would not come in the dark or be outside to make noise. The problem with TEN is the need for advance notice so they are not flexible enough to cover where someone stays on a little. He was unclear who is advertising coaches but not encouraged to Hush Heath and he is not sure how to influence that. He simply seeks clarity and to avoid misinformation and the new website will be clear.

The Chairman advised that the Sub-Committee would retire for deliberation.

MAIDSTONE BOROUGH COUNCIL

LICENSING ACT 2003 SUB COMMITTEE

MINUTES OF THE MEETING HELD ON FRIDAY 7 JUNE 2019

Present: Councillor Garten (Chairman), B Hinder and Mrs Joy

1. DISCLOSURES BY MEMBERS AND OFFICERS

There were no disclosures by Members and Officers.

2. DISCLOSURES OF LOBBYING

There were no disclosures of lobbying.

3. EXEMPT ITEMS

RESOLVED: That all items be taken in public as proposed.

4. APPLICATION FOR A PREMISES LICENCE TO BE GRANTED UNDER THE LICENSING ACT 2003 FOR THE W HOUSE, WAREHOUSE, REAR OF 11-15 WEEK STREET, MAIDSTONE, KENT, ME14 1QW

The meeting commenced at 10.30 a.m.

The Chairman requested that all those participating in the hearing identified themselves as follows:-

Councillor Patrik Garten – Chairman
Councillor Bob Hinder – Committee Member
Councillor Mrs Denise Joy – Committee Member

Mr Stephen Thomas – Stephen Thomas Law, Spokesperson for the applicant

Mr Steven Moore – MD of the W House Ltd, applicant

Mr John Barnes – proposed General Manager/DPS of the W House

Also in attendance:

Representative from the Kent Messenger
Deputy General Manager from the W House Ltd

Jayne Bolas, Legal Officer
Caroline Matthews, Democratic Services Officer

The Legal Officer advised the Sub-Committee and those present that an email had been received at 7.45 a.m. from the son of the objector, Mr T Modell requesting an adjournment as he had spent the night in A & E in Colchester and did not know when he would be able to leave. He

requested that if possible the meeting be rescheduled. Mrs Bolas also advised that until this communication, there had been no previous notice of intention from Mr Modell on whether he was attending or not or wishes to call or produce evidence in support of his objection.

Members of the Sub-Committee were reminded that Regulation 20 of the Licensing Act 2003 (Hearings) Regulations states that if a party has failed to attend the hearing then the authority may consider it to be necessary in the public interest to adjourn the hearing to a specific date or hold the hearing in the party's absence. If the Authority decided to hold the hearing in the absence of that party, the authority shall consider at the hearing the application, representations or notice made by that party.

Mr Thomas, on behalf of the applicant, advised the Sub-Committee that in his opinion it was not necessary in the public interest to adjourn the hearing. If Members were minded to proceed they would consider the representation made by Mr Modell in any event. The submission from the objector sets out his concerns in connection with other premises underage issues and fears that the same issue will arise. If he were here he could only reiterate that objection as it stands. The arguments can be tested before a decision is made. The representations are based on fear and fear of potential issues is not a ground for refusal to grant.

The Sub-Committee advised that they would adjourn to consider whether to continue with the proceedings.

Meeting adjourned at 10.10 a.m. and reconvened at 10.15 a.m.

The Legal Advisor stated that Members of the Sub-Committee had considered that there was sufficient evidence to enable the hearing to continue.

The one objector had not provided any confirmation as to whether he was attending or sending a representative and had not provided any evidence to substantiate his allegations so the Sub-Committee were content to consider his written representation as he would not be prejudiced as no new material could be produced.

The Chairman asked all parties to confirm that they were aware of the hearing procedure and that each had a copy of the procedure document.

He also requested that all parties confirm that they had received the letters submitted by the applicant on 3rd June 2019 and then set out the procedure for the hearing.

The Committee Members confirmed that they had pre-read all the papers and the three letters referred to.

The Chairman asked if there were any draft conditions that had been agreed between the applicant and any of the other parties. Mr Thomas, for the applicant, advised that the conditions requested by the Police has been agreed and made part of the operating schedule by the applicant.

The Chairman asked the applicant to provide their opening remarks.

Mr Thomas advised the Sub-Committee that the W House was a 5 storey building (to the rear of Week Street) and overlooked Rose Yard. The owners saw it as an exciting upmarket business providing opportunities for small businesses and individuals to hire, such as for use as a dance studio, film shows, funeral wakes and parties etc with restaurant/bar facilities for alcohol and late night refreshment on each floor.

The conditions that the Police asked for included the requirement for a CCTV system to be installed and a member of staff who could operate the equipment should be on duty at all times the premises are open to the public and alcohol is on sale. After midnight door staff would be outside , there will be an incident book and as this is an event centre there will be risk assessments to address the licensing objectives for each type of event.

Mr Thomas advised that Mr Barnes would be the General Manager and very much wanted to take up the post of DPS. He had a wealth of experience in this area and was Chairman of the Maidstone Night time Economy, in the absence of Police. He has a reference from Chief Inspector Coleman (Retired). He was also responsible for contributing to Maidstone getting the Purple flag which was something new to Maidstone. Mr Thomas also referred to the statement in support provided by Ms Jacobs from the Urban Blue Bus who had described Mr Barnes as an excellent Chairman of the Night time Economy Group.

Mr Thomas also made reference to the fact that the business would be unique to Maidstone providing different types of entertainment and encouraging business at all times of day. It hoped to attract all ages including families and mixed age groups.

The Sub-Committee heard that the Source Bar, which the applicant also owned, asks for identification of everyone who walks through their door, irrespective of age and the allegation of underage drinking was totally refuted. A scanner picks up any fake ID produced. If there were, a concern or objection from the Police or Trading Standards would be expected.

Mr Thomas added that:-

- Challenge 25 was in operation and would be at the W House
- The report states that no complaints had been received by the Licensing Authority in relation to the Source Bar.
- The objector is a commercial rival and there is concern that the objection arises from concern over possible loss of business.

In response to questions from Members, it was stated that:

- All events would be risk assessed and discussed with the Police, there will be at least one member of door staff outside and the ratio of security staff is generally 1:100 if there is a high risk/large volume event. There will be generic risk assessments but anything out of the ordinary will have its own risk assessment and would be kept on site. This will give flexibility to the business and reassurance to the Police.
- The building had three separate staircases and three defined areas to hold events which all lead off to their own staircase.
- There was a separate area for VIPs which was on the second floor
- There was a function room on the third floor, all self contained.
- There would be a roof top terrace for smoking and general chatter but would not have a bar or regulated entertainment outside.
- There was a lift up to all floors.
- That the Dance Studio at the Hazlitt Theatre had been given the impression that the Hazlitt wanted to do something else with the Corn Exchange so this might not be a venue that they could use in the future. They were exploring use of the W House.
- Mr Barnes had run Jumping Jaks, Hot Shots and Liquid. Most of these events had 3,000 capacity. He had also run bars in Romford.
- Each event will have a different colour wrist band so they would not be able to accidentally enter another event.
- The roof top terrace would not have music played on it. The main purpose was for guests to go out and either have a smoke or enjoy the weather.
- The W House wanted to tap into the twilight economy which he felt was declining, other venues such as the Brenchley have an outside courtyard which was popular.
- The Rooftop terrace had a capacity of 100 and would not have an external bar, only the bar in the function room that leads off of this.
- Stag and Hen Parties would be considered but risk assessed on entry.
- That Mr Barnes had worked closely with the Environmental Enforcement Team in the past to control noise. If the terraced area becomes a problem with noise then they would move the hours of operation back.

- Social media is where they look to first and foremost for advertising events but would also advertise in the KM What's On guide.
- When Mr Barnes was not present, there was a Deputy General Manager who would take responsibility.
- All security officers would be trained to disperse people properly from the venue at night so that minimum disruption is caused to residents living in the town centre.
- Mr Thomas advised that he provides training for the staff on licensing issues.
- There would be a base of 10 full time staff coupled with part time staff.
- The business wanted to have flexibility like the Source Bar so applied for a 24 hour licence but it does not mean they would have to use it.
- There is dedicated First Aid Room in the basement with well stocked first aid equipment. When there are large events, the Urban Blue Bus would be able to use this facility as well.

In summing up for the applicant, Mr Thomas stated that the conditions requested by the Police will be accepted by the business.

The Chairman adjourned the hearing at 11.40 a.m. and declared that the sub-Committee would retire to private session to consider the application.

The hearing reconvened after Members of the Sub-Committee had considered the evidence and the Legal Advisor referred to the amended and additional conditions and the applicant confirmed that these were possible.

The Chairman announced that the Sub-Committee had agreed to grant the application subject to modified conditions appropriate for the promotion of the licensing objectives. The decision notice would be published within five working days of the meeting.

LICENSING - COMMITTEE WORK PROGRAMME

	Committee	Month	Lead	Report Author
Licensing Partnership Update	Licensing	Jul-19	John Littlemore	Sharon Bamborough
Amendments to the Hackney Carriage and Private Hire Policy	Licensing	Jul-19	John Littlemore	Lorraine Neale
Pre-Application Advice	Licensing	Sep-19	John Littlemore	Sharon Bamborough
Member Training - Refresher	Licensing	Sep-19	John Littlemore	John Littlemore
Animal Licensing Legislation	Licensing	Sep-19	John Littlemore	Martyn Jeynes
Statement of Licensing Principles for Gambling Act 2005 2019-2022	Licensing	Sep-19	John Littlemore	Lorraine Neale
MBC Animal Establishment Fees and Charges 2019/20	Licensing	Nov-19	John Littlemore	Sharon Bamborough
MBC Sexual Entertainment Venues - Fees and Charges 2019/20	Licensing	Nov-19	John Littlemore	Sharon Bamborough
Revisiting Licensing Applications - Site Visits	Licensing	TBC	John Littlemore	John Littlemore

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LICENSING COMMITTEE	11th July 2019
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Licensing Partnership Update Report 2019

Final Decision-Maker	Licensing Committee
Lead Head of Service/Lead Director	John Littlemore
Lead Officer and Report Author	Sharon Bamborough
Classification	Public
Wards affected	All

Executive Summary

To note the performance of the partnership as contained within the report.

This report makes the following recommendations to this Committee:

None – for information only

Timetable	
<i>Meeting</i>	<i>Date</i>
Licensing Committee	11 July 2019

Licensing Partnership Update Report 2019

1. INTRODUCTION AND BACKGROUND

- 1.1 The Council is a member of the Licensing Partnership with Sevenoaks, Tunbridge Wells Borough Council and London Borough of Bexley, which provides line management responsibilities to their respective licensing enforcement teams and an administration team at Sevenoaks to carry out the processing of licence applications, notices, permits and representations.
- 1.2 The Licensing Partnership has completed 9 years of working together, with London Borough of Bexley becoming a partner as of 31st October 2016.
- 1.3 This arrangement provides each council with sovereignty over its policies and decision making processes whilst operating within a partnership that gives resilience and capacity to deal with the fluctuating demands on the service through the year.
- 1.4 This report is an annual update on the performance and activity of the Licensing Partnership.
- 1.5 In 2009 it was agreed that both the line management and administration of the Council's licensing processes would be undertaken in partnership with Maidstone Borough Council (MBC) and Tunbridge Wells Borough Council (TWBC). It was agreed that the administrative team processing licensing application would be based at the offices of Sevenoaks District Council (SDC) with Licensing Officers continuing to be based at each council.
- 1.6 Each Council retained responsibility for setting its licensing policies, compliance strategies and decision making at Sub and Full Licensing Committees. The Licensing Partnership Manager had line management responsibility for the operation of the administration team and the Licensing Officers of the three councils.
- 1.7 In January 2010 the new Licensing Partnership took effect and the back office functions started to be transferred to the administration team based at SDC. The Licensing Partnership uses a single database to maintain the licensing records for the three authorities. The database structure enables reporting to be carried out on an individual basis and allows for the variances that still exist in the policies and procedures of the three authorities.
- 1.8 The Licensing Partnership is governed by an agreement made between the three councils and the Chief Officer/Heads of Service responsible for licensing at their respective authorities meet four times a year as a Licensing Partnership Board to oversee performance and the direction of the Partnership. John Littlemore, Head of Housing and Community Services at Maidstone Borough Council is currently the Chair of the Licensing Partnership Board.

- 1.9 In May 2017, the Licensing Partnership Manger tragically and suddenly passed away, causing an unanticipated but understandable huge impact on the management and performance of the partnership. The Admin Hub Team at Sevenoaks concentrated on trying to ensure they continued on with the day to day work, and the new Head of the Licensing partnership has been in post since 30th October 2017. The intervening period had, naturally, upset the usual performance and scrutiny, but performance is back on track.
- 1.10 The new Head of the Licensing Partnership, Sharon Bamborough, comes from a London local authority background.
-

2. 2018-2019 PERFORMANCE

- 2.1 The performance of the Licensing Partnership has been generally high performing despite many challenges of the past year, which included:
- Tri-annual review of gambling policy,
 - the introduction of new Animal licensing legislation (very late in the day by DEFRA) which created a considerable amount of work, and
 - staff turnover within the Hub team.

The indicators for each of the four authorities are attached as **Appendix A.**

- 2.2 The Hub team at Sevenoaks has gone through a number of staff changes (mainly due to staff leaving for promotion/progression elsewhere) which has meant that the team has had many new officers trying to learn the job which is a very demanding role in respect of the information they are expected to absorb and processes they need to learn (in the last year there have been 4 new members of staff on a team of six officers).
- 2.3 The general processing and consultation on applications within timeframe has been maintained but there will have been times when performance has slipped due to staff shortages and lack of fully trained team (annual leave etc.)
- 2.4 In respect of the number of In respect of enforcement work, following a revision of the performance measures by the Head of the Partnership in July 2018, much more of the workload of the officers is being reported which is reflective of the total work carried out (previously only compliance visits were being reported). Now, all investigations of complaints and requests for advice/ information and other site visits are reported in addition to the number of premises compliance visits.
- 2.5 In respect of the applications outstanding more than a month – In respect of the applications outstanding more than a month after consultation – this generally occurs when the application needs to be referred to a hearing and performance on this has improved compared to the previous year.

Key Achievements

- 2.6 The Partnership handled a very large amount of work in 2018/19. The performance measures should be read in conjunction with the entire volumes of work delivered. The headlines of the performance are as follows:
- In this time period, over 7700 applications, notices, permits and pieces of work were received and carried out.
 - From this total, 2295 pieces of work were for Maidstone.
 - Taking into account the different amounts of time needed for different types of applications, and the differing nature of the work carried out for some of the partners, Maidstone's share accounted for over 30% of the work of the entire partnership in 2018/19.
 - Over **20,000** emails were received in the main Licensing inbox and actioned for all four partners.
- 2.7 The introduction of the new Animal Welfare Regulations 2018 legislation replaced the majority of existing animal licensing (including animal boarding, dog breeding, hiring of horses, exhibition of animals, selling animals as pets) but it also included new areas previously un-licensable (dog day care/home boarding) and tightened up the rules and standards for all. This was introduced at very short notice by DEFRA (first guidance documents were released in August 2018 for the new legislation coming in from 1st October 2018, application forms were released approximately 2 weeks before the implementation date) which lead to a rush to understand the new regulations, to set fees, create new procedures and to handle all new applications from existing licensees and new operators. This created a very large demand of enquiries and interest from public and interested bodies. The additional work caught out every local authority and was the subject of much debate and challenge (of DEFRA) at the national Institute of Licensing conference in November 2018. The impact was substantial. The Partnership handles animal licensing for three of the four partners. We have now successfully licensed nearly 100 premises (Maidstone have approx. one third).
- 2.8 We have been part of a successful funding bid to Government (lead by Kent CC) to give funding for the installation of electric chargers for Ultra Low Emissions Vehicles (ULEVs) used by the taxi trade. Each of the Partners Sevenoaks, Maidstone and Tunbridge Wells will be funded to install one charging point for exclusive use by the taxi trade. The purpose of this initiative is to encourage more of the taxi trade to switch over to ULEVs and thereby contribute to cleaner air in the Environment. The chargers need to be installed by end of March 2020 under the conditions of the grant.
- 2.9 In July 2017, a new online taxi knowledge test was implemented across the partnership, introducing a new form of standardised test for the three partners dealing with taxi licensing and a raising of standards. For the first time for some, private hire drivers were required to pass the test, bringing them up to a standard with hackney carriage drivers. The application process has also been change to require successful completion

of the test before an application may be submitted, thereby reducing the number of applications which could not be progressed due to failed tests.

- 2.10 Having reviewed the test results since implementation, it has become clear that pass rates are not as hoped for (though this does keep up a high standard) and the test was revised to make it clearer and easier to pass without dropping the standards, and this was implemented Autumn 2018. The pass rate has subsequently improved.
- 2.11 The Metropolitan Police and Kent Police initiative WAVE (Welfare and Vulnerability Engagement), which seeks to educate and re-train all involved in the licensing industry about being more proactive in spotting vulnerable people who should be assisted when in licensed premises, was promoted to our alcohol-licensed premises.

3. PERFORMANCE AGAINST SERVICE PLAN OBJECTIVES FOR 2018/19

- 3.1 Objective 1 - *To manage the Licensing Partnership to deliver efficiency savings and achieve performance targets.*

This is ongoing and performance is monitored on a weekly and monthly basis.

1:1 meetings with staff are carried out monthly and the Licensing Partnership Board meets 4 times a year.

- 3.2 Objective 2 - *Investigate further undertaking of licensing functions for other local authorities.*

Result: A great deal of time was spent in talks over the year with Bromley – much work was done by the Head of Licensing to calculate quotes, model different options and liaise with their Head of Service, Finance and HR staff. After a lot of delay Bromley eventually advised they did not wish to pursue joining the partnership.

- 3.3 Objective 3 - *Seek further efficiency savings in processes and use of online facilities.*

- Introduce electronic issue of licences for premises licensing –
result: Introduced towards end of year.
- Update Document Retention Policy and get rid of hard copy duplicate filing system
result: achieved (resulting in time savings and reduction in costs)
- Reduce the face to face interaction for Licensing Partnership staff by implementing scripts to enable customer service staff to assist licensees in their requirements
result: carried over to 2019/20 service plan due to project delay at Sevenoaks to include Licensing (not within our control) however we have implemented other changes to achieve this including appointment only system set up in Maidstone and Tunbridge Wells; drivers making own appointments with garages to avoid needing to call hub team

3.4 Objective 4 - *Ensure all online forms are implemented and in use by customers and explore other software solutions*

- The library of on line forms should implemented across the four partners – to include new forms for Bexley (Special Treatments) and any updates needed for existing ones
Result: most forms now online and more are to be developed (e.g. special treatments)
- Arrange for purchase and installation of electronic record management system, Enterprise (from Idox)
Result: this had to be put on hold due to a pre-planned server move by Idox and Sevenoaks IT (out of our control) – it is carried over to the 2019/20 service plan
- Arrange for purchase and installation of electronic enforcement software for use out and about, called Mobile App (from Idox)
Result: this had to be put on hold due to a pre-planned server move by Idox and Sevenoaks IT (out of our control) – it is carried over to the 2019/20 service plan

3.5 Objective 5 - *Undertake a programme of training for Members and officers. Ensure all new Members on each Licensing Committee receive appropriate training.*

Result: training has been given as and when required

3.6 Objective 6 - Revision of Policies & Procedures

- Review Gambling Policies across the Partnership in readiness for January 2019 when they must come into force
Result: achieved
- Review Street trading policy at Maidstone regarding designation of street trading pitches
Result: carried over to 2019/20 service plan at request of Maidstone
- Review Street trading 'policy' at Sevenoaks regarding designation of street trading pitches
Result: Achieved – initial discussion with Legal services and Chief Officer showed no demand for this, therefore, at this time, no need to adopt legislation or implement policy
- Investigate feasibility and implement if approved, the charging for pre-application advice to licence applicants
Result: started though not achieved yet due to other work demands, but in progress – carried over to 2019/20 service plan for completion
- A minor review of Licensing Act Statement of Licensing Policy to introduce, across the partnership, a section on outdoor events.
Result – not achieved in year but started in January 2019 and in progress to be adopted 2019 (at Bexley, Tunbridge Wells and Sevenoaks)
- A review of the Hub Team Admin procedures and update where necessary
Result: A lot of progress has been made in streamlining and updating procedures but due to high number of procedures and

practices this could not be completed in year – carried over to 2019/20 service plan for completion

The new service plan for 2018/19 is attached as Appendix B

4. CROSS-CUTTING ISSUES AND IMPLICATIONS

Issue	Implications	Sign-off
Impact on Corporate Priorities	None	Sharon Bamborough
Risk Management	A risk assessment is undertaken on an annual basis regarding the service objectives and reviewed regularly	Sharon Bamborough
Financial	Any financial implications have been dealt with within the body of the report	Sharon Bamborough
Staffing	No impact on Maidstone Borough Council	Sharon Bamborough
Legal	This is a report to update on the progress and performance of the licensing partnership	Sharon Bamborough
Privacy and Data Protection	No impact. This is a report to update on the progress and performance of the licensing partnership	Sharon Bamborough
Equalities	No impact. This is a report to update on the progress and performance of the licensing partnership	Sharon Bamborough
Crime and Disorder	No impact. This is a report to update on the progress and performance of the licensing partnership	Sharon Bamborough
Procurement	No impact. This is a report to update on the progress and performance of the licensing partnership	Sharon Bamborough

5. REPORT APPENDICES

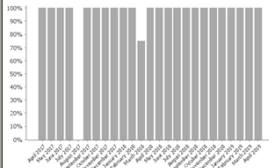
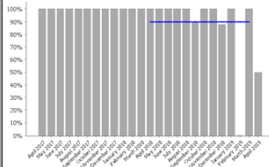
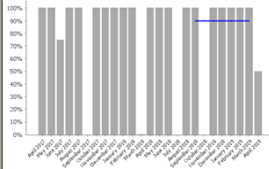
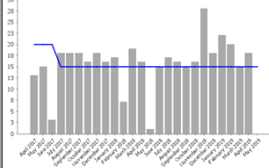
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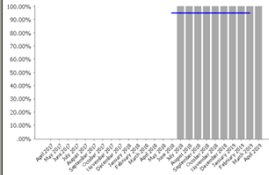
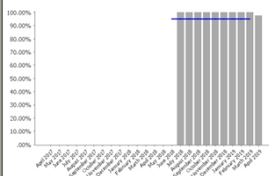
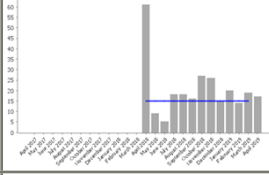
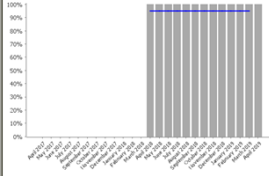
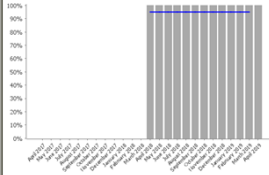
- Appendix 1: End of year performance statistics
 - Appendix 2: Licensing Partnership Service Plan for 2019/20
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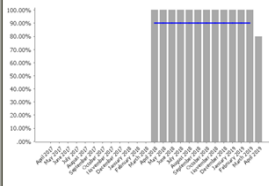
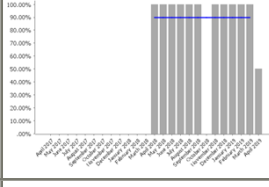
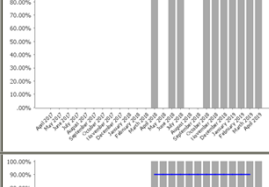
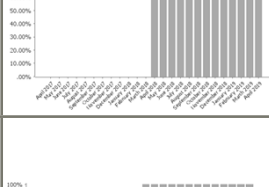
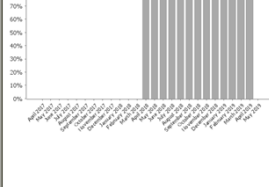
6. BACKGROUND PAPERS - none


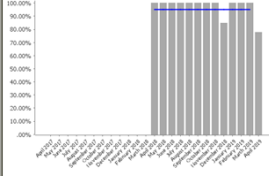





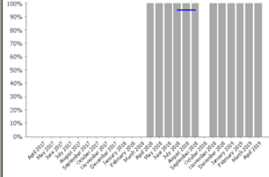




Licensing Performance Report – Maidstone

APPENDIX A

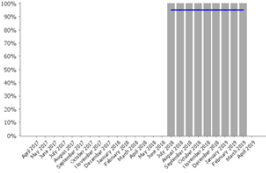
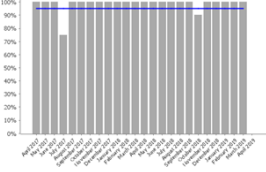
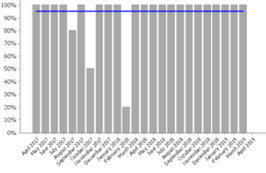
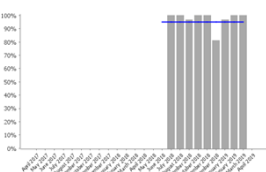
Short Name	Current Value	Current Target	Status	Performance Data Trend Chart	Q1 2018/19		Q2 2018/19		Q3 2018/19		Q4 2018/19	
					Value	Status	Value	Status	Value	Status	Value	Status
Length of time from validation to issue of HC and dual driver licences (Percentage within 10 days)	100%	90%	✔		100%	✔	100%	✔	100%	✔	100%	✔
Length of time from validation to issue of PH driver licence (Percentage issued within 10 days)	94%	90%	✔		100%	✔	96.67%	✔	97.3%	✔	80%	✘
Percentage of PHO licences issued within 10 days	100%	90%	✔		100%	✔	100%	✔	100%	✔	100%	✔
Premises compliance	Average 50	45 per quarter	✔		32	✘	48	✔	62	✔	57	✔

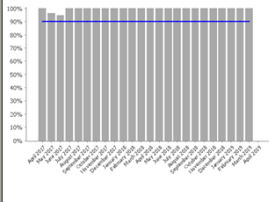
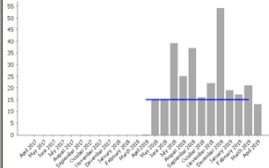
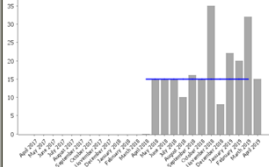
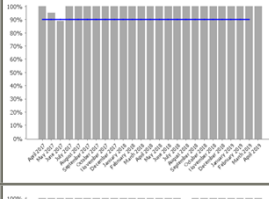
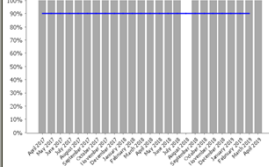
Short Name	Current Value	Current Target	Status	Performance Data Trend Chart	Q1 2018/19		Q2 2018/19		Q3 2018/19		Q4 2018/19	
					Value	Status	Value	Status	Value	Status	Value	Status
The percentage of renewal invitations sent out by deadline	100%	95%	✓		100%	✓	100%	✓	100%	✓	100%	✓
The percentage of valid temporary event notices processed within one working day of receipt	99%	95%	✓		96%	✓	100.00%	✓	100.00%	✓	100.00%	✓
Taxi Compliance 34	Average 62	45 per quarter	✓		75	✓	52	✓	68	✓	53	✓
Where continuation fees not received and action taken within a month of overdue date	100%	95%	✓		100%	✓	100%	✓	100%	✓	100%	✓
Percentage of continuation fees invoices issued 1 month in advance of fee being due	100%	100%	✓		100%	✓	100%	✓	100%	✓	100%	✓

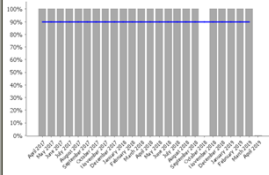
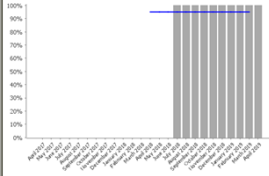
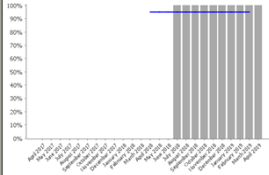
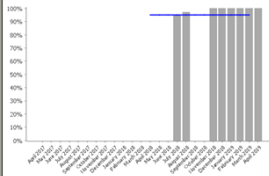
Short Name	Current Value	Current Target	Status	Performance Data Trend Chart	Q1 2018/19		Q2 2018/19		Q3 2018/19		Q4 2018/19	
					Value	Status	Value	Status	Value	Status	Value	Status
The percentage of driver and operator licenses issued within 10 days of validation (Hub Team)	100%	90%	✔		100.00 %	✔	100.00 %	✔	100.00 %	✔	100.00 %	✔
Percentage of Private Hire Operator licenses issued within 10 days of validations	100%	90%	✔		100.00 %	✔	100.00 %	✔	100.00 %	✔	100.00 %	✔
Percentage of Hackney Carriage driver licenses issued within 10 days of validation	100%	90%	✔		100.00 %	✔	100.00 %	✔	100.00 %	✔	100.00 %	✔
Percentage of dual driver licenses issued within 10 days of validation	100.00%	90%	✔		100.00 %	✔	100.00 %	✔	100.00 %	✔	100.00 %	✔
Percentage of unopposed applications for new and variation of premises licences processed within 2 calendar months (from date	100%	95%	✔		100%	✔	100%	✔	100%	✔	100%	✔

Short Name	Current Value	Current Target	Status	Performance Data Trend Chart	Q1 2018/19		Q2 2018/19		Q3 2018/19		Q4 2018/19	
					Value	Status	Value	Status	Value	Status	Value	Status
of validation to issue date)												
The percentage of valid personal licences processed within 2 weeks (Hub Team)	98%	95%			100.00 %		100.00 %		92.31%		100.00 %	
Action after suspension - Licensing officers resolve by 31 March	100%	95%			100%		100%		100%		100%	


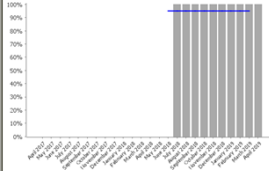





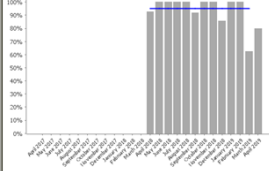





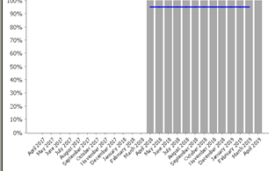




Licensing Performance Report - Sevenoaks

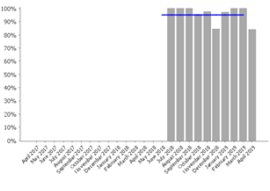
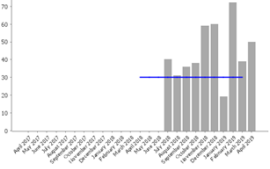

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					Value	Status	Value	Status	Value	Status	Value	Status
The percentage of renewal invitations sent out by deadline	100%	95%	✔		100%	✔	100%	✔	100%	✔	100%	✔
The percentage of valid personal licences processed within 2 weeks (Sub Team)	100%	95%	✔		100%	✔	100%	✔	93.75%	⚠	100%	✔
Percentage of unopposed applications for new and variation of premises licences processed within 2 calendar months (from date of validation to issue date)	100%	95%	✔		100%	✔	100%	✔	100%	✔	100%	✔
The percentage of valid temporary event notices processed within one working day of receipt	98%	95%	✔		100%	✔	99%	✔	97.12%	✔	98.85%	✔

Short Name	Current Value	Current Target	Status	Performance Data Trend Chart	Q1 2018/19		Q2 2018/19		Q3 2018/19		Q4 2018/19	
					Value	Status	Value	Status	Value	Status	Value	Status
The percentage of driver and operator licenses issued within 10 days of validation (Hub Team)	100%	90%	✓		100%	✓	100%	✓	100%	✓	100%	✓
Premises compliance	Average 70	45 per quarter	✓		30	✗	101	✓	92	✓	57	✓
Taxi Compliance 38	Average 51	45 per quarter	✓		30	✗	41	⚠	58	✓	74	✓
Percentage of Hackney Carriage driver licenses issued within 10 days of validation	100%	90%	✓		100%	✓	100%	✓	100%	✓	100%	✓
Percentage of Private Hire driver licenses issued within 10 days of validations	100%	90%	✓		100%	✓	100%	✓	100%	✓	100%	✓

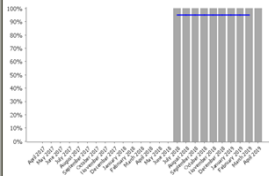
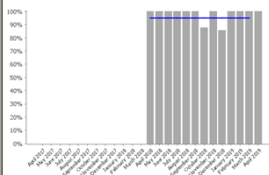
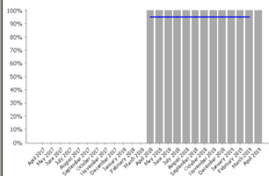
Short Name	Current Value	Current Target	Status	Performance Data Trend Chart	Q1 2018/19		Q2 2018/19		Q3 2018/19		Q4 2018/19	
					Value	Status	Value	Status	Value	Status	Value	Status
Percentage of Private Hire Operator licenses issued within 10 days of validations	100%	90%	✓		100%	✓	100%	✓	100%	✓	100%	✓
Percentage of continuation fees invoices issued 1 month in advance of fee being due	100%	95%	✓		100%	✓	100%	✓	100%	✓	100%	✓
Where continuation fees not received and action taken within a month of overdue date	100%	95%	✓		100%	✓	100%	✓	100%	✓	100%	✓
Action after suspension – Licensing officers resolve by 31 March	98%	95%	✓		97%	✓	96.43%	✓	100%	✓	100%	✓

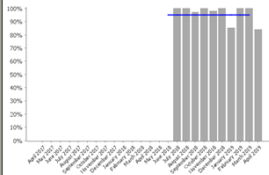
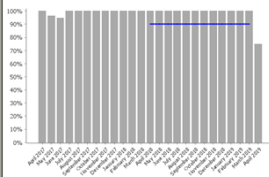
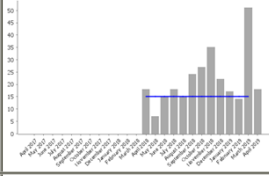
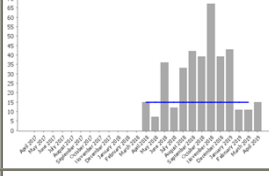
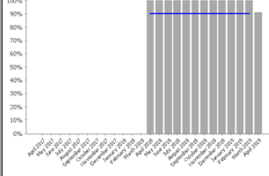
Licensing Performance Report - Bexley

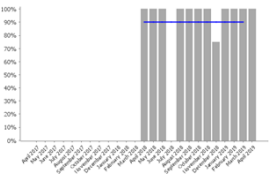
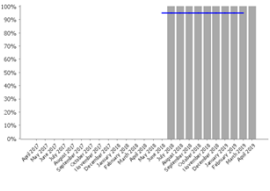
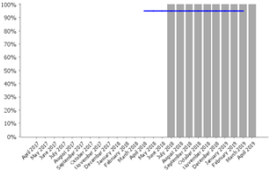
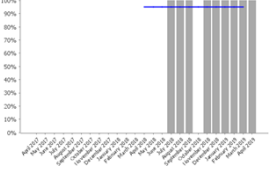
Short Name	Current Value	Current Target	Status	Performance Data Trend Chart	Q1 2018/19		Q2 2018/19		Q3 2018/19		Q4 2018/19	
					Value	Status	Value	Status	Value	Status	Value	Status
The percentage of renewal invitations sent out by deadline - Bexley	100%	95%			100%		100%		100%		100%	
The percentage of valid personal licences processed within 2 weeks (Hub Team) - Bexley	94%	95%			97.22%		97.06%		93.1%		86.96%	
Percentage of unopposed applications for new and variation of premises licences processed within 2 calendar months (from date of validation to issue date) - Bexley	100%	95%			100%		100%		100%		100%	

Short Name	Current Value	Current Target	Status	Performance Data Trend Chart	Q1 2018/19		Q2 2018/19		Q3 2018/19		Q4 2018/19	
					Value	Status	Value	Status	Value	Status	Value	Status
The percentage of valid temporary event notices processed within one working day of receipt - Bexley	95%	95%	✓		100%	✓	100%	✓	95.2%	✓	98.88%	✓
Premises compliance - Bexley	Average 121	90 per quarter	✓		90	✓	107	✓	157	✓	130	✓
Action after suspension - Licensing officers resolve by 31 March - Bexley	100%	95%	✓		95% (Bexley do their own – no Hub Team involvement)							

Licensing Performance Report - Tunbridge Wells

Short Name	Current Value	Current Target	Status	Performance Data Trend Chart	Q1 2018/19		Q2 2018/19		Q3 2018/19		Q4 2018/19	
					Value	Status	Value	Status	Value	Status	Value	Status
The percentage of renewal invitations sent out by deadline - Tunbridge Wells	100%	95%	✔		100%	✔	100%	✔	100%	✔	100%	✔
The percentage of valid personal licences processed within 2 weeks (Hub Team) - Tunbridge Wells	98%	95%	✔		100%	✔	100%	✔	90.91%	⚠	100%	✔
Percentage of unopposed applications for new and variation of premises licences processed within 2 calendar months (from date of validation to issue date) - Tunbridge Wells	100%	95%	✔		100%	✔	100%	✔	100%	✔	100%	✔

Short Name	Current Value	Current Target	Status	Performance Data Trend Chart	Q1 2018/19		Q2 2018/19		Q3 2018/19		Q4 2018/19	
					Value	Status	Value	Status	Value	Status	Value	Status
The percentage of valid temporary event notices processed within one working day of receipt - Tunbridge Wells	98%	95%	✔		100%	✔	98.68%	✔	98.97%	✔	95.83%	✔
The percentage of driver and operator licenses issued within 10 days of validation (Hub Team) - Tunbridge Wells	100%	90%	✔		100%	✔	100%	✔	100%	✔	100%	✔
Premises compliance - Tunbridge Wells	Average 66	45 per quarter	✔		40	✘	57	✔	84	✔	82	✔
Taxi Compliance - Tunbridge Wells	Average 89	45 per quarter	✔		58	✔	87	✔	145	✔	65	✔
Percentage of Dual driver licenses issued within 10 days of validation - Tunbridge Wells	100%	90%	✔		100%	✔	100%	✔	100%	✔	100%	✔

Short Name	Current Value	Current Target	Status	Performance Data Trend Chart	Q1 2018/19		Q2 2018/19		Q3 2018/19		Q4 2018/19	
					Value	Status	Value	Status	Value	Status	Value	Status
Percentage of Private Hire Operator licenses issued within 10 days of validations - Tunbridge Wells	98%	90%	✓		100%	✓	100%	✓	92.86%	✓	100%	✓
Percentage of continuation fees invoices issued 1 month in advance of fee being due - Tunbridge Wells	100%	90%	✓		100%	✓	100%	✓	100%	✓	100%	✓
Where continuation fees not received and action taken within a month of overdue date - Tunbridge Wells	100%	95%	✓		100%	✓	100%	✓	100%	✓	100%	✓
Action after suspension - Licensing officers resolve by 31 March - Tunbridge Wells	100%	95%	✓		98%	✓	100%	✓	100%	✓	100%	✓

APPENDIX B

Licensing Service Plan 2019/20

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Licensing
Partnership



Contents

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2	What we do	5
3	2019/20 Service Objectives	6 - 15
4	Performance indicators and targets	16 - 18

1. Who we are

Team	Licensing Partnership comprising London Borough of Bexley, Maidstone Borough Council, Sevenoaks District Council and Tunbridge Wells Borough Council
Head of Service	Sharon Bamborough
Chief Officers	Gary Stevenson (Tunbridge Wells), John Littlemore (Maidstone), Richard Wilson (Sevenoaks) and David Bryce-Smith (LB of Bexley)

Our Structure Chart

Head of Licensing Partnership
1 FTE

Sevenoaks District Council

Tunbridge Wells

Maidstone Borough Council

London Borough of Bexley

Admin Team Manager
1FTE
Licensing Administration Officer
- 5 FTE + 1 PTE (20 hours)

Senior Licensing Officer
1FTE

Licensing Officer
1FTE

Senior Licensing Officer - 1FTE

Licensing Officer
1FTE

Part time Licensing Admin Officer.
20 hours

Senior Licensing Officer
1FTE

Licensing Officer 1 FTE

Part time Licensing Admin Officer
(15 hours)

Licensing Enforcement Officer
1FTE

Principal Licensing Officer
1FTE

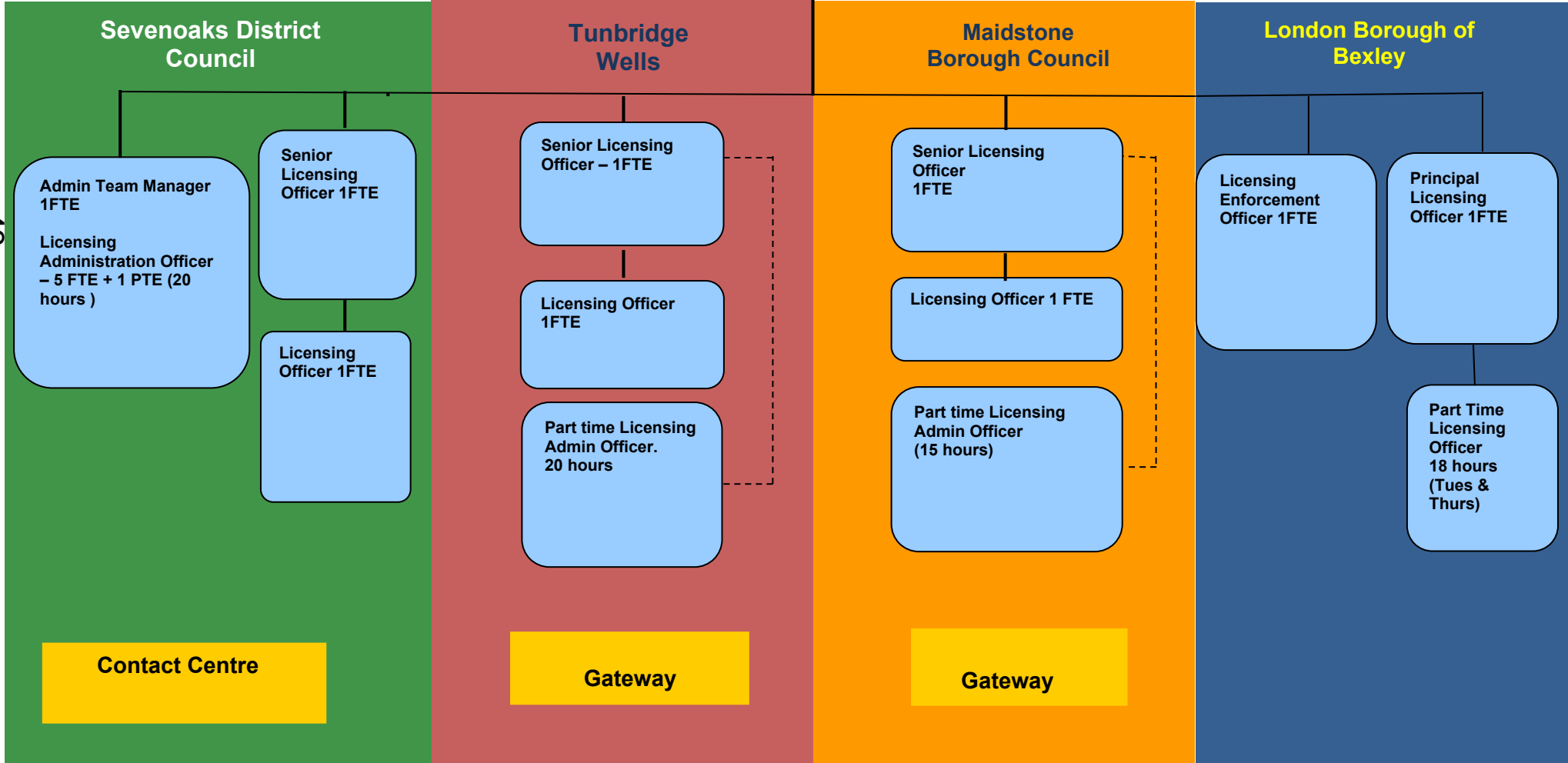
Part Time Licensing Officer
18 hours
(Tues & Thurs)

Contact Centre

Gateway

Gateway

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2. What we do

Key Tasks

- Manage and oversee the Licensing Partnership.
- Seek to promote the licensing objectives of the relevant legislation.
- Our aim is to protect the public but also allow legitimate businesses within the area to prosper.
- To ensure that the legitimate taxis and private hire trade are able to provide a safe mode of transport to the residents and users within the Partnership's area.
- Compliance – ensure compliance of licensed premises, activities and events following grant of respective licences, permits and / or notices.
- To ensure that unlicensed premises, taxis/private hire and activities are investigated and appropriate action is taken.
- To enhance customer service while ensuring compliance with legislation.
- Fulfilling statutory duty whilst optimising cost savings and maintaining individual client's Council sovereignty.
- Take advantage of economies of scale to buy services and optimise the collaborative working between partners

3. 2019/20 Service Objectives

Objective 1	To oversee and lead the Licensing Partnership to deliver efficiency savings and achieve performance targets	Responsible Officer	Sharon Bamborough
Performance Measure	Description	2019/20 Target or Outcome (to be achieved by 31.03.2020)	
LPI LIC 001	Send out renewal invitations for all licences/permits etc. 2 months before the expiry date of the licence and if a valid renewal application is not received before the expiry of a licence send a failure to renew letter out within 1 week of the licence expiring and advise the appropriate Authorities accordingly. (Hub Team)	95%	
LPI LIC 002	The percentage of valid personal licences processed within 2 weeks (Hub Team)	95%	
LPI LIC 003	Percentage of <i>unopposed</i> applications for new and variation of premises licences processed within 2 calendar months (from date of validation to issue date) [All]	95%	
LPI LIC 004	The percentage of valid temporary event notices served on Responsible Authorities within one working day of receipt (Hub Team)	95%	
LPI LIC 005	The percentage of driver and operator licences issued within 10 days of validation (Hub team)	90%	
MPI LIC 05a	Percentage of Hackney Carriage driver licences issued within 10 days of validation (Hub team)	90%	
MPI LIC 05b	Percentage of Private Hire driver licences issued within 10 days of validations	90%	
MPI LIC 05c	Percentage of Private Hire Operator licences issued within 10 days of validations	90%	

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MPI LIC 017	<p>Taxi Compliance (licensing officers at Sevenoaks, Tunbridge Wells and Maidstone):-</p> <ul style="list-style-type: none"> • start action/investigation on receipt of complaints/intelligence within 5 working days (includes visits/letters/interviews etc) • reactive/proactive enforcement investigations ongoing/completed • warnings / penalty points issued • vehicle compliance checks 		Non London partners only: 15 actions per month per authority
MPI LIC 018	<p>Premises compliance (all licensing officers throughout partnership) :-</p> <ul style="list-style-type: none"> • notice checks to be carried out within one week of initial display • start action/investigation on receipt of complaints/intelligence within 5 working days (includes visits/letters/interviews etc) • carry out proactive visits in accordance with risk rating system • attend enforcement meetings/briefings/collaborate with partners on multi-agency approach 		<p>Non London partners – 15 actions per month per authority</p> <p>Bexley – 30 actions per month</p>
MPI LIC 019	<p>(for partners where Hub team arrange annual fee collection -does not apply to Bexley)</p> <p>(i) Send out invoices for continuation fees for licences/permits issued under the Licensing Act 2003 and Gambling Act 2005 at least 1 month in advance of the fee being due</p> <p>(ii) Where those fees are not received by the due date, take action to suspend/revoke licence/permit within 1 month of the fee being due.</p> <p>(Hub Team)</p>		95%
MPI LIC 020	<p>Action after suspension - Licensing officers to visit /establish status and resolve by 31 March each year</p> <p>(all licensing officers throughout partnership)</p>		95%
Link to Sevenoaks Corporate Plan	Providing value for money	Link to Sevenoaks Community Plan	Safe Communities

Link to Maidstone Strategic Plan	Keeping Maidstone an attractive place for all - Ensuring there are good leisure and cultural attractions		
Link to Tunbridge Wells Key Objectives in the Vision	Providing Value	Link to Strategic Compass	To ensure we operate in a business-like way
Link to Bexley Corporate Plan (Shaping our Future Together)	Innovation and self sufficiency		

Objective 2	Investigate further undertaking of licensing functions for other local authorities.	Responsible Officer	Licensing Partnership Board
Performance Measure	Description	2019/20 Target or Outcome	
Action	Make enquiries with potential partners to undertake licensing functions for a 5 th partner.	Further functions carried out for other partners. To be achieved by 31/03/2020	
Action	Implement the required processes/changes to ensure an additional partner is integrated within the Licensing Partnership	A smooth integration of any additional partners	
Link to Sevenoaks Corporate Plan	Providing value for money	Link to Sevenoaks Community Plan	Safe Communities
Link to Maidstone Corporate Priorities	Securing a successful economy for Maidstone Borough		
Link to Bexley corporate plan	Innovation and self sufficiency – a commercial approach		
Link to Tunbridge Wells Corporate Priorities	To support a prosperous borough	Link to Strategic Compass	Providing value

Objective 3	Seek further efficiency savings in processes and use of online facilities		Responsible Officer	Sharon Bamborough
Performance Measure	Description	2019/20 Target or Outcome		
Action	Review (ongoing) processes and procedures of Hub team officers and streamline / change to save time on unnecessary record keeping	A reduction in time spent by Hub Team staff completing basic processing which should allow for better target achievement To be achieved by 31/03/2020		
Action	Consider current practices re face to face meetings (taxis) and pick up of plates – move over to sending by post where appropriate.	A reduction in the time spent by Hub Team staff attending reception and by admin staff at partner sites seeing applicants in person To be achieved by 31/03/2020.		
Action	Explore feasibility of online solutions for document checks for taxi applications to reduce face to face visits	If achievable, will lead to a reduction in time spent for Licensing Partnership staff in reception, Town Hall & Gateway. To be achieved by 31/03/2020		
Link to Sevenoaks Corporate Plan	Supporting and developing the local economy	Link to Sevenoaks Community Plan	Safe Communities	
Link to Bexley corporate plan	Innovation and self sufficiency – a commercial approach	Link to Maidstone Corporate Priorities	Securing a successful economy for Maidstone Borough	
Link to Tunbridge Wells Corporate Priorities	To support a prosperous borough	Link to Strategic Compass	Providing value	

Objective 4	Ensure all online forms are implemented and in use by customers and explore other software solutions	Responsible Officer	Sharon Bamborough
Performance Measure	Description	2019/20 Target or Outcome	
Action	The library of on line forms should implemented across the four partners – to include new forms for Bexley (Special Treatments) and any updates needed for existing ones (eg animal licensing)	Complete the introduction/update of all online forms. To be achieved by 31/12/2019	
Action	Arrange for purchase and installation of electronic record management system, Enterprise (from Idox)	Increased efficiency and monitoring tools, with enhanced reporting options To be achieved by 31/12/2019	
Action	Arrange for purchase and installation of electronic enforcement software for use out and about, called Mobile App (from Idox)	Increased efficiency and monitoring tools, with enhanced reporting options To be achieved by 31/12/2019	
Link to Sevenoaks Corporate Plan	Supporting and developing the local economy	Link to Sevenoaks Community Plan	Safe Communities
Link to Bexley corporate plan	Innovation and self sufficiency – a commercial approach	Link to Maidstone Corporate Priorities	Securing a successful economy for Maidstone Borough
Link to Tunbridge Wells Corporate Priorities	To support a prosperous borough	Link to Strategic Compass	Providing value

Objective 5	Undertake a programme of training for Members and officers. Ensure all new Members on each Licensing Committee receive appropriate training.		Responsible Officer	Sharon Bamborough
Performance Measure	Description	2019/20 Target or Outcome		
Action	Deliver a programme of training to the Members and officers.	Train any new members to Licensing committee following local elections in May 2019 (Sevenoaks) and ad hoc training to any other new members appointed for all partners To be achieved by 31/08/2019		
Action	Hold morning/afternoon sessions where new Members can visit the Licensing Partnership's Administration Team.	To be achieved by 30/09/2020		
Link to Sevenoaks Corporate Plan	Keeping the district safe	Link to Sevenoaks Community Plan	Safe Communities	
Link to Bexley corporate plan	Growth that benefits all – the right skills for jobs of today and tomorrow	Link to Maidstone Corporate Priorities	Securing a successful economy for Maidstone Borough – range of Employment Skills and opportunities across the Borough	
Link to Tunbridge Wells Corporate Priorities	Our People	Link to Strategic Compass	To have relevant skills	

Objective 6	Revision of Policies & Procedures		Responsible Officer	Sharon Bamborough/Lorraine Neale/Sharon Degiorgio/Samantha Laing/Janet Lockie
Performance Measure	Description	2019/20 Target or Outcome		
Action	Start the review LA03 Policies across the Partnership in readiness for January 2021 when they must come into force	Achieve statutory obligations. To be achieved by 31/03/2020		
Action	Review Street trading policy at Maidstone regarding designation of street trading pitches	To reduce the cost burden of processing each request and/or reduce the number of requests To be achieved by 31/03/2020		
Action	Re-visit (with Legal Services) the approach to street trading in Sevenoaks with a view to assessing what would need to be done to implement such a policy, and report back to Chief Officer (this comes from a discussion at Health Board as to whether anything can be done to stop fast food vans etc parking up near schools, which contributes to childhood obesity)	A up to date view will be taken on feasibility and desire as to whether street trading should be controlled within Sevenoaks and whether it could be used to promote wider health benefits To be achieved by 31/03/2020		
Action	Implement, the charging for pre-application advice to licence applicants where not already introduced	To reduce the cost burden of processing each request and/or reduce the number of requests To be achieved by 31/12/2019		
Action	Review outcome of Street trading farmers market consultation at Tunbridge Wells regarding designation of a farmers market, and take to committee with appropriate recommendations	To deliver the political desire to accommodate this market To be achieved by 31/12/2019		
Action	A review of the Hub Team Admin procedures and update where necessary	To improve efficiency, reduce mistakes and		

			speed up processing To be achieved by 31/03/2020
Action	To review taxi policies in Maidstone, Tunbridge Wells and Sevenoaks as needed. To deliver the implementation of the ULEV taxi charging points in conjunction with Kent CC following successful bid for funding		To improve efficiency, reduce mistakes and speed up processing To link into and support proactive action regarding air quality To be achieved by 31/03/2020
Link to Sevenoaks Corporate Plan	Supporting and developing the local economy	Link to Sevenoaks Community Plan	Safe Communities
Link to Bexley corporate plan	Innovation and self sufficiency – a commercial approach	Link to Maidstone Corporate Priorities	Securing a successful economy for Maidstone Borough
Link to Tunbridge Wells Corporate Priorities	To support a prosperous borough	Link to Strategic Compass	Providing value

Objective 7	Health, Safety and Well Being of Staff		Responsible Officer	Sharon Bamborough
Performance Measure	Description		2019/20 Target or Outcome	
Action	Ensure risk assessments are carried out and reviewed as appropriate and at least once a year.		Risk assessments are in place and are reviewed. To be achieved by 31/03/2020	
Action	Ensure 1:1 meetings are carried out on a regular basis.		All Senior Licensing Officers and Licensing Partnership Manager to ensure meetings take place and are documented.	
Link to Sevenoaks Corporate Plan	Supporting and developing the local economy	Link to Sevenoaks Community Plan	Safe Communities	
Link to Bexley corporate plan	Innovation and self sufficiency – a commercial approach	Link to Maidstone Corporate Priorities	Securing a successful economy for Maidstone Borough	
Link to Tunbridge Wells Corporate Priorities	To support a prosperous borough	Link to Strategic Compass	Providing value	

4. Measuring our Performance

Performance Indicators and Target Setting

Code	Description	Collection period	2019/20 target
LPI LIC 001	Send out renewal invitations for all licences/permits etc. 2 months before the expiry date of the licence and if a valid renewal application is not received before the expiry of a licence send a failure to renew letter out within 1 week of the licence expiring and advise the appropriate Authorities accordingly. (Hub Team)	Monthly	95%
LPI LIC 002	The percentage of valid personal licences processed within 2 weeks (Hub Team)	Monthly	95%
LPI LIC 003	Percentage of <i>unopposed</i> applications for new and variation of premises licences processed within 2 calendar months (from date of validation to issue date) [All]	Monthly	95%
LPI LIC 004	The percentage of valid temporary event notices served on Responsible Authorities within one working day of receipt (Hub Team)	Monthly	95%
LPI LIC 005	The percentage of driver and operator licences issued within 10 days of validation (Hub team)	Monthly	90%
MPI LIC 05a	Percentage of Hackney Carriage driver licences issued within 10 days of validation (Hub team)	Monthly	90%
MPI LIC 05b	Percentage of Private Hire driver licences issued within 10 days of validation (Hub team)	Monthly	90%

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Code	Description	Collection period	2019/20 target
MPI LIC 05c	Percentage of Private Hire Operator licences issued within 10 days of validation (Hub team)	Monthly	90%
MPI LIC 012	Length of time from validation to issue of HC vehicle licence (MPI) - target 10 working days (Hub team)	Monthly	average number of days
MPI LIC 013	Length of time from validation to issue of PH vehicle licence (MPI) - target 10 working days (Hub team)	Monthly	average number of days
MPI LIC 017	<p>Taxi Compliance (licensing officers at Sevenoaks, Tunbridge Wells and Maidstone):-</p> <ul style="list-style-type: none"> • start action/investigation on receipt of complaints/intelligence within 5 working days (includes visits/letters/interviews etc) • reactive/proactive enforcement investigations ongoing/completed • warnings / penalty points issued • vehicle compliance checks 	Monthly	Non London partners only: 180 each (equates to 15 actions per month per authority)
MPI LIC 018	<p>Premises compliance (all licensing officers throughout partnership)</p> <ul style="list-style-type: none"> • notice checks to be carried out within one week of initial display • start action/investigation on receipt of complaints/intelligence within 5 working days (includes visits/letters/interviews etc) • carry out proactive visits in accordance with risk rating system • attend enforcement meetings/briefings/collaborate with 	Monthly	Non London partners – 180 each (equates to 15 actions per month per authority) Bexley – 360 (equates to 30 actions per month)

partners on multi-agency approach			
Code	Description	Collection period	2019/20 target
MPI LIC 019	(for partners where Hub team arrange annual fee collection) Send out invoices for continuation fees for licences/permits issued under the Licensing Act 2003 and Gambling Act 2005 at least 1 month in advance of the fee being due and where those fees are not received by the due date to take action to suspend/revoke licence/permit within 1 month of the fee being due. (Hub Team)	Monthly	95%
MPI LIC 020	Action after suspension - Licensing officers to visit /establish status and resolve by 31 March each year (all licensing officers throughout partnership)	Annual	95%

Licensing Committee	11 JULY 2019
Is the final decision on the recommendations in this report to be made at this meeting?	No

Amendments to the Hackney Carriage and Private Hire Policy

Final Decision-Maker	Licensing Committee
Lead Head of Service	John Littlemore, Head of Housing and Community Services
Lead Officer/Report Author	Lorraine Neale
Classification	Non-exempt
Wards affected	All

This report makes the following recommendation:

1. The Licensing Committee recommends the amended draft Taxi and Private Hire Licensing Policy to the Communities, Housing & Environment Committee for adoption.
- .
- .

This report relates to the following Five Year Plan Key Objectives:

- Securing a successful economy for Maidstone Borough

Timetable	
<i>Meeting</i>	<i>Date</i>
Licensing Committee	11 July 2019
Communities, Housing and Environment Committee	16 July 2019
Council	25 September 2019

Amendments to the Hackney Carriage and Private Hire Policy

1. PURPOSE OF REPORT AND EXECUTIVE SUMMARY

- 1.1 That Members note the consultation responses to the amended draft Taxi Licensing Policy and Officer responses at Appendix 1 to the report.
 - 1.2 That the draft Taxi Licensing Policy at Appendix 2 to the report be recommended to the Communities, Housing & Environment Committee for adoption.
-

2. INTRODUCTION AND BACKGROUND

- 2.1 Maidstone Borough Council has responsibility for licensing Hackney Carriage and Private Hire vehicles, drivers and operators within the Borough of Maidstone. The existing policy was published in December 2015 and may be revised from time to time in keeping with the legislation.
- 2.2 The policy has been reviewed and revised as appropriate to reflect the changes made to procedures and processes since the Policy was first published in December 2015.
- 2.3 At the meeting on 28 March 2019, Members requested some minor amendments be made to the policy prior to consultation and agreed on a 6 week consultation to take place. The consultation was carried out between 11 April 2019 and 16 May 2019. Consultation took place with relevant organisations, Hackney and private hire drivers and operators. A copy of the survey result are attached at Appendix 1. The survey was circulated to approximately 8000 customers with 230 responses received back.
- 2.4 The Summary findings of the survey were:-
 - Almost two thirds of residents are in favour of the proposed changes to the licensing policy.
 - Although the response from the taxi industry was almost split across the three responses many of the comments submitted by drivers do not relate to the changes proposed.
 - The areas of biggest concern appear to be around the changes proposed to testing of knowledge and driver standards.
- 2.5 In response to Question 2, do you agree or disagree with the proposed changes to the Hackney Carriage and Private hire Policy, there were 184 responses received and overall all respondents agreed to the changes by 56%, 28% neither agreed or disagreed and 16% disagreed, overall the amendments to the policy are agreed with.

2.6 There were 22 dissenting responses made in relation to Q2, 10 were from residents/workers and twelve from the taxi industry and largely they are opinions and do not relate to the amendments made to the Policy. The comments from the trade mentioned.

- a) Air Quality and low Emissions – this has not yet been introduced and is not in the amended draft Policy. It is clear that the industry remains concerned over the possible future changes to emission requirements to the trade.
- b) Age of vehicles – no change has been made to type, age or emissions in the amended draft Policy.
- c) Driver Standards – comment was made that an electronic multiple choice test was not the way forward, this test has been in place for over two years and is under constant review. The policy has been amended to reflect the current knowledge test implemented two years ago and is not a new change to the amended draft Policy.
- d) Bullying and abusive behaviour by drivers towards each other – the draft amended Policy makes it quite clear that aggressive and abusive behaviour by drivers, either to passengers or each other will not be tolerated. Action will be taken should any behaviour of this sort be reported to Licensing Officers for failure to behave in a civil, polite and orderly manner.

2.7 There were no significant comments made in regard to the amendments in the draft policy and no adjustments were deemed to be necessary, therefore the amended draft policy be adopted. The full survey results and comments can be seen at Appendix 1.

3. AVAILABLE OPTIONS

- 3.1. That the draft Taxi Licensing Policy at Appendix 2 to the report be adopted
- 3.2 Reject the draft Taxi Licensing Policy and leave the Hackney Carriage and Private Hire Policy as it is.

4. PREFERRED OPTION AND REASONS FOR RECOMMENDATIONS

- 4.1 That the draft amended Hackney Carriage and Private Hire Policy be adopted, as not amending the document means our policy will not reflect current practises and procedures.
-

5. CROSS-CUTTING ISSUES AND IMPLICATIONS

Issue	Implications	Sign-off (name of officer and date)
Impact on Corporate Priorities	No implications have been identified	[Head of Service or Manager]
Risk Management	No implications have been identified	[Head of Service or Manager]
Finance and other resources	The costs of administering the licensing function is recovered through the fees charged. The policy provides a clear decision making framework which supports the delivery of an efficient and effective service	[Section 151 Officer & Finance Team]
Staffing	No implications have been identified	[Head of Service]
Legal		Jayne Bolas, Solicitor Team Leader(Contentious)
Equality Impact Needs Assessment	There are no equality issues identified as this policy would apply equally to any proprietor of a Hackney or Private Hire vehicle in similar circumstances.	[Policy & Information Manager]
Environmental/Sustainable Development	No implications have been identified	[Head of Service or Manager]
Community Safety	No implications have been identified	[Head of Service or Manager]
Human Rights Act	No implications have been identified	[Head of Service or Manager]
Procurement	No implications have been identified	[Head of Service & Section 151 Officer]

6. REPORT APPENDICES

The following documents are to be published with this report and form part of the report:

Appendix 1 – Consultation response document

Appendix 2 – Draft Taxi Policy

7. BACKGROUND PAPERS

None



Taxi Licensing Policy Review 2019

Maidstone Borough Council has responsibility for licensing Hackney Carriage and Private Hire vehicles, drivers and operators within the Borough of Maidstone. The Hackney Carriage and Private Hire Policy sets out the processes the Council will apply when exercising its responsibilities for licensing hackney carriage and private hire vehicles, drivers and operators.

The current policy was last reviewed in 2015. As a result of a recent review some changes have been proposed to the policy.

[A copy of the draft document showing tracked changes can be viewed here \(opens in a new window\).](#)

[A table listing the proposed changes can be viewed here \(opens in a new window\).](#)

This consultation seeks you feedback on the proposed changes.

Survey closes: **26th May 2019**

Survey takes around 3 minutes to complete

If you require this consultation in another format or have any queries about the consultation please email: consultation@maidstone.gov.uk

The information provided by you in this survey will be used for research purposes. It will not be used in a manner that would allow identification of individual responses. Should you choose to sign up to any of our mailing lists this information will be treated separately and will not be linked to your survey response.

Q1 Which of the following are you

- Resident in Maidstone
- Taxi or Hackney Carriage Driver
- Worker in Maidstone
- Visitor to Maidstone
- Other Stakeholder e.g Parish Council - please specify below

Q2 Do you think that the Council should have a dedicated licensing policy for the Hackney Carriage and Private Hire trade reflecting current legislation and guidance?

- Yes
- No
- Not sure

Q3 To what extent do you agree or disagree with the proposed changes to the Hackney Carriage and Private Hire Policy?

[Table of proposed changes can be viewed here \(Opens in a new window\)](#)

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

Q4 Please use the box below to tell us why you [{Q3}](#) with the proposed changes to the Hackney carriage and Private Hire Policy

Q5 Please use the box below for any additional comments or suggestions you have about the proposed policy or about hackney carriages and private hire taxis in Maidstone.

About you

Maidstone Borough Council is committed to Equal Opportunities. The information you provide in this section will not be linked to any comments you make on consultations, and will not be linked to your name, address or other personal identifier. The information will be used for monitoring purposes only and processed in accordance with the Data Protection Act 2018.

More information about why we asked these questions is available on our website:
old.maidstone.gov.uk/__data/assets/pdf_file/0010/168796/Why-we-ask-about-you-questions.pdf
More information about how we handle your data can be found on our website:
www.maidstone.gov.uk/home/privacy-and-cookies

Q6 Please provide your home postcode

Q7 Are you...?

- Male
 Female
 Other

Q8 Which of the following age groups do you fall into?

- | | |
|--------------------------------|--------------------------------|
| <input type="checkbox"/> 18-24 | <input type="checkbox"/> 55-64 |
| <input type="checkbox"/> 25-34 | <input type="checkbox"/> 65-74 |
| <input type="checkbox"/> 35-44 | <input type="checkbox"/> 75+ |
| <input type="checkbox"/> 45-54 | |

Q9 Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?

- Yes
 No
 Prefer not to say

Q10 Do you look after, or give any help or support to family members, friends, neighbours or others because of either long-term physical or mental ill-health/disability or problems with old age?

- | | |
|--|---|
| <input type="checkbox"/> Yes, 1 to 19 hours | <input type="checkbox"/> Yes, 50+ hours |
| <input type="checkbox"/> Yes, 20 to 49 hours | <input type="checkbox"/> No |

Maidstone Borough Council carries out various consultations throughout the year. If you would like to be added to our consultation database, please provide us with your contact details and tick the box to consent. We will send you details about our consultations and opportunities to have your say as they happen. Please note we can currently only email notifications about consultations. All information provided is kept in accordance with the Data Protection Act 2018. A copy of our privacy notice can be viewed [here](#).

Q11 I am interested in (tick all that apply)

- Getting details about Maidstone Borough Council's Consultations as they happen

Name

Email

Thank you for taking the time to complete this survey.

**Please return this survey to: Policy & Information Team, Maidstone Borough Council,
Maidstone House, King Street, Maidstone, ME15 6JQ
By the survey closing date.**

TAXI LICENSING POLICY SURVEY

BACKGROUND & METHODOLOGY

The survey was open from 11th April to 26th May 2019.

The survey was carried out online and by email, with a direct email to approximately 8,000 customers who have signed up to the council's consultation mailing list. A direct email was sent to licensed taxi operators using customer details provided by the licensing team. Parish Councils and other stakeholders identified by the licensing team were also directly emailed. The survey was also promoted on the Council's website and paper copies of the survey and alternative formats were available on request.

The survey was open to all Maidstone Borough residents aged 18 years and over as well as visitors and workers in the borough. The data has not been weighted, however the top two and bottom two age brackets were combined to give the groups 65 years and over and 18 to 34 years.

Survey respondents were asked their opinions about the proposed changes to the Hackney Carriage and Private Hire Taxi policy. Links to a draft of the revised policy with tracked changes and a document listing each change and the reasoning behind it provided were linked to the survey were set out alongside and embedded within the survey for ease of reference. Respondents also had the opportunity to provide additional comments.

There were 230 responses to the survey.

Please note not every respondent answered every question therefore the total number of respondents refers to the number of respondents for the question being discussed not to the survey overall. There were seven responses from workers in the borough and three from stakeholders therefore these groups have not been analysed further.

The data has been z-tested at the 95% confidence level. The z-test is a statistical test which determines if the percentage difference between subgroups is large enough to be statistically significant or whether the difference is likely to have occurred by chance.

Base sizes for some questions are low – e.g women – so results should be interpreted with caution.

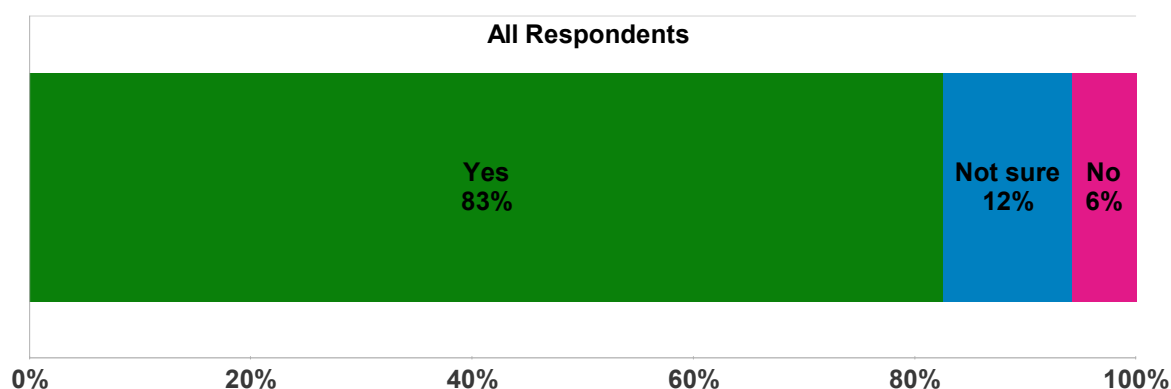
SUMMARY FINDINGS

- Almost two thirds of residents are in favour of the proposed changes to the licensing policy.

- Although the response from the taxi industry was almost split across the three responses many of the comments submitted by drivers do not relate to the changes proposed.
- The areas of biggest concern appear to be around the changes proposed to testing of knowledge and driver standards.

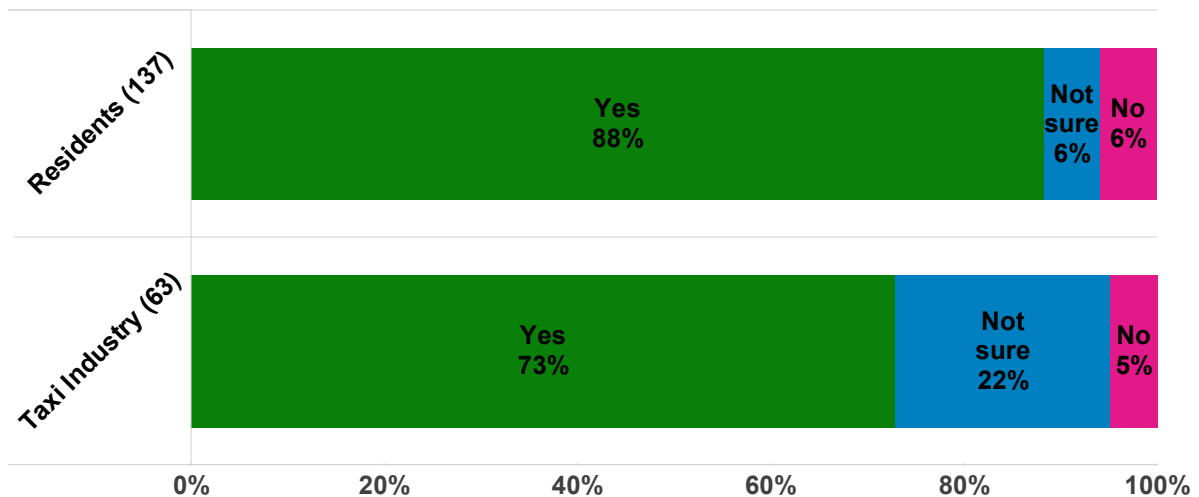
DO YOU THINK THAT THE COUNCIL SHOULD HAVE A DEDICATED LICENSING POLICY FOR THE HACKNEY CARRIAGE AND PRIVATE HIRE TRADE REFLECTING CURRENT LEGISLATION AND GUIDANCE?

There were 207 responses to this question, overall more than four out of five respondents said they thought that the council should have a dedicated licensing policy for the hackney carriage and private hire trade that reflects current legislation and guidance. Just over one in ten said they were not sure and 6% said the Council shouldn't have a licensing policy for hackney carriages and private hire trade.



When responses to this question were assessed across the different respondent types residents were more likely to respond 'yes' than industry drivers. 88% of residents were in favour of a licensing policy for the hackney carriage and private hire trade compared to 73% of industry respondents. The difference between these two groups answering this way is statistically significant at the 95% confidence level.

Respondents from the taxi industry were more likely than residents to respond 'Not sure' with just over one in five respondents answering this way compared to 6% of residents, this difference was assessed as being significant.



There were no significant differences in the proportion of respondents from either group answering 'No'.

The data was also assessed across the different demographic groups: Gender, Age, Disability and Carers. The only group where a significant difference could be identified was between male and female respondents. 100% of female respondents said that there should be a policy compared to 80% of men. It should be noted that there were no female respondents to the survey from the taxi industry.

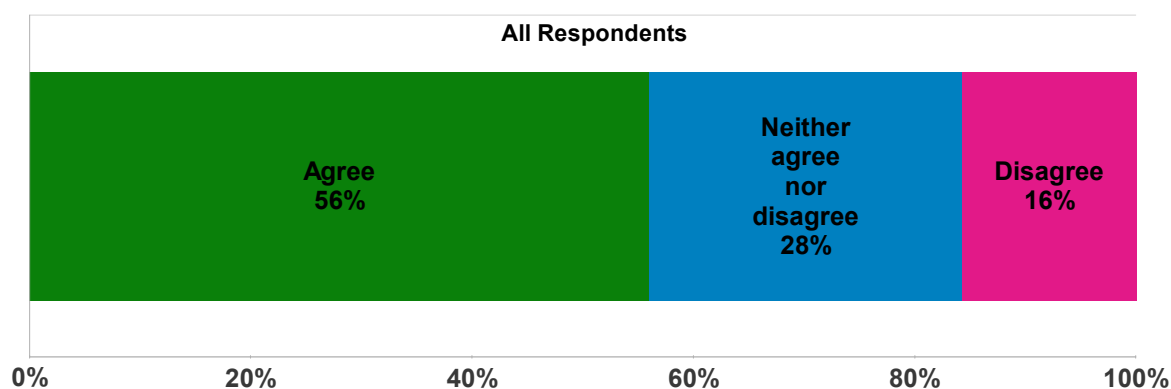
Overall, these results suggest that the majority of both residents and those from the taxi industry value having a policy that sets standards around the issuing of licenses for hackney carriage and private hire vehicles operating in the borough. It should be noted that there were no comments from drivers suggesting that there should not be a licensing policy of this nature but have made remarks about specific clauses or current issues in the industry.

DO YOU AGREE OR DISAGREE WITH THE PROPOSED CHANGES TO THE HACKNEY CARRIAGE AND PRIVATE HIRE POLICY

There were 184 responses to this question.

This question was posed in the survey with five answer options: Strongly agree, Agree, Neither agree nor disagree, Disagree and Strongly disagree. The most common response across the five answer options was agree with 42% responding this way. The least common response was Strongly disagree with 8% responding this way.

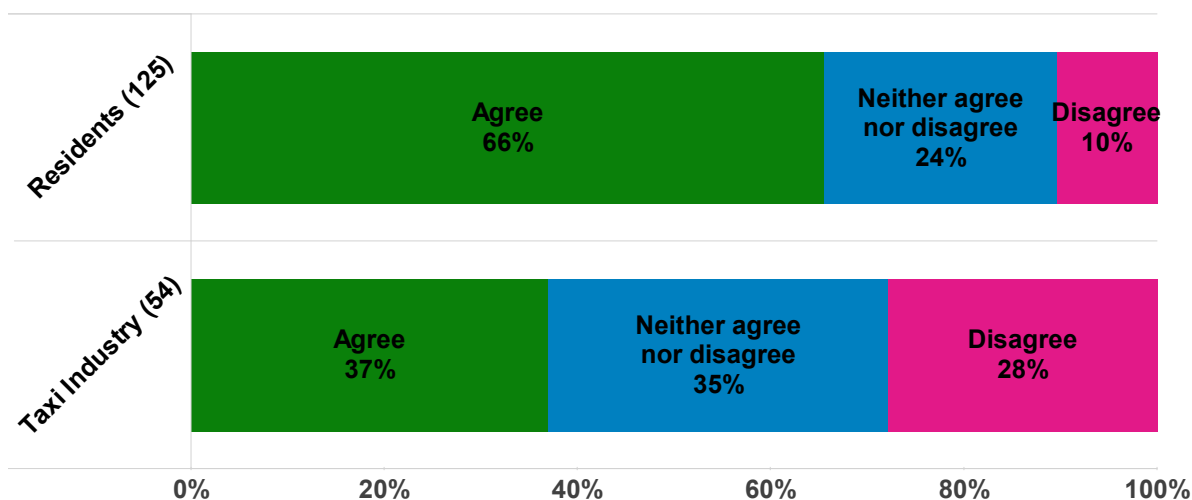
The chart below shows responses to this question with the top two (Strongly agree and Agree) and bottom two (Disagree and Strongly disagree) combined. Overall, just over half of all respondents said they agree with the proposed changes to the Hackney Carriage and Private Hire Policy. Just over a quarter of respondents said they were not sure and 16% said they disagree with the proposed changes to the policy.



When responses to this question were assessed across the different respondent types; 66% of residents were in favour of the proposed changes to the licensing policy for the hackney carriage and private hire trade compared to 37% of industry drivers. The difference between these two groups answering this way is statistically significant at the 95% confidence level.

Respondents from the taxi industry had a greater proportion than residents to responding 'neither agree nor disagree' with 35% answering this way compared to 24% of residents, but it should be noted this difference was not assessed as being significant.

The data shows a significant difference of 18% in the proportion responding disagree between residents and respondents in the taxi industry. More than a quarter of the industry responded this way compared to one in ten residents.



The data was also analysed across the different demographic groups: Gender, Age, Disability and Carers. There were no significant differences at the 95% confidence level identified. The data suggested there may be some differences between the proportion men and women responding disagree, with 5% of women responding this way compared to 19% of male responders. The data also suggested there could be some differences in relation to age groups with those aged 55 to 64 having the lowest proportion responding agree at 49% and a higher proportion responding neither agree nor disagree at 14%. A larger sample would be required to identify if these differences are significant.

DISAGREE RESPONSE COMMENTS

Respondents that said they disagree with the proposed changes were asked a supplementary question as to why they had responded this way. There were 22 respondents that provided further comment, 10 of these comments were from residents/workers in the borough the remaining twelve were from respondents working in the taxi industry. There was one comment from a resident that could not be categorised (comments that are unable to be categorised include things like 'see previous comments', n/a, incomplete words and comments where the meaning/intention cannot be deciphered).

Of the nine comments from residents that could be categorised; two have been classified as generally negative with one stating rules should be tightened not loosened and another that just said the respondent disagrees with some of the points but no specifics were given.

Two respondents made comments in relation to drivers' knowledge with both stating that satellite navigation systems mean that detailed knowledge of the area is not required. One of these commenters said they believe this change is designed to make it more difficult for Uber drivers to obtain a license.

There were three comments from residents about driver standards. With one stating that obtaining information about penalty points from the DVLA should take minutes not days. One stated that the license should be removed, and anyone should be able to provide cab services. The final comment expressed strong feeling about the change from DSA and KCC testing to new providers. The accompanying policy documents for the consultation made it clear that these tests were no longer being

provided by KCC and provided links to the new suppliers, all of which adhere to guidance set by the Driving Vehicle Standards Agency.

Three comments made reference to air quality and low emissions, with one expressing an expectation that the policy would introduce air quality measures for taxis, another said that the policy doesn't encourage the take-up of low emission vehicles and the third queried where charging points would be for electric taxis. It should be noted for context that the Low Emission Taxi Policy was consulted on earlier this year. The policy has not yet been approved as the Licensing Committee requested further information before making a decision. As such no changes to the emission levels for vehicles used as hackney carriages and private hire vehicles have been proposed as part of this policy.

Of the twelve comments submitted by drivers, one could not be categorised as the intent was unclear. Two comments have been classified as generally negative. One commenter said they do not think any changes are needed and the other stated they will no longer be able to work in Maidstone as although they currently hold an Operator license as they do not reside in the borough.

There were six respondents that made comments about age of their vehicle or the need to purchase a new vehicle. As stated above the proposed policy contains no amendments to type of vehicle required in relation to their emission levels or vehicle age. This matter is still under review by the Licensing Committee.

There were three comments regarding driver standards, one stated they did not think that an electronic multiple-choice test was the way forward. One person made a comment that there were no clauses around preventing bullying and abusive behaviour by drivers towards one another and the last expressed frustration about finding good drivers.

The comments from the industry, regarding low emission vehicles suggests that there is a small subsection of drivers that may not have read the accompanying consultation documents, as some comments make reference to changes that are not part of the proposed policy. It is clear that the industry remains concerned over possible changes to emission requirements for trade vehicles.

ADDITIONAL COMMENTS ABOUT PROPOSED POLICY OR ABOUT HACKNEY CARRIAGE AND PRIVATE HIRE TAXIS IN MAIDSTONE

There were 60 respondents that provided additional comments about the proposed policy or about Hackney Carriages and private hire taxis in Maidstone, of these 57 could be categorised.

General comments

There were two comments that have been categorised as broadly positive and two categorised as broadly negative. In regard to the positive comments; one responder said the Council should continue to try and improve things and we are, which they think is good. The other stated they had read the proposals and they seemed fine and understandable. Of the two negative comments one stated they do not think any changes are needed and the other suggested that the policy needs more study.

Knowledge and driver standards

There were ten comments that have been categorised as relating to knowledge and driver standards. Three of these comments were negative about the knowledge test saying it is excessive, too hard and unnecessary, two of these comments make reference to satellite navigation systems removing the need for local knowledge. Two of these comments were from within the taxi industry and one was from a resident. There were two comments, both from residents, that implied they were in favour of the knowledge test with one stating that all private hire drivers should be tested and another stating that more testing and regulation is required to ensure a high standard of service.

Another comment (resident) said that they thought that it used to be that drivers were held to a higher driving standards in order to obtain a hackney or private hire license, but that now it's all about generating revenue and given to anyone. They also raised other concerns around standards including knowledge of local traffic orders, parking on the footpath and blocking pedestrian crossings. They suggested that enforcement is required and proposed having a specific officer undertaking these duties. Three further comments stated that they think a written test with road names and numbers was more appropriate; another stated that there should be choice between online and traditional testing. The final comment queried if the standards set out in the policy were national or if they align with other local authorities.

The last comment in relation to standards and knowledge concerned drivers' appearance, they said they feel drivers should be of smart appearance, stating that in Europe drivers are always smartly dressed and would never be in jogging bottoms which they have seen Maidstone drivers wearing.

Safety

There were four comments that related to safety. One stated that all private hire drivers should be subject to Disclosure and Baring Service (DBS) checks as this safeguards all vulnerable people using the

services. One person was concerned about the changes to section at 3.5 Criminal Record of the proposed policy; but stated as long as consideration for applicants with previous criminal convictions for driving offences is part of the new guidance (which it is), they don't see any problems.

One commented that there is nothing about speed of driving or about drivers wearing seatbelts. It should be noted that regulation around both of these issues are part of the Highway Code. The last comment was a query asking if there are any criminal convictions that automatically result in a license being revoked or application refused. The guidance from the institute of licensing which is proposed as basis for assessing criminal convictions sets out circumstances where licenses would be refused based on criminal convictions.

In addition, there were three safety orientated suggestions, one for a mentor style training programme to pass on experience and knowledge and improve standards. The other two suggestions were both for some sort of cross authority system for vetting applicants and sharing driver information to improve safety. For example, this would show if an applicant had been refused a license or had one revoked by another authority. One of these was submitted by an industry driver and the other was submitted by a Parish Council.

Vehicle age

There were seven respondents that made comments about vehicle age, six of which were submitted by industry drivers. It is thought that these comments stem from consultation undertaken in 2018 on low emission vehicles for hackney carriages and private hire. Three mention that the vehicle lifespan of 15 years should be retained, the proposed policy does not make any changes to vehicle lifespan for hackney carriages. Of the remaining four comments in this category, there was one that said the age of vehicle should be considered as many drivers cannot afford to purchase new vehicles, another said that there should be a maximum of 5 years lifespan for diesel taxis, and another stated vehicle age from plate from new should be increased to 6 years, with a maximum age of 10 years for private hire vehicles. The last comment in this category said that the responder thinks the lifespan of a vehicle should be whatever was agreed when the vehicle was first plated.

Low emissions

There were eight comments that made reference to low emissions and electric vehicles. Five of these comments were from industry drivers and three were from residents. There were five comments (four from industry drivers and one from a resident) that made comment about there being a lack of infrastructure, namely charging points and the logistics of using these for the taxi trade. There was one comment from a driver that expressed concerns that the technology is not yet ready, with only one vehicle available and which only has a range of up to 80 miles. The last two comments were both from residents with one stating diesel vehicles should pay a higher fee and that electric cars should pay a lower fee and be encouraged. The last comment stated that the policy should be driverless and environmentally focused.

Uber and Hackney licensing

There were five comments that mentioned Uber, all of which were from residents. Three of these expressed the desire for Uber to operate in Maidstone, one commented that this didn't appear to be covered in the survey (Uber drivers operate using a private hire license).

There were three comments that stated that there should be more hackney plates available.

There were five comments about drivers from other areas working in Maidstone, two from residents and three from industry drivers. Three stated only those with Maidstone issued badges should be allowed to work in Maidstone. One stated something needs to be done about drivers from other areas picking up passengers in Maidstone without booking. The last comment here was from an industry driver stating they have noticed more drivers from other areas operating in Maidstone.

Other comments

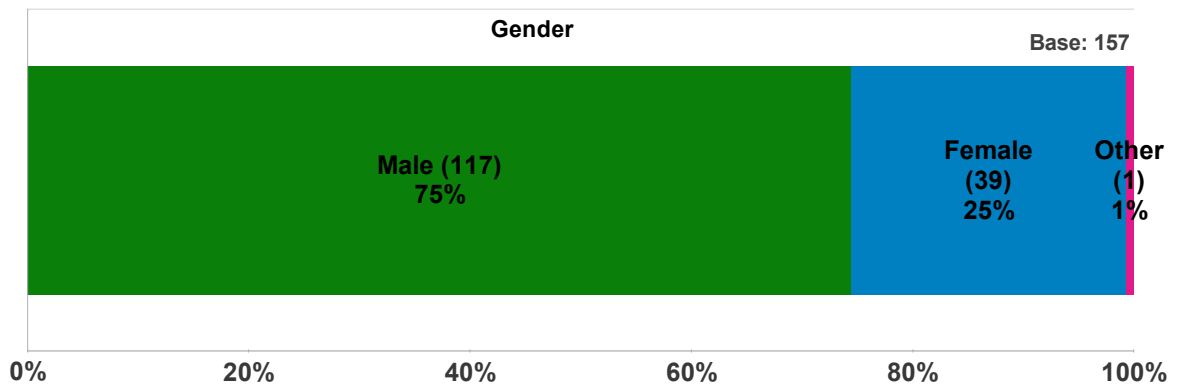
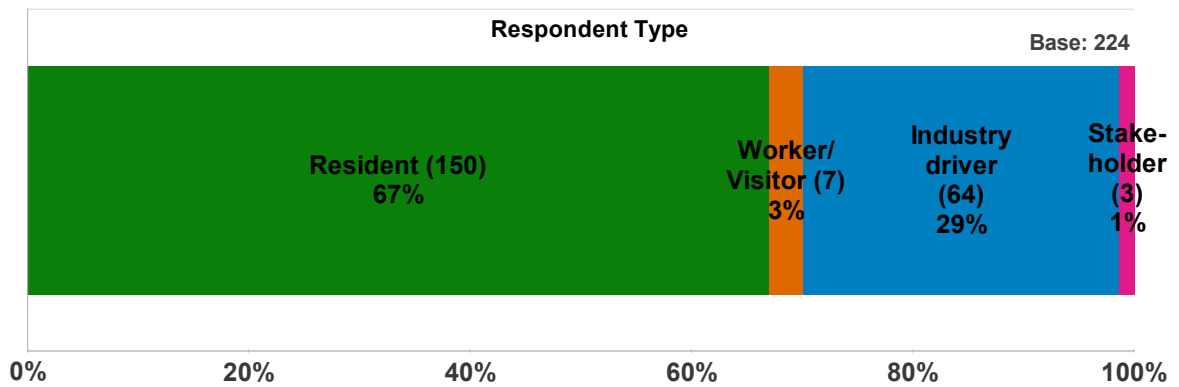
There were nine 'Other' comments, three from residents and six from industry drivers.

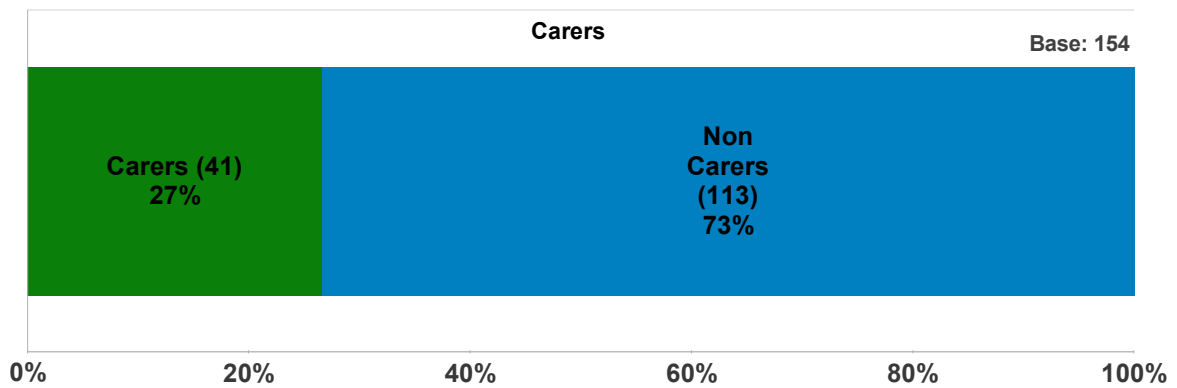
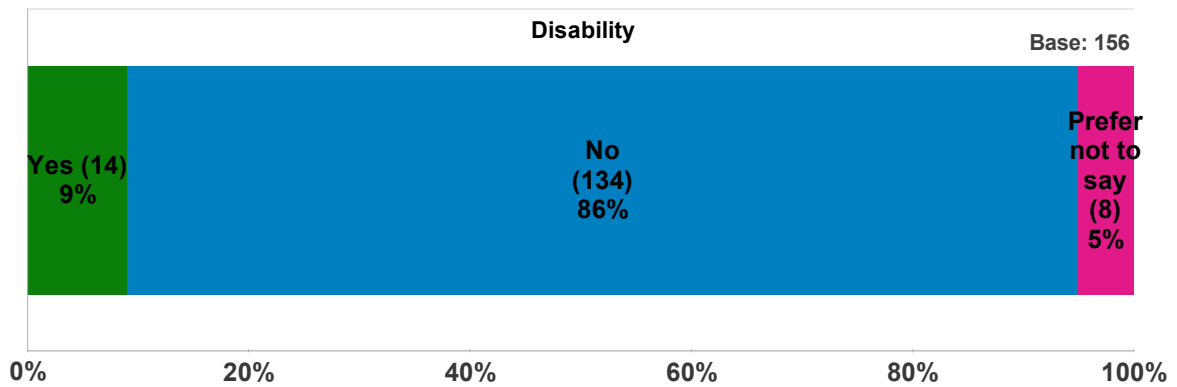
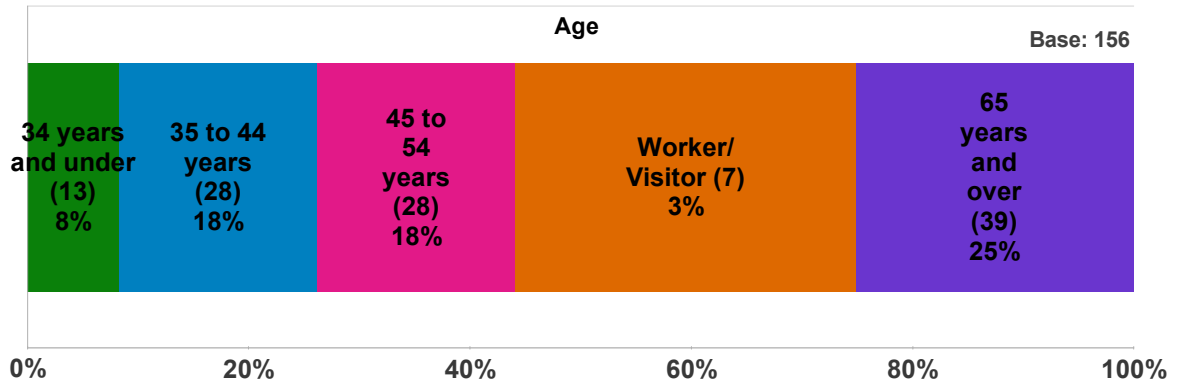
Of the three resident comments, the first queried the placement of taxi ranks, requesting a notice setting this out to go in the Kent Messenger. The second said the service to rural areas should be improved and be at a reasonable cost. The third stated that Councils should be more supportive of Park & Ride schemes and provide more of this service.

The six other comments from industry drivers included requests for the private hire restriction on the High street to be removed, less red tape while maintaining standards and action on bullying behaviour between hackney and private hire drivers.

One comment stated that payment security is not good, another stressed the need to look after drivers or they may be lost and the last comment in this section queried the need for both types of license saying there should just be hackney carriages.

DEMOGRAPHICS





Hackney Carriage and Private Hire Licensing Policy

8 December 2015 – 7 December 2020

V3  April 2019

The Role of Licensing: Policy Justification

The aim of local authority licensing of Taxi and Private Hire Vehicle (PHV) trades is to protect the public. Maidstone Borough Council is also aware that the public should have reasonable access to taxi and PHV services, because of the part they play in local transport provision. Licensing requirements which are unduly stringent will tend unreasonably to restrict the supply of taxi and PHV services, by putting up the cost of operation or otherwise restricting entry to the trade. Maidstone Borough Council recognises that too restrictive an approach can work against the public interest – and can, indeed, have safety implications.

For example, it is clearly important that somebody using a taxi or PHV to go home alone late at night should be confident that the driver is “fit and proper” and that the vehicle is safe. However, on the other hand if the supply of taxis or PHVs has been unduly constrained by onerous licensing conditions, then that person’s safety might be put at risk by having to wait on streets late at night for a taxi or PHV to arrive; he or she might even be tempted to enter an unlicensed vehicle with an unlicensed driver illegally plying for hire.

Maidstone Council, therefore, wants to be sure that every licensing requirement is in proportion to the risk it aims to address; or to put it another way, whether the cost of a requirement in terms of its effect on the availability of transport to the public is at least matched by the benefit to the public, for example through increased safety. This is not to propose that a detailed, quantitative, cost-benefit assessment should be made in each case; but it is to say that Maidstone Council does look carefully at the costs – financial and otherwise – imposed by all of its licensing policies.

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1. Introduction

The Licensing Department at Maidstone Council ("the Council") is responsible for dealing with all applications for hackney carriage and private hire licences including drivers, vehicles and private hire operators. The Department also deals with complaints and enforcement in relation to hackney carriage and private hire matters.

The licensing of hackney carriage and private hire drivers, vehicles and operators aims to secure the following objectives:

- . That all licensed drivers/proprietors and operators are "fit and proper" persons to ensure the highest levels of public safety and good practice.
- . That all licensed vehicles are roadworthy and fit for use.
- . To encourage the use of environmentally friendly vehicles.
- . To encourage the use of vehicles that are accessible to persons who have disabilities.

The Council will ensure that these aims are met by setting minimum requirements for the licensing of drivers, vehicles and operators. These requirements include:

- . Up to three yearly licensing of drivers including medical checks, criminal record clearance, an appropriate level of driving ability and a sound knowledge of the area.
- . DVLA checks of all drivers licences at first application and at renewal.
- . Five yearly licensing of private hire operators from April 2016 with checks made on record keeping;
- . Annual licensing of vehicles, with routine inspections by council officers, checks of documentation such as insurance certificates and strict mechanical testing;
- . Investigation of complaints and enforcement of legislation and licence conditions with appropriate action taken in accordance with the Council's enforcement policy statement.
- . Ongoing training, development and monitoring of the Council's Licensing staff.
- . Provision of information to the private hire and hackney trades and members of the public through press releases and publications, the Council website and attendance at relevant forums.

2. Review of Policy and Procedures

2.1 Legislation

In undertaking its licensing function, the council will have particular regard for:

- Town Police Clauses Act 1847 and 1889
- Local Government (Miscellaneous Provisions) Act 1976
- Transport Act 1985 and 2000
- Crime and Disorder Act 1998
- Environmental Protection Act 1990
- Equalities Act 2010
- Road Traffic Acts
- Health Act 2006
- Human Rights Act 1998
- Regulators Code

2.2 Taxi and Private Hire Licensing: Best Practice Guidance March 2010

The Department for Transport has national responsibility for hackney carriage and private hire legislation in England and Wales. Following widespread consultation, the Department has produced Best Practice Guidance for licensing authorities which sets out standards which can be considered good practice in this area of licensing, although it also recognises that individual licensing authorities should produce their own policies in relation to specific licensing matters. This Guidance has been taken into consideration in preparing this policy. Also regard has been given to the Licensing Partnership and this has been seen as an opportunity to have some consistency across the three [Kent](#) authorities. The Licensing Partnership currently includes Maidstone Borough Council, [London Borough of Bexley](#), Sevenoaks District Council and Tunbridge Wells Borough Council.

2.3 Consultation

The Council incorporated the views of all persons and organisations that responded to the consultation in relation to this document. The Council consulted widely and invited comments from interested parties and those listed below.

- ▶ Representatives of Maidstone's licensed hackney & private hire drivers
- ▶ Representatives and trade groups of Maidstone's taxi proprietors and private hire vehicle licence holders.
- ▶ Representatives of Maidstone's taxi and private hire operators
- ▶ Maidstone's Ward Councillors
- ▶ Maidstone's Town and Parish Councils
- ▶ MPs and MEPs
- ▶ MBC - Internal transport strategy representatives
- ▶ Neighbouring Authorities
- ▶ Maidstone's Town Centre Partnership
- ▶ Maidstone's Community Safety Department

- ▶ Local businesses and residents
- ▶ The Primary Care Trust
- ▶ Chamber of Commerce
- ▶ Kent Police
- ▶ Kent County Council Traffic & Road Safety
- ▶ Kent County Council (School Contracts)
- ▶ Maidstone's Disability Action Group
- ▶ Citizens Advice Bureau
- ▶ Age Concern
- ▶ The National Private Hire Association
- ▶ The National Taxi Association
- ▶ Members of the Public through the Council Website
- ▶ Maidstone Women's Centre
- ▶ Passenger Transport Executive / Transport providers

2.4 Implementation

The policy was adopted at the Communities, Housing and Environment Committee on 8 December 2015 and will remain in existence for a period of five years, during which time it shall be kept under review and revised as appropriate or after any significant legislative change.

Upon implementation of this policy, the Authority expects licence-holders to comply with its terms immediately.

Online Forms

Maidstone Borough Council has introduced online forms to facilitate applications. The authority is committed to keeping the cost of providing the licensing service down and online forms assist with this aim.

All new applications that are made online will require an applicant to meet with an officer to complete the application process.

We are happy to accept scanned accompanying documents or photograph images with online [renewal](#) applications. However, if the submitted images do not match with the electronic images that are held by the authority, this authority reserves the right to require the original documentation to be presented to the Licensing Authority.

3. Hackney Carriage and/or Private Hire Driver Licence – New and Renewal applications

Sections 51 and 59 of the Local Government (Miscellaneous Provisions) Act 1976 require that a district council shall not grant a driver's licence to drive a private hire vehicle or hackney carriage unless they are satisfied that an applicant is a fit and proper person.

In order for the Council to establish whether an applicant is fit and proper the applicant must provide evidence of:

- . Honesty and trustworthiness
- . Driving standard
- . Medical fitness
- . Criminal history
- . Relevant knowledge of the borough
- . Understanding of English (spoken, written and reading)

All applicants are strongly advised to read the Council's Statement of Policy about Relevant Convictions before considering whether to apply for a Hackney Carriage or Private Hire Vehicle driver's licence.

Application forms must be completed in full. Any incomplete forms will be returned to the applicant as invalid.

Applications will only be accepted as valid if they include and/or are accompanied by the following:

1. Correct application form provided by the Council, completed in its entirety and signed by the applicant.
2. The appropriate fee. The current fees are available from the licensing department or at <http://www.maidstone.gov.uk/home/primary-services/business-and-investment/primary-areas/licences-and-permits/tier-3-primary-areas/taxis-and-private-hire>
3. The applicant's original DVLA driving licence. Applicants must have held a full DVLA or EU licence for at least 1 year. (para.3.2) for a new application.
4. A completed medical certificate (para.3.4).
5. ~~DSA practical taxi test and wheelchair test (where applicable) or the KCC transport test.~~ [Maidstone Borough Council approved Driving Assessment test and wheelchair test where applicable.](#)
6. Evidence of having passed the ~~relevant~~ Maidstone knowledge test ~~/alternative suitability and knowledge test~~ for all new drivers
7. One recently taken, colour, passport sized photograph of the applicant (no hats unless worn for religious reasons, or sunglasses)
8. DVLA mandate [check](#) completed. ~~and signed by the applicant~~

9. Application for a Disclosure and Barring Service Enhanced Check completed by the applicant with accompanying identification or a current valid disclosure certificate and obtained via an approved body which will allow an update service check to be performed (para.3.5)
10. For all applicants who have lived in the United Kingdom for less than 5 years continuously, a certificate of good conduct from the appropriate embassy is required. (new applications only) (para.3.5)
11. For those not holding an EU passport, evidence will need to be provided of the applicant's right to work in the United Kingdom, which will include a relevant VISA or letter from the appropriate Embassy/ Authority. In some instances Home Office checks will need to be made also.
12. items confirming the applicants address.

3.1 Fee

All applications must be accompanied by the appropriate fee as prescribed from time to time by the Council. Licensing fees are reviewed on an annual basis and approved by the Council.

No refunds are payable where applications are not pursued or completed or where applications are refused e.g. as a result of relevant criminal records, where relevant information has been withheld or where applicants fail to meet application requirements. The Licensing Department can advise individual applicants who have queries in relation to this issue and any such information is strictly confidential.

Any outstanding application older than 12 months will be destroyed. Should the applicant wish to pursue the application after 12 months a new application will need to be submitted with a fee and a new DBS application will be required.

3.2 Driving Standards

It is a statutory requirement that a licence will not be issued to any person who at the time of the application has not held a full driving licence for a continuous period of one year immediately prior to the date of receipt of a valid application by the Council.

Driving licences issued by EU / EEA States and Countries detailed in the Driving Licences (Exchangeable Licences) Orders are also permitted to count towards the 1 year period qualification requirement for the grant of a private hire and/or hackney carriage licence.

In order to establish that an applicant has reached an acceptable driving standard, new applicants will also be required to have successfully undertaken [the Driving Standards Agency's practical taxi test or KCC transport test](#) [the Maidstone Borough Council approved driving assessment test with one of the following providers](#).

Blue Lamp Trust – 0333 700 0157 -

https://www.bluelamptrust.org.uk/Driver_Training/taxi_driver_assessment.php

Green Penny – 0330 111 7230 -<http://www.greenpenny.co.uk/taxi-assessment-booking-form>

TGTraining – 07793 240529

<http://www.tgtraining.simplybook.it/sheduler/manage>

Existing drivers may also be required to undertake this test where serious concerns are raised about the standard of their driving.

All new applications for a driver's licence will be required to successfully undertake a [driving assessment DSA practical taxi](#) test without exception.

Applicants for a Hackney Carriage or Joint driver's licence must ~~have undertaken the enhanced DSA practical taxi Wheelchair Assesment test before a licence will be issued to them which includes the wheelchair exercise.~~ If a driver is licensed as a Private Hire Driver and converts to a Hackney Carriage Driver then they [also](#) must undertake [a element that includes the wheelchair exercise test before being issued their licence.](#)

~~Driver assessments can be taken at your local Driving Standards Agency (DSA) test centre or KCC Transport. You can find your nearest DSA test centre on the DSA website.~~

A first time driver applicant must demonstrate by means of a test, an acceptable knowledge of places, road and routes within the Council's area. The Licensing Authority may also require the applicant to demonstrate knowledge of the Hackney Carriage byelaws, rules that apply to all drivers on the highway and conditions for the licence types.

3.3 Age

All applicants for HC/PHV driver licences will be assessed on their individual merits. Maidstone Council does not consider it necessary to set a maximum age limit for drivers provided that regular medical checks are made (see 3.4), nor does it consider a minimum age limit, beyond the statutory limitations, to be appropriate.

3.4 Medical Fitness

There is a general recognition that it is appropriate for HC/PHV drivers to have more stringent medical standards than those applicable to normal car drivers because:

- . they carry members of the public who have expectations of a safe journey;
- . they are on the road for longer hours than most drivers; and
- . they may have to assist disabled passengers and handle luggage.

Maidstone Council supports the widely held view that Group 2 medical standards applied by the DVLA in relation to bus and lorry drivers should also be applied by local authorities to HC/PHV drivers.

A Group 2 medical standards certificate signed by a doctor registered or practising in the United Kingdom or in any other EU/EEA country will be required from all applicants. Holders of current Passenger Service Vehicle (PSV) and/or Heavy goods Vehicle Licences (HGV), where the holder is able to produce proof of a current medical examination, less than 12 months old will not be required to undergo a further medical.

Once licensed, a new medical will be required to be undertaken at renewal (every 3 years) this option ~~would be more is~~ in keeping with a partnership policy and ~~would will~~ ensure the authority has checked the medical fitness of a driver at the time of the renewal of the licence.

The Group 2 medical standards preclude the licensing of drivers with insulin treated diabetes. However, exceptional arrangements do exist for drivers with insulin treated diabetes, who can meet a series of medical criteria, to obtain a licence to drive category C1 vehicles. It is the policy of Maidstone Council to apply the C1 standards to taxi and PHV drivers with insulin treated diabetes. The criteria is summarised in Appendix 3.

Should concerns arise regarding the health of a licensed driver, the Council at any time may request further information or a further medical examination to be carried out and submitted. The Council reserves the right to revoke or suspend a licence if requested information is not submitted within 4 weeks of the request and a satisfactory explanation is not given for the failure to provide such information or where the information provided raises further concerns as to the applicant's fitness to carry out his/her duties as a licensed driver.

3.5 Criminal Record

Prior to consideration of any application, the Council will obtain from the applicant a Disclosure & Barring Service Enhanced Certificate in respect of the applicant, to be assessed in accordance with the Council's statement of policy about relevant convictions.

It is recognised that many vehicles are used for the carriage of children and vulnerable persons and the Enhanced Disclosure is most appropriate.

The licence holder will be responsible for paying the relevant fee. Existing Drivers will be required to submit an Enhanced DBS Certificate every 3 years at renewal (this assists with safeguarding of children and vulnerable adults). All applicants are strongly advised to sign up to the DBS online checking service as the cost every 3 years is less, the certificate is portable and may be taken to another Licensing Authority and applications for the renewal of their taxi driver's licence may be made more easily online without the need to make an appointment to see a Licensing Officer.

Prior to consideration of any new application, overseas applicants who have lived in the United Kingdom for a continuous period of less than five years are

required to provide a certificate of good conduct from their previous country or countries of residence (within the previous five years) in addition to an Enhanced Certificate from the Disclosure & Barring Service which includes whether an applicant is barred from working with children or adults.

A licence will generally not be granted to any applicant who does not comply with the minimum requirements as set out in the [Guidance on Determining the Suitability of Applicants and Licensees in the Hackney and Private Hire Trades Council's Statement of Policy about Relevant Convictions](#) (see Appendix 2). ~~In general terms, the more recent, serious and relevant to public safety the offence is, the less likely that an application will be granted. Where several minor offences have been committed the Council will take into consideration any pattern of offending. The Council can also take into consideration spent convictions and cautions when determining an application for a driver's licence.~~

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

~~A licence may be suspended pending the outcome of any investigation or trial where an existing driver is found to be awaiting trial or has been charged with a serious crime relating to;~~

- ~~- Driving or being in charge of a vehicle whilst under the influence of drink or drugs~~
- ~~- A drug related offence~~
- ~~- Indecent exposure, indecent assault or any of the more serious sexual offences or,~~
- ~~- Grievous bodily harm, wounding or assault or,~~
- ~~- Dishonesty~~

~~A licence may also be suspended or revoked where information received raises grave doubts as to the fitness of a driver, regardless of whether criminal charges are brought.~~

~~Any application from a new applicant charged with a serious offence as outlined above will not be determined until the outcome of that matter has been determined.~~

Where an existing driver commits an offence and/or breaches the licence conditions/byelaws, the nature and number of incidents will be taken into consideration when considering if the driver continues to be considered "fit and proper".

Complaints in relation to existing drivers will generally be held on file and taken into consideration for a period of three years from receipt. Although where a further warning is issued during this period, the original warning will be kept on file from the date of the most recent warning. Where a licence is revoked for persistent breach of licence conditions a period of 3 to 5 years should generally elapse before a further application is favourably considered

A licence holder or applicant shall immediately notify the Council of any charges/convictions/cautions (including motoring offences) imposed during the term of their current licence or application.

3.6 Knowledge test

First time applicants are ~~expected~~ required to have passed the Maidstone Council ~~written~~ knowledge test ~~or any subsequent test that has been introduced within 6~~ before they can ~~months of a submission~~ submit of a driver's licence application. They will be allowed ~~4-3~~ attempts at passing it and if a driver fails ~~to attend any test date without a reasonable explanation then that test will count as a failed test~~ all three tests they will not be able to sit any further test for a period of at least six months. This time to be used to develop the necessary knowledge and skills to pass the test.

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First time applicants will be tested on their knowledge of:

- Generic Policy and Law
- Highway Code
- MBC Policy and Law (will include the Byelaws for Hackney/Dual candidates)
- Places
- Routes
- Streets
- Numeracy
- Road Signs
- Safeguarding
- Compulsory Questions
- ~~Local Streets and Routes~~
- ~~Hackney Byelaws (applicable to Taxi Drivers only)~~

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All the rRelevant testing criteria is provided with the application pack on the Councils website.

Drivers returning to the trade within three years of licence expiry will not need to resit the knowledge test (unless the testing criteria has changed significantly in that time). Those returning after this time will need to undertake the test to demonstrate sufficient knowledge. ~~Where an application for a drivers licence is received from an applicant who has previously held an equivalent licence in Maidstone the applicant will not be required to sit a knowledge test unless their previous licence expired more than 3 years prior to the date of the new application. However, any previously licenced applicant who reapplies will have to be retested if the testing criteria has changed significantly since they were last a licensed driver.~~

3.7 Renewal of Licences

It is the driver's responsibility to ensure that their licence is renewed prior to the expiry of their current licence.

A licence may be renewed up to 6 weeks prior to the expiry date.

Any licence that is not renewed within 1 month following expiry will not be renewed and a new application in full will be required. ~~Any licence that is renewed within the 1 month grace period will be subject to a late fee.~~

Where a licence holder will not be available at the time of renewal, for example due to an extended holiday, then they may apply in writing to the Licensing Office, prior to the expiry date, explaining their circumstances and request a waiver. If granted, this waiver will allow the licence holder to renew their licence after the expiry date or depending on the circumstances the licence can be renewed early. The date of renewal of the licence will start from the day after the expiry of the previous licence

In any case, following expiry of a licence, the driver will not be considered licensed and will not be permitted to drive a licensed vehicle until such time as the licence has been renewed and a new licence has been issued.

The Council will endeavour to issue reminder letters at least six weeks prior to the expiry of a licence although there is no statutory duty for the Council to do so and the responsibility ultimately lies with the licensee to ensure that complete applications for renewal are submitted on time.

At each renewal a current correct driving licence, DBS check, Medical and [online DVLA ~~Mandate check~~](#) will be required.

3.8 Change of Type of Licence

Licensees wishing to change from holding either a private hire licence or a hackney carriage licence to a Dual (private hire and hackney carriage) licence will be required to undertake any additional tests and checks that are relevant to the additional use being applied for.

In either of the above scenarios the published fee(s) will be required on application and no refund will be payable in respect of an existing licence

3.9 Surrender/Suspension/Revocation of Licence or Failure to Complete Application

In the event of the surrender of a driver's licence before its expiry or failure to complete the application process, there shall be no refund of the licence fee.

In the event of a driver's licence being suspended or revoked there shall be no refund of the licence fee.

3.10 Drivers Dress Code

Maidstone Council is committed to encouraging the professional image of the hackney carriage and private hire trade, and considers that drivers of licensed vehicles are vocational drivers. The Council considers, therefore, that drivers should conform to a minimum standard of dress, as set out in Appendix 4, in order to raise and maintain the profile of the licensed trade. The Authority does not impose such standards by way of conditions to any licence. It is

expected, however, that such standards will be maintained at all times.

3.11 Right of appeal

Where refusal, suspension or revocation of an application/licence has been advised by an Officer, the applicant/driver will be entitled to request the matter be referred to the Licensing Committee to discuss the concerns, unless the driver has lost his driving licence in which case revocation will be automatic. During this meeting the applicant/driver will be given every opportunity to state their case in relation to the issue(s) of concern. The Committee on hearing all the facts will decide whether to grant any licence or not.

Any applicant who is aggrieved by the Council's refusal to grant/suspend/revoke a driver's licence may appeal to a Magistrates Court within 21 days of being notified in writing of the decision.

In line with s61 (2B) of the Local Government (Miscellaneous Provisions) Act 1976, as amended by s.52 of the Road Safety Act 2006, where it appears to the Council that it is in the interests of public safety for any revocation to have immediate effect there will be no right to drive as a private hire or hackney carriage driver pending an appeal. This power will only generally be invoked where there are allegations of serious violence offences, offences of a sexual nature or where there is considered to be a serious risk to passengers or members of the public in allowing the driver to continue as a ~~private hire~~[licensed](#) driver.

3.12 Duration of Driver's Licences

All new drivers are given the option of a 1 or 3 year licences (unless, for administrative reasons, a shorter period is appropriate)

On renewal, all licence holders must apply for a 3 year licence unless they are over 65 or there is a need for medical assessment on a regular basis.

4. Hackney Carriage / Private Hire Vehicle Licences

Section 47(2) of the Town Police Clauses Act 1847 permits a Borough Council to require that a hackney carriage licensed by them under the Act of 1847 to be of such design or appearance or bear such distinguishing marks as shall clearly identify it as a hackney carriage.

Numbers Limit

No powers exist for licensing authorities to limit the number of private hire vehicles that they licence. The present legal provisions on quantity restrictions for hackney vehicles are set out in section 16 of the Transport Act 1985. This provides that the grant of a taxi licence may be refused, for the purpose of limiting the number of licensed taxis **"if, but only if, the local Authority is satisfied that there is no significant demand for the services of hackney carriages (within the area to which the licence would apply) which is unmet"**. In the event of a challenge to a decision to refuse a licence, it would, therefore, have to be established that the authority had reasonably been satisfied that there was no significant unmet demand.

Maidstone Borough Council has a policy of limiting Hackney Carriage Vehicle numbers and that number currently stands at 48. Unmet Demand Surveys are undertaken every three years to reassess the situation and the results of the survey decides the increase and the issuing of further Hackney Carriage Vehicle licenses, if there are to be any. The last Unmet Demand Survey was completed in [2013-2016](#) and no demand was found.

Section 48 of the Local Government (Miscellaneous Provisions) Act 1976 states that the Council shall grant a private hire vehicle licence provided the Council is satisfied that the vehicle is

- . Suitable in type, size and design for the use of a Private Hire Vehicle;
- . Not of such a design and appearance as to lead any person to believe that the vehicle is a Hackney Carriage;
- . In a suitable mechanical condition;
- . Safe; and
- . Comfortable;
- . That there is in force in relation to the use of the vehicle a policy of insurance that complies with the Road Traffic Act 1988.

Once licensed, a hackney carriage or private hire vehicle remains a hackney carriage or private hire vehicle until the licence either expires, is suspended or revoked. A licensed vehicle can, subject to very limited exemptions, only ever be legally driven by a driver who holds the relevant hackney carriage or private hire drivers' licence and appropriate insurance.

With regard to hackney carriages, it is currently the policy of Maidstone Council to only license purpose built hackney carriages and the Mercedes Vito Taxi ~~and, the~~ [Ford Procab and](#) the Peugeot E7 which are wheelchair accessible and fitted with a partition between the driver and passenger compartments and which also follow the Conditions of Fitness set by the London Carriage Office.

Some of the vehicles that we currently licence may not cater to some specific wheelchair users. In view of this information the Head of Housing and Community Services will consider any additional Hackney Carriage Vehicles to be approved on a case by case basis in order to be added to an agreed list.

All applications submitted for the initial grant of a licence are advised to apply at least 10 working days before the licence is required to allow time for the vehicle to be tested and the licence to be processed.

Application forms must be completed in full, accompanied by all required documents and signed by the applicant and the operator where relevant. Any incomplete forms will be deemed invalid and returned immediately to the applicant.

Applications will only be acceptable as valid if they include and/or are accompanied by the following:

1. Application form provided by the Council completed in its entirety and signed by the applicant and operator where relevant .
2. The appropriate fee.
3. Original vehicle registration document showing the applicant to be the registered keeper or other acceptable proof of ownership (the V5 New Keeper Supplement completed by the applicant or an official receipt from a registered company in the case of newly manufactured vehicles)
5. Certificate of insurance for the vehicle which covers the activity required (i.e. public or private hire - para.4.2) and which is valid on the date that the licence is due to come into force.

4.1 Licence Fee

All applications must be accompanied by the appropriate fee as prescribed by the Council; the current scale of fees is available from the Council or at <http://www.maidstone.gov.uk/home/primary-services/business-and-investment/primary-areas/licences-and-permits/tier-3-primary-areas/taxis-and-private-hire>

Licensing fees are reviewed on an annual basis and adopted by the Council following advertisement by a notice in a local newspaper. The notice will also be displayed at the Council Offices to allow for any comments to be made.

In the event of the surrender of a vehicle licence before its expiry there is no refund made.

4.2 Insurance

All hackney carriage and private hire vehicles must be insured for public hire and reward, such insurance to provide as a minimum requirement insurance cover for third party fire and theft and also to include legal liability for passengers and luggage.

The Council considers vehicle insurance to be a high priority and, therefore, requires all proprietors to provide evidence of continuous insurance cover throughout the period of the licence. Failure to provide evidence of insurance will result in the vehicle licence being suspended.

4.3 Testing of vehicles

In addition to the MOT testing requirements all licensed vehicles are required to be tested at the Council's nominated testing station/s for compliance with the Council's policy.

All vehicle licence applications/renewals must be accompanied by an original Compliance Test Report issued by the Council's testing station/s.

Dependent on the age of the vehicle, interim testing may be required during the period of the licence. The testing frequency set out in the table below. The age of the vehicle will be determined on the start date of the licence from the date of first registration as stated on the vehicle registration document.

Licensing a vehicle for the first time (Hackney Carriage and Private Hire)

The vehicle should not have more than 30,000 miles on the clock or be older than 3 years at first licensing.

<u>Hackney Carriage Age of Vehicle</u>	<u>Test Frequency</u>
--	-----------------------

Less than 10 years	Annually
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Over 10 years but less than 15 years	6 Monthly
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<u>Private Hire Age of Vehicle</u>	<u>Test Frequency</u>
--	-----------------------

Less than 6 years	Annually
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<u>Special Events Vehicle Age of Vehicle</u>	<u>Test Frequency</u>
--	-----------------------

Each vehicle is assessed on its own merit	6 Monthly
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Where concerns arise during the period of the licence regarding the mechanical fitness of a licensed vehicle the Council may request a further test to be undertaken and a further certificate to be produced at the Licensee's expense. However, the Licensing Authority cannot require a vehicle to have more than 3 tests per year.

In order to ensure that a vehicle remains continuously licensed the vehicle must be presented for test and pass on or before the next test due date.

Vehicles may be presented for test up to 1 month prior to the test due date.

Where an application for a vehicle renewal is made ~~28 days~~ after the expiry of the licence the application will be considered as a new application and any age restrictions will apply.

Any vehicle failing its examination test will be required to undertake and pass

a further examination test before it can be licensed or, in the case of an existing licensed vehicle, before it can continue to be used as a licensed vehicle. This further examination is known as a retest.

The applicant is responsible for the payment of all fees required for any mechanical inspections.

The Council will suspend a vehicle licence if the vehicle is not presented for its interim test (6 month) by the due date.

4.4 Type of vehicle

In order to assess vehicle suitability, the Council will take into account passenger safety, comfort and the design of the vehicle.

In order to be considered suitable to be licensed as a Hackney Carriage the vehicle must comply with the basic specification set out in Appendix 5A and 5B, comply with the conditions listed in Appendix 5C and pass the Council's vehicle inspection test.

Any vehicle complying with the basic specification set out in Appendix 5A and 5D will be considered suitable to be licensed as a Private Hire Vehicle subject to it complying with the conditions listed in Appendix 5E and passing the Council's vehicle inspection test.

In 2008 a special category called "Special Events Vehicles"(SEV'S) was agreed by the Licensing Committee, this category would allow certain vehicles to be licensed that fall outside the normal Private Hire Vehicle Policy. This category encompasses all vehicle's that are considered Luxury, Veteran, Vintage, Classic, Limousine (including Stretch models) and Other novelty vehicles i.e. fire engines. Some Private Hire Vehicles that can no longer be licensed because of the age limitation may be able to carry on being licensed under the SEV category (e.g. BMW's and Mercedes). Each case will be decided on its own merit and specific licence conditions will apply as listed in Appendix 7.

In exceptional circumstances the Council's basic requirements for vehicles may be waived to facilitate the licensing of Novelty Vehicles although confirmation should be sought from the Licensing Office prior to any application being made. Whilst all applications for Novelty Vehicles will be considered on their own merits the Council has produced model standards and conditions for Fire Engines and Horse Drawn vehicles as set out in Appendices 8 and 9 respectively.

In addition to meeting the relevant vehicle specifications all Private Hire Vehicles, including Novelty Vehicles, will have to comply with the private hire vehicle conditions. (Appendix 6D)

4.5 Seating Capacity

No vehicle capable of carrying more than 8 passengers can be licensed by the Council.

In order to facilitate the licensing of a wide variety of vehicle types and to encourage more environmentally friendly vehicles the Council has not set a limit on the minimum number of seats but instead requires a minimum space standard per passenger as detailed in the basic specifications for vehicles.

It is the proprietor's and operator's responsibility to ensure that they established the number of passengers at the time of booking. This is particularly important for those proprietors and operators who choose to utilise smaller vehicles.

4.6 Accessibility

Maidstone Council is committed to social inclusion and ensuring a wide variety of vehicle types are available for disabled residents to avoid discrimination in terms of travel arrangements.

All Hackney Carriage Vehicles are required to be wheelchair accessible and in Maidstone 100% of vehicles are.

In private hire vehicles any equipment fitted for the purpose of lifting a wheelchair into the vehicle must comply with and have been tested in accordance with the requirements of the Lifting Operations and Lifting Equipment Regulations 1998 – or as amended from time to time.

Where the private hire vehicle is designed or adapted to carry a wheelchair, the operator shall ensure that the driver has received sufficient training to load and convey wheelchair bound passengers.

Signage is to be fixed to the outside of all private hire vehicles to convey to passengers that the vehicle has been designed or adapted to carry a wheelchair.

Drivers of any licensed vehicle cannot refuse to carry an assistance dog (for passengers with either restricted sight or hearing) unless they have a medical exemption issued by the Council. Such exemptions shall only be issued following receipt of a medical report produced by the driver's registered general practitioner.

The Council will take steps to ensure that any regulations that may be made by the secretary of state under the Equality Act 2010 for example Taxi Accessibility Regulations are complied with.

4.7 Quantity Restrictions of Vehicle Licences

Whilst the law prohibits the Council from setting a limit on the number of private hire vehicle licences it issues quantity restrictions can be set to regulate the number of licensed hackney carriages.

In [2013-2016](#) the Council commissioned an independent survey of Hackney Carriage usage. The [2013-2016](#) study identified that there is no evidence of significant unmet demand for hackney carriages in Maidstone. On this basis the Council has discretion in its hackney carriage licensing policy and may either:

. continue to allow market forces to dictate the number of hackney carriage licences;

- . issue any number of additional plates as it sees fit, either in one allocation or a series of allocations; or
- . introduce a limit on the number of vehicles.

It is the policy of Maidstone Council to impose quantity restrictions on the number of Hackney Vehicles in the Borough and currently that figure stands at 48.

4.8 Environmental Considerations

The Best Practice Guidance asks licensing authorities to consider how far their vehicle licensing policies can and should support any local environmental policies that they have adopted, bearing in mind the need to ensure that the benefits outweigh costs (in whatever form). They suggest that authorities may, for example, wish to consider setting vehicle emissions standards, perhaps by promoting cleaner fuels.

It is considered that efforts should be made, through the licensing policy, to improve, as far as possible, the efficiency of vehicles licensed in the Borough by, in particular, reducing the levels of CO₂ emitted from petrol vehicles and the equivalent from diesel. There is a movement towards the use of alternative fuels and in many areas LPG conversions to vehicles are perfectly acceptable and encouraged. This will, however, be dependent on supplies of such fuel being made readily available. It may also be the case that the installation of storage tanks into vehicles may affect the ability to carry luggage.

Clearly, emissions from hackney carriages and private hire vehicles could be reduced further, by encouraging better maintenance of vehicles and by switching off engines when stationary or idling, particularly at hackney carriage ranks. It is proposed that this aspect be tackled through education and promotion.

In view of the above detail, unless more urgent measures are introduced by central government in the meantime, this Council will monitor any research published and Government guidelines with a view to specifying vehicle emissions standards and promoting cleaner vehicles.

To help consider the environmental impact, any petrol electric vehicle with an engine size under 1400cc will be considered to be licensed on a case by case basis. ~~Maidstone Borough Council suggests that, in order to promote a greener environment, any vehicle that promotes cleaner fuel emissions may be entitled to pay a reduced fee at the time of having the vehicle tested by Maidstone Borough Council's appointed workshop.~~

5. Private Hire Operators Licence

The objective of licensing Private Hire Vehicle Operators is, again, the safety of the public, who will be using operators, premises, vehicles and drivers arranged through them. The Council will grant a private hire operator licence provided the

Council is satisfied that the applicant is a fit and proper person to hold such a licence

In order for an operator to prove that they are fit and proper they must provide evidence that they:

- . are of good repute;
- . are of appropriate financial standing (i.e. have enough money to run the business);
- . have adequate arrangements for monitoring drivers, vehicles and the keeping of records;
- . are capable of ensuring that both themselves and their staff/drivers obey all the rules.

All applicants for initial grant of a licence should allow at least four weeks before the licence is required to enable the local authority to undertake the necessary vetting procedures as detailed in this document.

Planning consent may be required and all applicants must ensure that they obtain all the correct and necessary permissions before trading.

Any application for the renewal of a licence which is not made before the expiry of the previous licence will be treated as an application for a new licence.

Applications will only be acceptable if they include the following:

1. Application form completed in its entirety and signed by the applicant along with all the information prescribed.

The Council will not grant a licence to an operator whose premises are located outside the borough of Maidstone. This is to ensure that proper regulation and enforcement measures may be taken by the Council and is in no way intended to be a restraint of trade..

Operators based outside the district who have been granted a licence prior to the adoption of this amendment to policy (2019) will retain 'grandfather rights' providing the conditions of the licence are fully met and the licence is not allowed to lapse..

2. Application for a Disclosure and Barring Service Basic Check, which can be obtained from DBS or Disclosure Scotland, completed by the applicant with accompanying identification or a current valid disclosure certificate and obtained via an approved body which will allow an update service check to be performed.

3. The appropriate fee; the current scale of fees is available from the Council or at <http://www.maidstone.gov.uk/home/primary-services/business-and-investment/primary-areas/licences-and-permits/tier-3-primary-areas/taxis-and-private-hire> ~~<http://www.maidstone.gov.uk/business/licensing-and-permits/taxis-and-private-hire>~~.

5.1 Criminal Records Checks

PHV operators are not exceptions to the Rehabilitation of Offenders Act 1974, However, Private hire operators' that are not licensed drivers, cannot be required to produce an enhanced DBS disclosure. A Basic Disclosure from the DBS or Scottish Disclosure, or a certificate of good conduct from the relevant embassy for

overseas applicants, is however, considered appropriate in promoting the objective of public safety.

Before an application for a private hire operators' licence will be considered, the applicant must provide a current (less than three months old) Basic DBS or Scottish Disclosure of Criminal Convictions (issued specifically for Maidstone Borough Council), or a Certificate of Good Conduct from the relevant embassy in the case of an overseas applicant. Applicants that hold a current Drivers Licence with the Council will be exempt from this requirement.

Prior to consideration of any new application, overseas applicants who have lived in the United Kingdom for a continuous period of less than five years are required to provide a certificate of good conduct from their previous country or countries of residence (within the previous five years) in addition to a Basic Disclosure Certificate. A certificate of good conduct authenticated by the relevant embassy will satisfy this requirement.

5.2 Record Keeping

It is a requirement for operators to keep comprehensive records of each booking. All bookings will be kept for a period of 6 months.

5.3 Licence Duration

The Department of Transport considers that annual licence renewal is not necessary or appropriate for private hire operators. They recommend, as good practice, that a licence period of five years would be reasonable. This appears to be an amendments made to the Deregulation Bill on 13 March 2014 by the Law Commission . From 1 April 2016 we currently only began to issue 1, 3 and 5 year licences.

~~The Council will, therefore, issue a successful applicant for a Private Hire Operator's Licence with a five year licence from the date of grant; subject to the power to grant a licence for a shorter period of time should this be appropriate in the circumstances. (The issue of 5 year licences will not commence until April 2016.)~~

5.4 Fees

The fee payable for an operators licence is based on ~~a sliding scale on the number of private hire vehicles to be operated~~ the number of years it will be in operation 1, 3 or 5. On receipt of the appropriate fee, ~~the permitted number of vehicles is limitless and vehicles can be increased added to the licence at~~ any time during the period of the licence

5.5 Operation

A private hire operator must ensure that every private hire vehicle is driven by a person who holds a private hire driver's licence.

All three licences:

- private hire operator's licence,

- private hire driver's licence and
- private hire vehicle licence
-

Must be issued by the same Licensing Authority.

5.6 Conditions

The Council has power to impose such conditions on a private hire operator's licence as it considers reasonable, necessary and proportionate.

The Council consider the conditions detailed in Appendix 7 to be reasonable, necessary and proportionate. All private hire operator's licences will be issued with these conditions attached.

5.7 Insurance

It is considered appropriate for a Licensing Authority to check that appropriate public liability insurance has been taken out for premises that are open to the public.

Before an application for a private hire operator's licence is granted, the applicant must produce evidence that they have taken out appropriate public liability insurance for the premises to be licensed.

The conditions applicable to Private Hire Operator's Licences, as detailed in Appendix 7 require that the operator produces an appropriate certificate of motor insurance which covers every private hire vehicle they operate as well as appropriate public liability insurance for their premises.

5.8 Address from which an Operator may operate

Upon the grant of an operator's licence, the Council will specify on the licence the address from which the operator may operate. This address will be [premises within the Borough of Maidstone](#) and the address stated on the application form. The operator must notify the Council in writing of any change of address during the period of the licence, whether this is a home address or the operating address, within seven days of such a change taking place.

5.10 Gaming Machines

Operators that provide a waiting facility for members of the public and/or drivers should be aware that they cannot make gaming machines available for use. This action would be a criminal offence under the Gambling Act 2005.

6. PENALTY POINTS (penalty points to remain for 1 year),

Penalty Points Scheme

Whilst the operation of a successful Hackney Carriage and Private Hire vehicle service is important to the economic well-being of the Borough, it is equally important that the service provided by the trade is properly regulated in order to instil confidence in the travelling public who wish to use the service.

The Council clearly has a responsibility to ensure that all drivers, owners and operators of vehicles adhere to basic minimum standards and to do this in a consistent and transparent manner. These standards are defined by legislation, licence conditions, codes or adopted by the Council.

Together they identify what is required of the trade and help to ensure that a consistent approach is taken, by Council Officers, in their application.

A number of licensing authorities have found that an effective means of applying the conditions at a local level is through the adoption of a penalty point's scheme. This acts as a first step in ensuring compliance with the conditions, and serves as an "early warning" system to drivers and owners or operators who see fit to ignore their responsibilities or fail to meet the requirements of the conditions. Points are accumulated on a sliding scale dependent upon the type of offence or breach of licence conditions. These penalty points then remain "live" for a period of one year from the date they are imposed so that only points accumulated in, a rolling 12 month period are taken into account. If a driver, proprietor or operator accumulates, twelve or more points within a period of one year from the date they are imposed, he/she would then be brought before the Council's Licensing Committee or a panel of the committee who would have a range of options available to them that will include suspension or revocation of the licence, where appropriate. If the Committee did not feel that the matter warranted suspension or revocation of the licence then other options include extending the period for which the points are to remain "live" or issue a written warning to the driver as to his future conduct.

~~It is believed that t~~The introduction of a penalty point's scheme ~~will has~~ assisted the trade in maintaining its high standards. [A copy of the penalty points system can be found at Appendix 10.](#) ~~It is, therefore, proposed that such a system be introduced and an example of the scheme suggested is set out more fully in~~ ~~be found at~~ Appendix 10. ~~Adoption of t~~the Penalty Points System ~~will does~~ not ~~however~~ compromise the Council's ability to enforce breaches of statute or local conditions in the Courts should an offence warrant such action.

Before penalty points are issued, there must be sufficient evidence to prove, on the balance of probabilities, the offence or breach of licensing requirements. The issuing of penalty points is not a formal sanction in its own right; it is merely an open and transparent method of how a Private Hire Driver, Private Hire Operator or Hackney Carriage Driver, "Licence Holder" will be assessed in terms of the „fit

and proper" person test. The points system is predominately an internal management tool for ensuring that licence holders who repeatedly contravene regulation and/or this Policy are assessed. The licence holder's penalty offences will be re-considered in light of any mitigating circumstances the licence holder wishes to be considered.

A maximum of twelve penalty points will be issued on any one occasion. This means that if on any occasion when it is proposed to impose penalty points, a licence holder has committed more than one offence or breach of licence conditions, no more than twelve points will be imposed.

6.1 Points issued to a licence holder will be confirmed in writing within ~~ten-a~~ [reasonable time period working days](#) from the discovery of the contravention or the conclusion of an investigation into a complaint.

6.2 When issued, the penalty points will remain "live" for a period of one year from the date they are imposed so that only points accumulated in a rolling twelve month period will be taken into account.

6.3 If a licence holder accumulates twelve or more points within a period of one year from the date they are imposed, he will be required to attend a Committee hearing where the appropriate action to be taken in accordance with this Policy.

6.4. Where a licence holder is brought before the Committee their options available to him will include suspension or revocation of the drivers licence, where appropriate. If the Committee does not feel that the matter warrants suspension or revocation of the licence, other options include extending the period for which the points are to remain "live" or issue a written warning to the driver as to his future conduct.

6.5. Periods of suspension of a licence will be dependant on the nature of the breaches of the legislation or the requirements of this Policy and the compliance history of the licence holder.

6.6 More than one accumulation of penalty points in excess of the twelve point threshold in any **three** year period will normally result in the Committee revoking a licence where they believe the person not to be a "fit and proper" person.

6.7. Once the matter has been dealt with, the points will be removed if a suspension or revocation is imposed. If the "live" period is extended or a written warning given, however, the points will remain "live" for the normal one year period.

6.8. If, as a licence holder, you receive a Penalty Points Notice which you feel was not warranted, you may appeal. For example, you may feel that you had a reasonable excuse why the infringement took place, you may disagree that it took place at all or you may not be the person involved. In such a case, write to the Senior Licensing Officer within 21 days of the date of receipt of the points stating why you consider the points are not appropriate. The matter will then be put to the Licensing Committee for decision. The Committee are at liberty to impose more penalty points than stipulated in the Policy as they see fit.

6.9 A licence holder will retain the right to be represented at any meeting either legally or otherwise, and to state any mitigating circumstances he deems necessary.

6.10. Even though penalty points have been issued by an Authorised Officer of the Council, if it is subsequently found that the licence holder has previously been issued with penalty points, or has been formally cautioned, for similar offences, the Council reserve the right to cancel the penalty points and deal with the matter in accordance with the Maidstone Borough Council Enforcement and Prosecution Policy.

6.11. Licensees retain the normal rights of appeal to the Courts when a licence is revoked.

6.12. Following a revocation (due to the accumulation of penalty points), a new licence application will not usually be entertained by the Council for a minimum period of ~~six months~~[one year](#).

6.13. The penalty points system will operate without prejudice to the Council's ability to take other action under appropriate legislation or as provided for by this Policy.

7. TAXI RANKS

7.1. Appointed Stands

The Council will periodically review the provision of hackney carriage stands within the Borough and is ~~being reviewed in 2015~~[ongoing](#). In the event that there is evidence of the need to amend the existing provisions, a full consultation would be undertaken prior to any amendments.

Comments are welcomed from either the trade or the public on the need for additional bays in specific locations, the potential for re-locating or extending existing bays or indeed arguments for the removal of bays which no longer fulfil a useful purpose.

7.2 Waiting on Stands

It is an offence for any person to cause or permit any vehicle other than a hackney carriage to wait on any rank or stand for hackney carriages. Drivers of hackney carriages may only wait on a rank or stand whilst plying for hire or waiting for a fare; drivers who park on a rank or stand and leave their vehicle unattended are committing an offence.

Whilst the law states it is an offence to leave a vehicle unattended on a hackney stand, discretion will be allowed for drivers leaving their vehicles in acceptable circumstances, for example „comfort breaks“. Leaving a hackney carriage unattended on a bay for any other circumstances, for example „shopping“, will be dealt with as an offence in accordance with this Policy.

8. Plying for Hire

For the avoidance of doubt, the Council does not have a by-law requiring hackney carriages to return to a taxi rank between fares. Hackney carriages can, therefore, park and be available for hire in any position where an ordinary member of the public can lawfully park. Hackney carriages are, however, subject to road traffic regulations and should not park in any position that obstructs the highway, the highway being both the road and the footway.

9. Taxi/ Private Hire Meetings

The Council wishes to encourage discussions between the trade and the Licensing Authority, in order to promote a successful working relationship and will endeavour to organise meeting to do so.

10. Departure from the Policy

There may be instances whereby the Council may need to consider applications outside the policy. Where it necessary to depart substantially from this policy, clear and compelling reasons for doing so will be given. Any such decision may be referred to the Licensing Committee.

11. Amendments to the Policy

All changes to the Policy are made by the Licensing Committee only.

Appendix 1: Map of Maidstone Borough



Appendix 2

Formatted: English (U.K.)

Guidance on Determining the Suitability of Applicants and Licensees in the Hackney and Private Hire Trades

The Council has adopted the following document for the purposes of determining the suitability of applicants and licensees;

'Guidance on determining the suitability of applicants and licensees in the hackney and private hire trades'

The guidance is produced by the Institute of Licensing, in partnership with; Lawyers in Local Government, National Association of Licensing Enforcement officers, and, the Local Government Association.

The document provides the public, applicants, licensees, officers, and members with details of matters that will be considered on determining an application, including the relevance of any prior conviction(s).

It is recommended that applicants have reference to this document prior to application.

The full document can be downloaded from the Institute of Licensing via [https://instituteoflicensing.org/documents/Guidance_on_Suitability_Web_Version_\(16_May_2018\).pdf](https://instituteoflicensing.org/documents/Guidance_on_Suitability_Web_Version_(16_May_2018).pdf) or can be made available on request by contacting the Licensing department directly.

STATEMENT OF POLICY ABOUT RELEVANT CONVICTIONS

~~When submitting an application for a licence to drive a hackney carriage or private hire vehicle you are required to declare any motoring offences and any non-motoring convictions or cautions you may have in addition to completing a Disclosure & Barring Service check. The information received will be treated in confidence.~~

~~The disclosure of a criminal record or other information will not debar you from gaining a licence unless the Authority considers that the conviction(s) renders you unsuitable. In making this decision the authority will consider the nature of the offence, how long ago and what age you were when it was committed and any other factors which may be relevant. To facilitate a consistent approach the licensing authority has devised guidelines relating to the relevance of convictions and cautions. Any applicant refused drivers.~~

licence on the ground that he/she is not a fit and proper person to hold such a licence has a right of appeal to Magistrates Court.

If you would like to discuss what effect a conviction might have on your application you may telephone the Licensing Department, in confidence, on 01622 602028 for advice.

General

Notwithstanding the existence of this Policy, each application will be determined on its own merits. Where it is necessary for the Council to depart substantially from this Policy, clear and compelling reasons will be given for doing so. The purpose of this appendix is to formulate guidelines, consistent with national guidance, which detail the Council's current stance on the relevance of convictions and cautions in respect of applications for the grant of new licences, and the renewal of existing licences, for hackney carriage and private vehicle, driver and operator licences.

If a court has found an applicant guilty of an offence, that person cannot subsequently claim to the Council that they did not commit the offence. If they seek to do so, their representation will not be considered as this is entirely a matter for the courts. The applicant can, however, offer any mitigating circumstances relating to the offence that they wish the Council to consider.

For the purpose of this Policy, the acceptance of a fixed penalty notice will be treated as a conviction depending on the individual merits and mitigating circumstances of each case.

The legislation clearly states that the Council may grant a licence only if it is satisfied that the applicant is a "fit and proper" person.

~~The onus is on the applicant to demonstrate that they meet this requirement, not on the Council to demonstrate that the applicant does not.~~

"Fit and proper" person

In the absence of a judicially approved definition of "fit and proper", the Council use the test of:

Would the Officer charged with the ability to grant a licence allow their son or daughter, spouse or partner, mother or father, grandson or granddaughter, or any other person for whom they care, to get into a licensed vehicle with the applicant alone?

The wording of this test originates from Mr J T H Button BA, Solicitor, MIL, MClarb, a well known and respected solicitor widely acknowledged as an authority in licensing legislation, particularly that of hackney carriages and private hire.

In order to further assist in understanding the interpretation of this definition, the Council will be considering issues that assist them in determining whether or not applicants are safe drivers with a good driving record, are mentally and physically fit, are honest, and that they are persons who would not take advantage of their position to abuse, assault or defraud members of the public.

It should be borne in mind that drivers may carry vulnerable members of the public such as elderly persons, unaccompanied children, disabled persons, persons who are incapacitated from alcohol, lone women and foreign visitors. Some examples of areas of concern that the Council will consider include, but are not limited to:

- ~~Honest and trustworthiness~~

Drivers often have knowledge that a customer is leaving a property empty; they have opportunities to defraud drunken, vulnerable or foreign person; or they have opportunities to abuse their position of trust. For example, all passengers would expect to be charged the correct fare of the journey and be given the correct change; they would expect any lost property to be handed over to the police; and they would expect confidentiality to be maintained between themselves and the driver.

- ~~Professionalism~~

Drivers are often subject to unpleasant, abusive or dishonest behaviour, albeit from a small minority of passengers. Although this is clearly unacceptable behaviour by passengers does not excuse in any way aggressive or abusive conduct by drivers. Confrontation should be avoided and all disputes should be resolved through the formal legal channels. Under no circumstances must drivers take the law into their own hands.

- ~~Good and safe driving ability~~

Passengers are paying for a service whereby they expect to reach their chosen destination promptly and safely. Drivers must be fully conversant with all road traffic legislation and this Policy and drive in a professional, lawful and safe manner at all times.

- ~~Protecting the Public~~

The over-riding consideration for the Council in its determination of applications is the promotion of the licensing objectives detailed within this policy, in particular the protection of public safety.

History

The Council may take into account an applicant's history as a licence holder with this, or any other, Council. In considering whether or not a person is "fit and proper" the Council may consider such matters as the applicant's complaint history, their compliance with this Policy, their co-operation with Licensing Officer's requests, and any other reasonable matters.

Driving Offences

Hackney carriage and private hire drivers should provide a professional service to the public and must be aware of the safety of passengers and other road users at

all times. Any traffic offence shows a lack of responsibility whilst driving either in terms of vehicle maintenance or the level of driving standards.

Convictions or cautions for traffic offences will not automatically preclude any applicant from obtaining a licence, however, the number, nature and frequency of such offences will be considered. In some circumstances it may be appropriate to issue a licence together with a written warning as to future driving standards detailing the likely effect of further offences. Where there is a significant history of driving offences, an application is likely to be refused.

In cases of six penalty points or less on an applicant's DVLA driving licence, an application will be granted.

A licence granted under these circumstances is likely to be issued together with a verbal warning as to future driving standards detailing the likely effect of further offences.

Seven or more penalty points on a current DVLA driving licence

In cases of seven penalty points or more on an applicant's DVLA driving licence, an application will be referred to the Licensing Committee for decision.

Major traffic offences

For the purposes of this section, major traffic offences includes, but is not limited to, dangerous driving, driving whilst disqualified, failure to stop after an accident, driving with no/invalid insurance, careless driving, and driving a vehicle with mechanical defectives (such as brakes, steering, tyres, etc.)

The driving offences of causing death by dangerous or careless driving, due to their nature, will be considered by the Council to be violent offences and should be considered in conjunction with the section of this appendix relating to violent offences.

If the applicant has been convicted of more than one major traffic offence then a licence application will normally be refused until the applicant has completed a period of at least five years free from conviction. Where the combination of offences are considered to be of increased risk to the public, a period longer than five years may be substituted by the Council dependant of the extent of the risk to the public.

"Totting Up" under section 35 of the Road Traffic Offenders Act 1988

Where an applicant has been disqualified from driving by the courts under the "totting up" procedure, the Council will normally refuse an application until there has been a period of twelve months free of relevant convictions.

If the applicant has demonstrated to the court "exceptional hardship" and avoided a driving disqualification, applications will still normally be refused until there has been a period of three years free of relevant convictions. The Council believe that the risk to the public is sufficient to maintain this consistent stance.

Motor Insurance Offences

~~An isolated motor insurance offence will not automatically preclude an application form being granted, however the Council deem such offences to be serious given the risk to the public.~~

~~More than one conviction for motor insurance offences will be considered to raise serious doubts as to an applicant's suitability to hold a hackney carriage/private hire driver's licence. Ordinarily in these circumstances, an application be refused until such time as a period of three years has elapsed since the restoration of the applicant's DVLA driving licence.~~

~~Failure to Declare Motoring Offences~~

~~Where an applicant fails to disclose motoring offences on their application form, even if they have been declared on previous applications or are spent, the Council will normally deal with this by way of issuing of penalty points.~~

~~If, however, the Council determines that there was a premeditated intention to deceive, the matter will be considered as an offence of dishonesty and dealt with in accordance with that section of this Policy.~~

Drunkness

~~Separate consideration will be given to convictions for drunkenness whilst in charge of a vehicle as opposed to drunkenness whilst not in charge of a vehicle due to the differing risk to the public.~~

~~In Charge of a Motor Vehicle~~

~~The Council considers driving or being in charge of a vehicle whilst under the influence of alcohol as a serious offence causing a high element of risk to the public.~~

~~An isolated incident will not automatically preclude an application from being granted. A single conviction for any alcohol related driving offence will normally preclude an application from being granted for a period of five years from the restoration of the DVLA driving licence.~~

~~If there is a suggestion that the applicant is an alcoholic, a special medical examination is likely to be required before the application is considered. If the applicant is confirmed as an alcoholic, a period of three years must elapse after treatment is complete before an application can be considered.~~

~~More than one conviction for any alcohol related driving offence represents an unacceptable risk to the public and an application will normally be refused.~~

~~Not in Charge of a Motor Vehicle~~

~~An isolated conviction for drunkenness not associated with driving or being in charge of a motor vehicle will not automatically preclude an application.~~

~~Where there is an isolated conviction for disorder and/or drunkenness, a licence will normally be granted together with a verbal warning as to future driving standards detailing the likely effect of further offences.~~

~~More than two convictions for disorder and/or drunkenness will normally lead to refusal of an application until such time as a period of three years free of convictions has elapsed.~~

~~**Drug Offences**~~

~~The Council considers all offences related to controlled substances as a serious risk to the public.~~

~~An applicant with a conviction of any Class A or Class B drug related offence, including supplying or trafficking, will be required to show a period of five to ten years free of convictions before an application is considered. The length of period over and above the minimum five years will be dependent on factors such as the nature and severity of the offence, and the length of any custodial sentence.~~

~~An applicant with a conviction of any Class C drug related offence will be required to show a period of at least three years free of conviction~~

~~In all cases, where an applicant has been medically classed as an addict, an application will be precluded until such time as a period of five years has elapsed since the completion of a recognised detoxification programme.~~

~~**Sexual or Indecency Offences**~~

~~As hackney carriage and private hire drivers often carry unaccompanied and/or vulnerable people, any applicant with a conviction or caution for any sexual or indecency offence will normally be refused a licence until such time as they have been free of convictions for a period of at least 10 years. The length of period over and above the minimum ten years will be dependent on factors such as the nature and severity of the offence, and the length of any custodial sentence.~~

~~Existing licence holders should be aware that if the Council receives notification from the police that the driver is being investigated for a sexual or indecency offence, their licence will normally be revoked with immediate effect pending the outcome of the investigation.~~

~~Major Sexual or Indecency Offences~~

~~For the purpose of the Policy, the following offences will be considered as major sexual or indecency offences with the highest of risk to the public.~~

- ~~• rape;~~
- ~~• indecent assault;~~
- ~~• gross indecency;~~
- ~~• possession of child pornography;~~
- ~~• buggery; or~~
- ~~• indecent assault of a child~~

~~Any applicant with a conviction for a major sexual or indecency offence will be considered an unacceptable risk to the public and any application will be refused, save for exceptional circumstances~~

~~**Violent Offences**~~

~~The Council considers all violence related offences as a serious risk to the public.~~

~~An application will normally be refused where the applicant has been convicted of murder, manslaughter or causing death by careless or dangerous driving.~~

~~An application will normally be refused where the applicant has a conviction for a violent offence, other than those listed above (D7.2), unless there has been a period of five to ten years free of convictions. The length of period over and above the minimum five years will be dependent on factors such as the nature and severity of the offence, and the length of any custodial sentence.~~

~~Offences of criminal damage and public order will be treated as violent offences for the purposes of this Policy.~~

~~Whilst an isolated conviction for a violent offence, other than those listed above will not normally permanently preclude an application, the Council will have grave concern for public safety if an applicant has committed multiple violent offences.~~

~~Multiple Offences~~

~~In all cases where an applicant has more than two convictions for violent offences, as application will normally be refused. In the case of an existing driver, their licence will normally be revoked.~~

~~Possession of a Weapon~~

~~If an applicant has been convicted of an offence involving the possession of a weapon, or any other weapon related offence, the Council considers this to be an unacceptable risk to members of the public and the application will normally be refused. In the case of an existing driver, their licence will normally be revoked.~~

~~**Dishonesty**~~

~~Hackney carriage and private hire drivers are expected to be persons of trust. It is comparatively easy for dishonest drivers to defraud the public, for example, by demanding more than the legal fare or giving incorrect change. Overseas visitors can be confused by the change in currency and become vulnerable to an unscrupulous driver. Equally, any customers can be defrauded by a driver taking them by any other than the shortest route or by them retaining lost property left in the vehicle.~~

~~As members of the public entrust themselves to the care of licensed drivers, the council consider offences involving dishonesty as a serious risk to public safety.~~

~~An applicant that has been convicted of an offence related to dishonesty will normally be refused a licence until such time as they have been free of convictions for a period of five to ten years. The length of period over and above~~

~~the minimum five years will be dependent of factors such as the nature and severity of the offence, and the length of any custodial sentence.~~

~~Other Offences~~

~~If the applicant has declared any other offences not specifically covered by this policy on the relevance of convictions, the application may be referred to the Licensing Committee for determination in line with the Policy Objectives.~~

~~Receipt of any of the following may result in the licence holder being required to provide annual DBS disclosures until a period of five years has expired.~~

- ~~• criminal conviction;~~
- ~~• final warning letter from the Council;~~
- ~~• period of suspension of an existing licence.~~

~~Summary~~

~~Except in the most serious of circumstances, an applicant having a previous or current conviction will not normally be permanently precluded from obtaining a hackney carriage/private hire driver's licence.~~

~~The Council believe that a person convicted of an offence, who is required to wait for the expiry of a rehabilitation period prior to their application being considered, is more likely to value their licence and ensure that future convictions are avoided.~~

~~The Council consider that there are, however, certain offences that are so serious in nature or frequency that an applicant should be precluded from obtaining or retaining a licence. The Council's over-riding policy objective is to safeguard the safety of the general public by ensuring that all licensed drivers are safe, competent, and are able to maintain their vehicles to an acceptable standard.~~

~~By producing clear and transparent guidelines on the relevance of convictions, the Council is seeking to maintain the high standard of hackney carriage and private hire drivers, proprietors and operators within Maidstone.~~

~~Existing Licence Holders~~

~~Any existing licence holder convicted of an offence during the period of their current licence will be subject to the above policy relating to the relevance of convictions. In circumstances where a new applicant would normally have their application refused, an existing licence holder would normally have their licence revoked.~~

~~Principles of the Rehabilitation of Offenders Act 1974 ("the 1974 Act")~~

~~Under the 1974 Act, criminal convictions can become spent after a certain period of time, and once spent, for many purposes, can be disregarded completely. The possibility of rehabilitation, and the length of time before the rehabilitation occurs, depends on the sentence imposed and not the offence committed. Where a person is sentenced to imprisonment for a period exceeding thirty months, the convictions can never be spent.~~

~~Despite the above general principles, the Act does not apply to applicants for hackney carriage and private hire driver's licences. This is because the driving of these vehicles is listed as a "regulated occupation" in relation to which questions may be asked as to the suitability of individuals to be granted a licence.~~

~~Although the 1974 Act does not prevent any judicial authority, including the Council acting as the licensing authority, from taking spent convictions into account, such convictions are only admissible in so far as they are relevant to the issue as to whether the applicant is a "fit and proper" person to hold a licence.~~

Appendix 3:

Assessing applicants and existing drivers for a Hackney Carriage Private Hire Vehicle driver licence in accordance with C1 standard.

The following arrangements mean that those with good diabetic control and who have no significant complications can be treated as "exceptional cases" and are not therefore precluded from being licensed as HC/PHV drivers. The criteria are:

- . To have been taking insulin for at least 4 weeks
- . Not to have suffered an episode of hypoglycaemia requiring the assistance of another person whilst driving in the last 12 months;
- . To attend an examination by a hospital consultant specialising in

the treatment of diabetes at intervals of not more than 12 months and to provide a report from such a consultant in support of the application which confirms a history of responsible diabetic control with a minimal risk of incapacity due to hypoglycaemia;

. To provide evidence of at least twice daily blood glucose monitoring at times when driving either a hackney carriage or PHV vehicle;

. To have no other condition which would render the driver a danger when driving a hackney carriage or PHV; and

. To sign an undertaking to comply with the directions of the doctor(s) treating the diabetes and to report immediately to the Maidstone Licensing Authority any significant change in condition.

APPENDIX 4:

DRIVERS VOLUNTARY DRESS CODE

In order to raise and maintain the profile of the licensed trade Maidstone Council is committed to encouraging the professional image of the trade and it considers that drivers should conform to a minimum standard of dress, as set out below. Whilst the Authority does not wish to impose such standards by way of conditions to any licence it expects, however, that such standards will be maintained at all times.

Acceptable Standards of Dress

- Shirts, blouses, T-shirts or sweat tops should cover the shoulders and be capable of being worn inside trousers or shorts.
- Shirts or blouses may be worn with a tie or open necked.

- Shorts of knee length or trousers / jeans may be worn.
- Footwear for all drivers shall fit around the heel of the foot.

Unacceptable Standard of Dress

The following are deemed unacceptable:

- Clothing not kept in a clean condition, free from holes and rips.
- Words or graphics on any clothing that is of an offensive or suggestive nature or which might offend.
- Sportswear (e.g. football/rugby kits, track suits) or beach wear etc.)
- Sandals with no heel straps, flip flops or any other form of footwear not secured around the heel.
- Drivers not having either the top or bottom half of their bodies suitably clothed (see above).
- Baseball caps

Appendix 5: A

MAIDSTONE BOROUGH COUNCIL

SPECIFICATION RELATING TO HACKNEY CARRIAGE VEHICLES

No vehicle shall be licensed as a hackney carriage unless it is fit for public service and complies with the specifications set out below.

1. GENERAL

- (i) All hackney carriages must have a minimum of four wheels and must have at least four doors, excluding the tailgate.
- (ii) All Hackney vehicles must be right hand drive
- (iii) The engine capacity of all vehicles submitted to be tested for the first time shall not be less than 1400cc. However, in some instances vehicles may be assessed on a case by case basis.

- (iii) No hackney carriage shall be accepted for testing for the first time if the vehicle is over three years old or has mileage of more than 30,000 miles.
- (iv) Vehicles should have no damage affecting the structural safety of the vehicle and must not have been written off for insurance purposes at any time. For example vehicles that are known in the trade as "cut & shut" will not be licensed.

NOTES:

- 1) Vehicles submitted for testing for the first time must comply with the age specifications. Any vehicle currently compliance tested, shall, at the expiry of that compliance period, if the vehicle falls outside of the age policy, not be re-licensed.
- 2) Once the expiry date of any vehicle compliance has expired, if the vehicle specifications are outside of the policy where age is concerned as set out in these specifications, the vehicle may not be re-licensed.
- 3) A compliance test may be arranged for a vehicle and carried out up to one month prior to the expiry date of its current compliance certificate. If the vehicle passes the compliance test, a certificate may be issued for a period of up to thirteen months (in line with Department of transport procedure) or whatever period within the month prior to its expiry, so long as the period does not exceed thirteen months and so long as the current compliance certificate is produced for inspection by the vehicle examiner.

2. GENERAL CONSTRUCTION

- (i) Every vehicle must comply in all respects with the requirements of any Acts and Regulations relating to motor vehicles in force at the time of licensing.
- (ii) Vehicles offered for type approval must be so constructed as to facilitate the carriage of disabled persons and be capable of accommodating a disabled person in a wheelchair within the passenger compartment.

3. STEERING

- (i) The steering wheel must be on the offside of the vehicle.
- (ii) The steering mechanism must be so constructed or arranged that no overlock is possible and the road wheels do not in any circumstances foul any part of the vehicle.
- (iii) The steering arms and connections must be of adequate strength and as far as possible protected from damage by collision.

4. BRAKE AND STEERING CONNECTIONS

Where brake and steering connections are secured with bolts or pins, the bolts or pins must be fitted with approved locking devices and they must be so placed that, when in any position other than horizontal, the head of the bolt pin is uppermost.

5. TYRES

All tyres at normal pressure under load must be approved as having suitable minimum circumference for correct operation of the taximeter.

6. BRAKES

- (i) All brakes must act directly on the wheels of the vehicle.
- (ii) The brakes of one of the braking systems must be applied by pedal.
- (iii) The pedal operated braking system must be so designed that notwithstanding the failure of the brakes on any pair of wheels, either on one axle or diagonally opposite, there must still be available for application brakes on the other pair sufficient to bring the vehicle to rest within a reasonable distance.
- (iv) Cable connections are not permitted in the pedal operated system.

7. SUSPENSION

- (i) Every vehicle must be fitted with an efficient suspension system so designed and constructed that there is no excessive roll or pitch.
- (ii) Every vehicle must be so constructed or adapted that a failure of a spring, torsion bar or other similar component of the suspension system is not likely to cause the driver to lose directional control of the vehicle.
- (iii) When the vehicle is complete and fully equipped for service and loaded with weights placed in the correct relative positions to represent the driver and a full complement of passengers and luggage and is placed on a plane surface it must not overturn when the plane is tilted to either side to an angle of 4 degrees from the horizontal.

NOTE:

- (a) For the purpose of this condition 65 kilograms shall be deemed to represent the weight of one person and 65 kilograms the weight of a full complement of luggage.
- (b) For the purposes of conducting tests of stability the height of any stop used to prevent a wheel from slipping sideways must not be greater than two-thirds of the distance between the surface upon which the vehicle stands before it is tilted and that part of the rim of that wheel which is then nearest to such surface when the vehicle is loaded.

8. TRANSMISSION

Cabs using automatic or semi-automatic transmission must be fitted with a device to prevent the engine starting with the transmission selector in a **DRIVE** or **REVERSE** position.

9. BOLTS AND NUTS

All moving parts and parts subject to severe vibration connected by bolts or studs and nuts must be fitted with an approved locking device.

10. FUEL TANKS

- (i) Fuel tanks must not be placed under the bonnet and must be adequately protected from damage by collision .
- (ii) All fuel tanks and all apparatus supplying fuel to the engine must be so placed or shielded that no fuel overflowing or leaking from there can fall or accumulate upon any part or fitting where it is capable of being readily ignited or can fall into any receptacle where it might accumulate.
- (iii) The filling points for all fuel tanks must be accessible only from the outside of the vehicle and filler caps must be so designed and constructed that they cannot be dislodged by accident.
- (iv) A device must be provided by means of which the supply of fuel to the engine may be immediately cut off. It's location together with the means of operation and "off "position must be clearly marked on the outside of the vehicle. In the case of an engine powered by LPG or petrol the device must be visible and readily accessible at all times from outside the vehicle.

11. INTERIOR LIGHTING

Adequate lighting must be provided for the driver and passengers. Separate lighting controls for both passenger and driver must be provided. In the case of the passengers compartment an illuminated control switch must be fitted in an approved position. Lighting must also be provided at floor level to every passenger door and be actuated by the opening of those doors.

12. ELECTRICAL EQUIPMENT

- (i) All electrical leads and cables must be adequately insulated and where liable to be affected by exposure to water, petrol or oil, must be adequately protected.
- (ii) All electrical circuits must be protected by suitable fuses.
- (iii) Batteries must be so placed and protected that they cannot be a source of danger.

13. EXHAUST PIPE

The exhaust pipe must be so fitted or shielded that no inflammable material can fall or be thrown upon it from any part of the vehicle and that it is not likely to cause a fire through proximity to any inflammable material on the vehicle. The outlet must be placed at

the rear of the vehicle on the off-side and in such a position as to prevent fumes from entering the vehicle.

14. BODY

- (i) The body must be of the fixed head type with a partially glazed partition separating the passenger from the driver.
- (ii) (a) **Outside dimensions**
 - (1) The overall width of the vehicle exclusive of driving mirrors must not exceed 1.778 metres.
 - (2) The overall length must not exceed 4.575 metres.
- (b) **Inside dimensions of passenger' compartment.**
 - (1) The vertical distance between the point of maximum deflection of the seat cushion when a passenger is seated to the roof immediately above the point must not be less than 96.5 centimetres
 - (2) The width across the rear seat cushion must not be less than 1.7 metres.
- (iii) Any curvature of the floor of the passenger' compartment must be continuous and must not exceed 2 centimetres at the partition and 5 centimetres at the base of the rear seat when measured between the centre line and sills.
- (iv) The door and doorway must be so constructed as to permit an unrestricted opening across the doorway of at least 75 centimetres. The minimum angle of the door when opened must be 9 degrees
- (v) The clear height of the doorway must not be less than 1.195 metres.
- (vi) Grab handles must be placed at door entrances to assist the elderly and disabled.
- (vii) Where a boot lid is hinged at the bottom a restriction must be fitted to prevent the boot lid serving as a luggage platform.
- (viii) No roof rack shall be fitted.

15. STEPS

- (i) The top of the tread for any entrance must be at the level of the floor of the passenger compartment and must not exceed 38 centimetres above ground level when the vehicle is unladen.
- (ii) The outer edge of the floor at each entrance must be fitted with non-slip treads. If a colour contrast is used to aid a partially sighted person it must be of an approved type.

16. WHEELCHAIR FACILITIES

- (i) Approved anchorage must be provided for the wheelchair and chairbound disabled person. This anchorage's must be either chassis or floor linked. If floor linked they must be affixed in such a manner that the forces are distributed evenly throughout the floor area by means of a suitable galvanised plate of minimum dimensions 2x2mm which must be used beneath the floor.

Restraints for a wheelchair and a person seated therein must be independent of each other. Anchorage must also be provided for the safe stowage of a wheelchair when not in use whether folded or otherwise if carried within the passenger compartment. All anchorage and restraints must be so designed that they do not cause a foreseeable danger to other passengers.

- (ii) A ramp or ramps for the loading of the wheelchair and occupants must be available at all times for use at the near side passengers' door. An adequate locating device must be fitted to ensure that the ramp/ramps do not slip or tilt when in use. The ramp/ramps must be capable of being stowed safely when not in use.

17. PAINTWORK AND BODY FINISH

The paintwork and body finish should be maintained to the original manufacturer specification.

18. PASSENGERS' SEATS

- (i) The measurements from the upholstery at the back of the front edge of the back seat must be at least 4 centimetres and for each adult person carried a minimum of 4 centimetres must be available when measured along the front parallel edge of the seat cushion.
- (ii) The width of each front seat must not be less than 40 centimetres and such seats must be at least 35.5 centimetres when measured from the back to the front of the upholstery.
- (iii) The vertical distance between the highest point of the undeflected seat cushion and the top of the floor covering must not be less than 35.5 centimetres.
- (iv) Where seats are placed facing each other there must be a clear space of 48 centimetres between any part of the front of a seat and any part of any other seat, which faces it. The measurement may be reduced to 43.5 centimetres provided adequate foot room is maintained at floor level. Where all seats are placed facing to the front of the vehicle there must be a clear space of at least 66 centimetres in front of every part of each seat squab.
- (v) Front seats must be so arranged as to rise automatically when not in use. They must be symmetrically placed and at least 4 centimetres apart. When not in use front seats must not obstruct doorways.

- (vi) Suitable means must be provided to assist persons to rise from the rear seat with particular attention to the needs of the elderly and disabled.

19. DRIVER'S COMPARTMENT

- (i) The driver's compartment must be so designed that the driver has adequate room, can easily reach and quickly operate the controls and give hand signals on the offside of the vehicle.
- (ii) The controls must be so placed as to allow reasonable access to the driver's seat and, when centrally placed, must be properly protected from contact with luggage.
- (iii) The driver's seat must be designed to accommodate the driver only and be adjustable for height and reach.
- (iv) The vehicle must be fitted with adequate devices for demisting, defrosting and washing the windscreen and the sun visor adjustable by the driver.
- (v) Direction indicators of an approved type must be fitted.
- (vi) Every cab must be provided with an approved means of communication between passenger and the driver. When a sliding window is fitted at the rear of the driver's compartment, the maximum width of the opening must not exceed 1.5 centimetres.

20. WINDOWS

- (i) Windows must be provided at the sides and at the rear.
- (ii) Passenger door windows must be capable of being opened easily by passengers when sealed. The control for opening a door window must be easily identified so as not to be mistaken for any other control.

21. HEATING AND VENTILATION

- (i) An adequate heating and ventilation system must be fitted for the driver and passengers and means provided for independent control by the driver and passengers.
- (ii) Windows must be provided at the rear and sides along with means of opening and closing not less than one window on either side.
- (iii) Rear passenger windows must be capable of being opened by passengers when seated, unless air conditioning is available for the comfort of the passenger.

22. ADVERTISING

- (i) Advertisements may be displayed on the outside of the vehicle on the lower door panels only and prior to their placement must have been approved by the local authority.
- (ii) No sign or advertisement shall obliterate or be confused with the vehicle's licence plate or the number plates of the vehicle.
- (iii) A sign shall be affixed to the outside or inside of the vehicle indicating that smoking is prohibited in the vehicle or requesting passengers to refrain from smoking inside the vehicle.

23. TINTED WINDOWS

Glass allowing a minimum of 75% light ingress on front windscreens and not less than 70% light ingress on all side and rear passenger windows, which does not inhibit the ability to see passengers or the driver from the outside of the vehicle, is required.

A Light Transmission Detector, which measures light transmission through any type of glass is used to test and determine visibility and provides a read out of the suitability of proposed vehicles for use as licensed private hire vehicles in the district. (It will not apply to Hackney vehicles)

24. DOOR FITTINGS

- (i) An approved type of automatic door locking device must be fitted to passenger doors. When the vehicle is stationary the passenger doors must be capable of being readily opened from the inside and outside the vehicle by one operation of the latch mechanism. The interior door handle must be easily identified so as not to be mistaken for any other control.
- (ii) Double catches of approved type must be fitted to all doors.

25. INSURANCE CERTIFICATES AND INTERNAL PLATE

A current insurance certificate and an internal plate showing the local authority's licence number for the vehicle and the number of passengers allowed to be carried must be displayed within the vehicle, all to be clearly visible from the passenger compartment.

26. FLOOR COVERING

The floor of the passenger's compartment must be covered with non-slip material, which can easily be cleaned.

27. LUGGAGE

- (i) Adequate storage for passenger luggage separated from the passenger compartment without obstructing any emergency exits must be available. Luggage carried must be suitably secured in place.
- (ii) Provision must be made for carrying luggage sufficient for the number of persons for which the vehicle is licensed.

28. HORN

A horn of approved pattern must be fitted.

29. TAXIMETER AND FARE CHART

- (i) A taximeter must be fitted in an approved position.
- (ii) A taximeter must be fitted and must be correctly calibrated, sealed and fully functional in accordance showing the current hackney tariff and be easily visible to passengers.
- (iii) The taximeter and all the fittings thereof shall be so affixed to the carriage with seals or other appliances, so as not to be practicable for any person to tamper with them except by breaking, damaging or permanently displacing the seals or other appliances.
- (iv) The taximeter shall be positioned so that all letters and figures on the face thereof may be at all times plainly visible to any person being conveyed in the vehicle. The dial of the taximeter shall be kept properly illuminated throughout any part of the hiring which is during the hours of darkness as defined for the purposes of the Road Transport Act 1988 and also at any time at the request of the hirer.
- (v) When the meter is operating there shall be recorded on the face of the meter in clearly legible figures a fare not exceeding the maximum fare that may be charged for a journey.
- (vi) If the taximeter has been altered for whatever reason, the proprietor of the vehicle shall forthwith report the alteration to the licensing department so that arrangements for resetting and resealing may be made.
- (vii) An official copy of the Council's fare chart must be clearly displayed in the vehicle so as to be plainly visible to passengers carried therein.
- (viii) The vehicle taximeter shall be brought into operation at the commencement of the journey and the fare demanded by the driver shall not be greater than that fixed by this Council in connection with the hire of hackney carriages. In the event of such a journey commencing in but ending outside the Maidstone district there may be charged for the journey such fare or rate of fare, if any, as was agreed before the hiring was effected, if no such agreement was made then the fare to be charged should be no greater than that fixed by the Council in connection with the hire of hackney carriages.

30. TAXI SIGN

A "TAXI" sign clearly visible both by day and by night when the cab is not hired, must be fitted.

31. RADIO APPARATUS

- (i) Where apparatus for the operation of a two-way radio system is fitted to a cab, no part of the apparatus may be fixed in the passenger's compartment or in the rear boot compartment if LPG tanks or equipment are situated therein.
- (ii) Any other radio equipment either in the passenger or driver compartment, must be approved.

32. FITTINGS

No fittings other than those approved may be attached to or carried upon the inside or outside of the Hackney Carriage.

33. MAINTENANCE

The Hackney Carriage vehicle, including all fittings, fixtures, advertisements etc, must be well maintained and kept clean and in good working order. The vehicle will at all times be subject to test and inspection and should it be found that any part or fitting is not well maintained, clean and in good working order, a notice will be served on the owner prohibiting him from using the vehicle until the defect has been rectified.

34. VEHICLES POWERED BY LIQUID PROPANE GAS (LPG)

- (i) An applicant for a licence involving a vehicle that has been converted to run on LPG is required to produce, prior to a licence being issued, a certificate issued by a member of the LPG Association confirming satisfactory installation, examination and testing of the vehicle in accordance with LPG Association Code of Practice; and that the vehicle is therefore considered Safe.
- (ii) If an LPG conversion involves installation of an LPG fuel tank in a vehicle's boot space (~~and possible relocation of the spare wheel~~) it shall be a requirement that an amount of space shall remain free for the stowage of a reasonable amount of luggage and ~~any spare wheel displaced as a result must be stowed in a location that does~~ should not impinge on the passenger carrying area of a vehicle.

35. SEAT BELTS

All vehicles must be fitted with fully operational seat belts, one for each passenger to be carried, fully compliant with British Standards except where the law specifically provides an exemption. It is the driver's responsibility to ensure that all passengers under 14 years of age use an appropriate child restraint or wear a seat belt.

36. FIRST AID KIT

There shall be provided in such a position as to be readily available at all times when the vehicle is used for hire, a suitable First Aid Kit containing appropriate dressings and appliances for immediate use in an emergency for the drivers use only. A first aid kit is mandatory for self employed drivers for their personal use.

37 LICENCE PLATES AND STICKERS

- (i) At all times while the vehicle is being used as a hackney there shall be securely fixed to the rear of the vehicle the appropriate vehicle licence plate supplied by the Council.
- (ii) The number of persons licensed to be carried in the vehicle shall be exhibited outside the vehicle on the Vehicle Licence Plate referred to above. (For these purposes children (of any age) are counted as one person).
- (iii) At all times while the vehicle is being used as a hackney carriage there shall be displayed on the windscreen of such vehicle (top left-hand corner of the windscreen) the internal licence plate, which identifies the vehicle as either a private hire or hackney carriage vehicle. On this will be displayed the registration number of the vehicle and the number of passengers permitted to be carried.

38 CHANGES / TRANSFER

- (i) Notice in writing of any transfer of licence must be given notified within 14 days the Licensing Authority as per section 49 LGMPA 1976.
- (ii) When the holder of a vehicle licence wishes to transfer the licence to another person he must notify the new proprietor that it is their responsibility to notify the Council, in writing, as failure to do so is an offence.

39 INSPECTION

The vehicle licence must be available for inspection at all times on request by any authorised officer of the Council or any Police Officer.

40 UNAUTHORISED USE

The licensee shall be satisfied that every driver engaged/allowed by him/her to drive the licensed vehicle is the holder of an appropriate and current European Driver's Licence and a Hackney Carriage/Private Hire Drivers Licence issued by the Council. The licensee shall also ensure that the Driver's Badge is worn in accordance with the conditions/byelaws attached to the Hackney Carriage/Private Hire Driver's Licence.

41 ACCIDENT REPORTING

- (i) If a licensed hackney carriage or private hire vehicle is involved in an accident, this must be reported to the Council within 72 hours of the occurrence.
- (ii) Where, following an accident or damage to a licensed vehicle, it is the intention of the owner or operator to continue licensed use, the vehicle must be inspected (at the owner's or operator's expense) to determine its fitness for continued use. A Licensing Officer may use delegated powers to suspend the use of a licensed vehicle until it is suitably repaired.
- (iii) A licensed vehicle which has suffered major accident damage or requires substantial mechanical repair may be replaced by a hire vehicle, provided:
 - the damage to, or defect in, the vehicle has been reported;
 - application is made in the usual way for a change of vehicle (albeit temporarily);
 - the replacement vehicle meets the licensing criteria and is suitable to be used for hire purposes;
 - the hiring of the hire vehicle is organised and paid for by the affected licensed owner or operator.

42 MISCELLANEOUS

The proprietor shall not knowingly cause or permit the vehicle to be used for any illegal purpose whatsoever.

43 DISPENSATION/ VARIATION OF CONDITIONS

The Council may in exceptional circumstances by way of special condition dispense with or vary any of the conditions set out herein.

NOTE: The word 'approved' throughout this specification means, approved by Maidstone Borough Council. No application shall be considered where the proposed vehicle is already licensed by another licensing authority (commonly referred to as 'dual plating').

Appendix 5: B

MAIDSTONE BOROUGH COUNCIL- HACKNEY CARRIAGE - VEHICLE LICENCE
CONDITIONS

General

This licence is issued in respect of a vehicle which meets the Council's Specification and is capable of carrying disabled persons and cannot be transferred or renewed to any other type of vehicle.

Roof Sign

The vehicle shall have fitted externally to the roof of the vehicle in a position, of a size and of a type approved by the Council, an illuminated sign consisting of the word "TAXI" and the sign shall be maintained in such a position and in proper repair and condition throughout the duration of this licence.

During the hours of darkness as defined by the Road Traffic Act 1972 and any enactment replacing or amending the same, the sign shall be illuminated when the vehicle is in motion and is in use in any way as a Hackney Carriage.

Contracts

Whilst carrying school children under contract with the Kent County Council, the proprietor of the vehicle shall cause to be displayed in the front window of the Hackney Carriage Vehicle, a "School Children" sign, such sign shall be removed immediately the school contract journey has ended.

Identification plates

The identification plate shall remain the property of the Council at all times and shall be affixed to the exterior rear of the vehicle and shall be maintained and kept in such condition that the information printed on the plate is clearly visible to the public at all times.

Maintenance of vehicle

The vehicle and all its fittings and equipment shall at all times when the vehicle is in use or available for hire be kept in an efficient, safe, tidy and clean condition and all relevant statutory requirements (including in particular those contained in Motor Vehicles Construction and use Regulations) shall be fully complied with.

Alteration of vehicle

No material alteration or change in the specification, design, condition or appearance of the vehicle shall be made without the approval of the Council at any time while the licence is in force.

Passengers

The proprietor of a hackney carriage shall not convey or permit to be conveyed in a licensed vehicle any greater number of persons than that prescribed on the licence issued by the Council and on the licence plate affixed to the rear of the vehicle. The driver shall not allow there to be conveyed in the front of a hackney carriage if there is the provision any child below the age of 1 year. The driver shall not without the consent of the hirer of a vehicle convey or permit to be conveyed any other person in that vehicle.

Communications equipment

Two-way radios

The proprietor shall ensure that any radio equipment fitted to the hackney carriage vehicle is at all times kept in a safe and sound condition and maintained in proper working order.

Mobile telephones

Mobile telephones may only be used with a hands-free kit. Ideally this kit should be a hard wired, professionally fitted facility within the vehicle.

Taximeters

The proprietor shall ensure the vehicle is fitted with a taximeter approved by the Council, and that meter shall be maintained in a sound mechanical condition at all times. The taximeter shall be set for the current tariff agreed by the Council and shall be sealed to prevent unauthorised adjustment of that meter. The proprietor shall ensure the "For Hire" sign or other illuminated sign is extinguished when the fare commences, and the taximeter brought into operation.

Fare tables The proprietor shall ensure that a copy of the current fare table supplied by the Council is on display inside the hackney carriage at all times and that table is not concealed from view or rendered illegible when the vehicle is for hire.

('Babies', i.e. children not capable of using a seat belt, shall be defined as persons for occupancy purposes but shall not be classed as fare paying passengers).

Vehicle insurance

At all times during the currency of the licence the proprietor shall keep in force in relation to the use of the vehicle as a hackney carriage a Policy of insurance complying with the requirements of Part V1 of the Road Traffic Act 1984 which should be available inside the vehicle whilst it is licensed as a Hackney Carriage.

Convictions

The proprietor shall within 28 days disclose to the Council in writing details of any conviction or caution imposed on him (or, if the proprietor is a company or partnership, on any of the directors or partners) during the period of the insurance.

Change of address

Any proprietor changing his place of abode must give notice in writing to the Council within seven days of such change.

Display of terms and conditions

The proprietor of the vehicle shall at all times when the vehicle is being used by fare-paying passengers have within the vehicle for inspection by those passengers a copy of these terms and conditions.

Informative

This licence is not transferable and must be renewed on expiry. The holder must forthwith notify any change of address to the Borough Council, Maidstone House, King Street, Maidstone ME5 6JQ

Appendix 5: C

MAIDSTONE BOROUGH COUNCIL

SPECIFICATION RELATING TO PRIVATE HIRE VEHICLES

No vehicle shall be licensed for Private Hire unless it is fit for public service and complies with the specifications set out below.

1. GENERAL

- (i)** All Private Hire vehicles must have a minimum of four wheels and must have at least four doors **excluding** the tailgate.
- (ii)** All Private Hire vehicles must be right hand drive
- (iii)** The engine capacity of all vehicles submitted to be tested for the first time shall not be less than 1400cc. However, in some instances vehicles may be assessed on a case by case basis.

- (v) No Private Hire vehicle shall be accepted for testing for the first time if the vehicle is over three years old, (from the date of the vehicle registration, when new) or has mileage of more than 30,000 miles. Once the Private Hire vehicle is six years old (from the date of registration, when new) it shall not be retested for use as a Private Hire vehicle within the Maidstone Borough.
- (iv) Vehicles should have no damage affecting the structural safety of the vehicle and must not have been written off for insurance purposes at any time. For example vehicles that are known in the trade as "cut & shut" will not be licensed

NOTES:

- 1) Vehicles submitted for testing for the first time must comply with the age and mileage specifications. Any vehicle currently compliance tested, shall, at the expiry of that compliance period, if the vehicle falls outside of the age policy, not be re-licensed.
- 2) Once the expiry date of any vehicle compliance has expired, if the vehicle specifications are outside of the policy where age is concerned, as set out in these specifications, the vehicle may not be re-licensed.
- 3) A compliance test may be arranged for a vehicle and carried out up to one month prior to the expiry date of its current compliance certificate. If the vehicle passes the compliance test, a certificate may be issued for a period of up to thirteen months (in line with Ministry of transport procedure) or whatever period within the month prior to its expiry, so long as the period does not exceed thirteen months and so long as the current compliance certificate is produced for inspection by the vehicle examiner.

2. GENERAL CONSTRUCTION

Every private hire vehicle must comply in all respects with the requirements of any Acts and Regulations relating to motor vehicles in force at the time of licensing.

N.B. Any vehicles licensed as Special Event Vehicles should comply with the vehicle specification laid down for such vehicles. As stretched limousines are modified vehicles and also imported from abroad, the normal requirements as to certification and approval used by the approved test centre for saloon cars which are used as private hire cars are not appropriate. The applicant for a Special Events Vehicle should therefore present a valid MOT certificate from the approved test centre and will also have to provide sufficient information and documentation to the approved test centre to enable them to be satisfied as to the safety and construction of the vehicle.

The Vehicles may need to be tested at a test centre that can accommodate them rather than our approved test centre to the necessary MOT standard.

Aside from the compliance certificate which will be replaced by a valid MOT certificate the normal procedure for licensing Private Hire Vehicles will be

applied, vehicle registration documentation and insurance certificates will be required.

Each vehicle presented for licensing as Special Events Vehicles will be considered for its suitability and fitness on its own merits and the additional vehicle conditions at Appendix 7 will apply.

3. STEERING

- (i) The steering wheel must be on the offside of the vehicle.
- (ii) The steering mechanism must be so constructed or arranged that no overlock is possible and the road wheels do not in any circumstances foul any part of the vehicle.
- (iii) The steering arms and connections must be of adequate strength and as far as possible protected from damage by collision.

4. BRAKE AND STEERING CONNECTIONS

Where brake and steering connections are secured with bolts or pins, the bolts or pins must be fitted with approved locking devices and they must be so placed that, when in any position other than horizontal, the head of the bolt pin is uppermost.

5. TYRES

All tyres must be kept at the correct pressure and meet legal requirements and be suitable for use on the vehicle.

6. BRAKES

All brakes must act directly on the wheels of the vehicle. The pedal operated braking system must be so designed that notwithstanding the failure of the brakes on any pair of wheels, either on one axle or diagonally opposite, there must still be available for application brakes on the other pair sufficient to bring the vehicle to rest within a reasonable distance.

7. SUSPENSION

Every vehicle must be fitted with an efficient suspension system so designed and maintained to the manufacturer's specification.

8. TRANSMISSION

Vehicles using automatic or semi-automatic transmission must be fitted with a device to prevent the engine starting with the transmission selector in a **DRIVE** or **REVERSE** position.

9. BOLTS AND NUTS

All moving parts and parts subject to sever vibration connected by bolts or studs and nuts must be fitted with an approved locking device.

10. FUEL TANKS

- (i) Fuel tanks must not be placed in the engine compartment and must be adequately protected from damage by collision.
- (ii) All fuel tanks and all apparatus supplying fuel to the engine must be so placed or shielded that no fuel overflowing or leaking from there can fall or accumulate upon any part or fitting where it is capable of being readily ignited or can fall into any receptacle where it might accumulate.
- (iii) The filling points for all fuel tanks must be accessible only from the outside of the vehicle and filler caps must be so designed and constructed that they cannot be dislodged by accident.
- (iv) In the case of an engine powered by Liquid Propane Gas a device must be fitted by which the supply of fuel to the engine may be immediately cut off. It's situation, together with the means of operation and "OFF "position must be clearly marked on the outside of the vehicle.

11. ELECTRICAL EQUIPMENT

- (i) All electrical leads and cables must be adequately insulated and where liable to be affected by exposure to water, diesel, petrol or oil must be adequately protected.
- (ii) All electrical circuits must be protected by suitable fuses.
- (iii) Batteries must be so placed and protected that they cannot be a source of danger.

12. EXHAUST PIPE

The exhaust pipe must be so fitted or shielded that no inflammable material can fall or be thrown upon it from any part of the vehicle and that it is not likely to cause a fire through proximity to any inflammable material on the vehicle. The outlet must be placed at the rear of the vehicle in such a position as to prevent fumes from entering the vehicle.

13. BODY

- (i) The body must be of the fixed head type. Approved sunroof may be fitted.

14. VEHICLE INTERIOR

- (i) The driver's seat must be designed to accommodate the driver only and be adjustable for reach.
- (ii) The vehicle must be fitted with adequate devices for demisting, defrosting and washing the windscreen and with a sun visor adjustable by the driver.
- (iii) Direction indicators of an approved type must be fitted.
- (iv) Windows in saloon vehicles must be provided at the sides and at the rear and rear passenger door windows must be capable of being opened easily by passengers when seated.

- (v) An adequate heating and ventilation system must be fitted for the driver and passengers.
- (vi) The windscreen and all windows must be safety glass in accordance with the latest British Standard at the time of approval.
- (vii) Passengers' doors must be capable of being readily opened from inside and outside the vehicle by one operation of the latch mechanism.
- (viii) Approved central locking systems are permitted.
- (ix) The floor of the vehicle must be suitably covered and in good repair.
- (x) Provision must be made for carrying luggage sufficient for the number of persons for which the vehicle is licensed.
- (xi) All vehicles must have sufficient luggage space for the number of passengers the vehicle is licensed to carry without having to fold any seat. When a large quantity of luggage is being conveyed a guard between the luggage and the passengers must be fitted.
- (xii) If it is intended to carry luggage on the roof, the carrier must be of an approved type fitted to the roof guttering. It must not be used to carry weight in excess of the manufacturer's recommendation.
- (xiii) A horn of an approved type must be fitted and maintained in working order.
- (xiv) A taximeter, if fitted, must be of an approved type and tested by the Council.
- (xv) Where apparatus for the operation of a two-way radio system is fitted no part of the apparatus may be fitted in the rear compartment if L.P.G. tanks or equipment are situated therein.
- (xvi) Any other radio receiver fitting must be of an approved type.

15. PAINTWORK AND BODY FINISH

The paintwork and body finish should be maintained to the original manufacturer's specification.

16. PASSENGERS' SEATS

- (i) The width across the cushion must be not less than 50 inches.
- (ii) The depth from the upholstery at the back to the front edge of the seat must be not less than 18 inches; and
- (iii) The vertical distance between the undeflected seat cushion and the roof lining immediately above must be not less than 34 inches.

17. ADVERTISEMENTS

- (iv) No sign or advertisement shall obliterate or be confused with the vehicle's licence plate or the number plates of the vehicle.
- (v) A sign shall be affixed to the outside or inside of the vehicle indicating that smoking is prohibited in the vehicle or requesting passengers to refrain from smoking inside the vehicle.
- (iii) Advertisements may be displayed on the outside of the vehicle on one lower door panel only on either side and may display the words **PRIVATE HIRE** and with either the company name or logo. Prior to the placement of any advertisement, approval must be given by the Council.

18. POLICY RE ALL OVER ADVERTS ON PRIVATE HIRE VEHICLES

Advertising is allowed on all private hire vehicles and the following formula was adopted on 31 May 2002:

- a) advertising should remain optional;
- b) all adverts must be approved by the Council before being placed on the vehicle and that a copy of any advertising should be kept on file;
- c) saloon and estate type vehicles may only advertise below window level on side doors and panels and on the rear panel and bumpers if desired;
- d) on larger people carrier vehicles, writing be allowed on any side and rear panels; again below window level. Adverts on windows will not be allowed.
- e) any all over livery advertising be carried out, where appropriate in accordance with the policy in place for Private Hire vehicles:

That art work must be submitted for initial scrutiny and on provisional approval, a copy of the print work must be submitted, for retention, before the advert is displayed.

Particular attention is drawn to codes of advertising, (The British Code of Advertising Practice booklet issued by the Advertising Standards Authority).

Certain materials are recommended and a sample must be provided with the Art work

Allow 1 days approval time be given

With all over livery only one company/product/service may be displayed and that secondary advertising is not permitted. For this it is assumed that a local company wishing to use all over

livery would not be able to show their company name/Logo.

- f) any adverts shown, not being all over livery, will be in line with the policy adopted for Hackney Carriages which cover certain subjects, establishments etc, which would not be approved, some of which are listed below;

Advertisements with political, ethnic, religious, sexual or controversial texts.

Advertisements for escort agencies, gambling establishments or massage parlours

Advertisements displaying nude or semi- nude figures

Advertisements mentioning the driver of a private hire vehicle e.g. "the driver will take you to....";

Advertisements likely to offend public taste.

Private hire operators will also be allowed to advertise their company name or logo where all over advertising is allowed in line with Hackney Carriage (approve 6 March 1994), provided that the sign is approved by an officer of the Council.

19. TINTED WINDOWS

From an Officers point of view, tinted glass affects Public Safety and as many vehicles are used for the carriage of children, and vulnerable persons tinted windows which prevent clear vision into the vehicle should not be permitted.

Glass allowing a minimum of 75% light ingress on front windscreens and not less than 70% light ingress on all side and rear passenger windows, which does not inhibit the ability to see passengers or the driver from the outside of the vehicle, is required.

The Licensing Office use a device that can measure the light transmission through any type of glass in minutes, and provide a read out of the suitability of proposed vehicles for use as a licensed private hire vehicles in the district.

Any stretch limousines and high-class executive vehicles licensed for private hire to carry out executive work only, and not operated on a taxi or private hire circuit, will be exempt from these conditions, provided the tinted glass was fitted as standard by the manufacturer.

All vehicles licensed must comply with the Road Vehicles (Construction & use) Regulations in relation to tinted windows.

The vehicle is licensed only for Private Hire purposes

The vehicle is a stretched limousine or prestige type i.e. (Mercedes E Class) vehicle (see separate additional conditions for limousines at Appendix 7); and

The vehicle will not be engaged at all in any contract for the carriage of school children or based around the carriage of children, or in the carriage of vulnerable adults;

The Operator must, unless such a vehicle has been specifically requested, inform a hirer that such a vehicle will be supplied.

It is suggested that stretch limousines or high-class executive vehicles licensed for private hire for executive work may be exempted from the proposed new licensing condition, provided that the dark tinted windows are fitted as standard by the manufacturer and that the vehicle is used for executive work only, and not operated on a taxi or private hire circuit. These vehicles will, of course, still be required to comply with the Road Vehicles (Construction & use) Regulations.

20. INSURANCE CERTIFICATE AND INTERNAL PLATE

A current insurance certificate and an internal plate showing the local authority's licence number for the vehicle and the number of passengers allowed to be carried must be displayed within the vehicle, all to be clearly visible from the passenger compartment.

21. MAINTENANCE

The Private Hire vehicle, including all fittings, fixtures, advertisements etc, must be well maintained and kept clean and in good working order. The vehicle will at all times be subject to test and inspection and should it be found that any part or fitting is not well maintained, clean and in good working order, a notice will be served on the owner prohibiting him from using the vehicle until the defect has been rectified.

22. VEHICLES POWERED BY LIQUID PROPANE GAS (LPG)

- (i) An applicant for a licence involving a vehicle that has been converted to run on LPG is required to produce, prior to a licence being issued, a certificate issued by a member of the LPG Association confirming satisfactory installation, examination and testing of the vehicle in accordance with LPG Association Code of Practice; and that the vehicle is therefore considered Safe.
- (iii) If an LPG conversion involves installation of an LPG fuel tank in a vehicle's boot space ~~(and possible relocation of the spare wheel)~~ it shall be a requirement that an amount of space shall remain free for the stowage of a reasonable amount of luggage and any ~~spare wheel~~ ~~displaced as a result must be stowed in a location that does~~ should not impinge on the passenger carrying area of a vehicle.

23. SEAT BELTS

All vehicles must be fitted with fully operational seat belts, one for each passenger to be carried, fully compliant with British Standards except where the law specifically provides an exemption. It is the driver's responsibility to ensure that all passengers under 14 years of age use an appropriate child restraint or wear a seat belt.

24. FIRST AID KIT

There shall be provided in such a position as to be readily available at all times when the vehicle is used for hire, a suitable First Aid Kit containing appropriate dressings and appliances for immediate use in an emergency for the drivers use only. A first aid kit is mandatory for self employed drivers for their personal use.

25. LICENCE PLATES AND STICKERS

- (i) At all times while the vehicle is being used as a private hire vehicle there shall be securely fixed to the rear of the vehicle the appropriate vehicle licence plate supplied by the Council.
- (ii) The number of persons licensed to be carried in the vehicle shall be exhibited outside the vehicle on the Vehicle Licence Plate referred to above. (For these purposes children (of any age) are counted as one person).
- (iii) At all times while the vehicle is being used as a private hire vehicle there shall be displayed on the windscreen of such vehicle (top left-hand corner of the windscreen) the internal licence plate, which identifies the vehicle as either a private hire or hackney carriage vehicle. On this will be displayed the registration number of the vehicle and the number of passengers permitted to be carried.

26. CHANGES / TRANSFER

- (iii) Notice in writing of any transfer of licence must be given notified within 14 days the Licensing Authority as per section 49 LGMPA 1976.
- (iv) When the holder of a vehicle licence wishes to transfer the licence to another person he must notify the new proprietor that it is their responsibility to notify the Council, in writing, as failure to do so is an offence.

27. INSPECTION

The vehicle licence must be available for inspection at all times on request by any authorised officer of the Council or any Police Officer.

28. UNAUTHORISED USE

The licensee shall be satisfied that every driver engaged/allowed by him/her to drive the licensed vehicle is the holder of an appropriate and current European Driver's Licence and a Hackney Carriage/Private Hire Drivers Licence issued by the Council. The licensee shall also ensure that the Driver's Badge is worn in accordance with the conditions/byelaws attached to the Hackney Carriage/Private Hire Driver's Licence.

29. ACCIDENT REPORTING

- (iv) If a licensed hackney carriage or private hire vehicle is involved in an accident, this must be reported to the Council within 72 hours of the occurrence.
- (v) Where, following an accident or damage to a licensed vehicle, it is the intention of the owner or operator to continue licensed use, the vehicle must be inspected (at the owner's or operator's expense) to determine its fitness for continued use. A Licensing Officer may use delegated powers to suspend the use of a licensed vehicle until it is suitably repaired.
- (vi) A licensed vehicle which has suffered major accident damage or requires substantial mechanical repair may be replaced by a hire vehicle, provided:
- the damage to, or defect in, the vehicle has been reported;
 - application is made in the usual way for a change of vehicle (albeit temporarily);
 - the replacement vehicle meets the licensing criteria and is suitable to be used for hire purposes;
 - the hiring of the hire vehicle is organised and paid for by the affected licensed owner or operator.

30. MISCELLANEOUS

The proprietor shall not knowingly cause or permit the vehicle to be used for any illegal purpose whatsoever.

31. DISPENSATION/ VARIATION OF CONDITIONS

The Council may in exceptional circumstances by way of special condition dispense with or vary any of the conditions set out herein.

32. NOTICES OF EXEMPTION

Previously the Council at its discretion could issue a Notice of Exemption under section 75 (3) of the Local Government (Miscellaneous Provisions) Act 1976. This basically means that where the Council has issued a private hire vehicle licence to a private hire operator under section 48 LGMPA

1976, that the Council at its discretion could grant a Notice in writing exempting them from displaying a plate under s 48, 6 (a) and also the driver from displaying a badge under s 54 (a) LGMPA 1976.

NOTE: The word approved throughout this specification means, approved by Maidstone Borough Council.

TRAILER'S ON PRIVATE HIRE VEHICLES

Specification

No trailer will be licensed unless it is fit for public service and complies with the following:

GENERAL CONSTRUCTION

Every trailer must comply in all respects with the requirements of EC 94/2 Type Approval and any Acts and Regulations relating to trailers or parts thereof which may be in force at the time of licensing.

BODY

The body must be constructed of either all G.R.P (Glass Reinforced Plywood/Fibreglass) **or** fully Galvanised Steel with both types fitted with either an A.B.S (Aquilonitile Butadine Styrene) hard top cover or G.R.P cover hinged at the front and fitted with lockable catches.

CHASSIS

The full frame must be made of galvanised steel with a straight drawbar.

DIMENSIONS

The maximum size permissible shall be:

Body Length 62"	1575mm
Body Width 44"	112mm
Body Depth 2"	5mm
Lid Depth 8"	2mm
Gross Weight (when Towing)	5kg

TYRES AND WHEELS

(a) Tyres and wheels for the trailer must comply with manufactures specification and current legislation relating to tyres;

(b) There is no legal requirement to carry a spare Wheel and Tyre to but if provided its recommended that it is left on the trailer. Tyre repair foam is fine if the tyre goes flat, but not if the tyre is otherwise damaged manufactures specification and current legislation must be fitted to the trailer; and.

(c) a suitable tool kit must be carried to enable the wheel to be changed in the event of a puncture.

LIGHTS

Full road lighting must be fitted to the trailer to comply with all legal requirements. All lights should be 'E' marked.

INSURANCE

(a) A current certificate of insurance must be produced which covers the use of the trailer and the Private Hire vehicle to be licensed to tow it; and

(b) Adequate public liability insurance must be produced to cover any luggage carried in the trailer.

ADVERTISEMENTS

No advertisements will be allowed to be displayed on the trailer.

LICENCE PLATE

An additional Private Hire Vehicle plate must be displayed on the outside rear of the trailer.

MARKING PLATES

All trailers should be marked in a conspicuous position on the near side of the drawbar with the maximum Gross Weight the trailer is designed for and the plate should indicate:

- (1) the Manufactures name;
- (2) the Chassis or Serial Number;
- (3) the Number of Axles
- (4) the Maximum Weight for each Axle;
- (5) the Maximum Load imposed on drawing vehicle;
- (6) the Maximum Gross Weight; and
- (7) the Year of manufacture.

NUMBER PLATES

All trailers must be fitted with an approved style number plate bearing the same number as the towing vehicle.

INSPECTIONS

(a) The trailer and tow bar must be inspected by the garage responsible for carrying out the Council's vehicle inspections before the trailer can be used for carrying luggage and the fee £4 (reviewed annually) paid to the Licensing Section.

(b) An annual inspection will be required at the same time as the vehicle compliance test with the relevant compliance fee plus the trailer test fee being paid.

APPENDIX 5: D

Private Hire Vehicle licence conditions

These conditions are made under Section 48 of the Local Government (Miscellaneous Provisions) Act 1976 by Maidstone Borough Council with respect to all Private Hire Vehicles.

1. Maintenance of Vehicle

At all times, when in use or available for hire, the vehicle and all its fittings shall be kept in an efficient, safe, tidy and clean condition and all relevant statutory

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requirements shall be fully complied with, including in particular those contained in Motor Vehicles (Construction and Use) Regulations.

In addition to the MOT requirements, licensed vehicles are required to be tested at the Council's approved testing centre/s. All vehicles will be subject to an annual test and, dependant on the age of the vehicle, subject to interim tests as follows:

Vehicles presented for test must be washed and the engine cleaned, the interior must be cleaned and all seats must be maintained and clean and free from rips and tears.

All vehicles must be presented with a view to passing the inspection and test and any vehicle that fails to pass the test will be subject to a retest at a retest fee which will be reviewed annually alongside the normal fees and charges for such items.

Any vehicle failing a vehicle test will be subject to a retest fee.

2. Alteration of Vehicle

At any time whilst the licence is in force, no alteration or change in the specification, design, condition or appearance of the vehicle shall be made without the approval of the Licensing Office, and the proprietor shall ensure that the vehicle complies with the Council's relevant Vehicle Specification Standards for Private Hire Vehicles at all times.

3. Licensed Vehicle Identification Plates

The current external licence plates, issued by the Council, identifying the vehicle as a Private Hire Vehicle must be securely fixed to the rear of the vehicle either to the bodywork or exterior of the vehicle in a prominent and visible position or in brackets in such a manner as to be easily removed by an authorised officer of the Council or a Police Constable.

The smaller interior plate shall be fixed and displayed within the vehicle in such a position as to be clearly visible to passengers at all times.

Under no circumstances, throughout the period of the licence, must the identification plates to be removed except where the written consent of the Council has been obtained [by way of a plate exemption. A driver while undertaking plate exempt work is not required to wear their badge, however the badge must be kept within the vehicle and be easily available for inspection at all times.](#)

All external and interior plates are granted on loan by the Council and remain the property of the Council throughout the period of the licence.

5. Table of Fares

A table of fares may be displayed for passenger information within the vehicle provided it is in a form and type of print previously submitted to and approved by the Council.

6. Taximeter

If fitted a taximeter must operate correctly at all times and must be calendar controlled and sealed by the Authority. The taximeter must be checked at least once per year by a competent person.

7. Damage to Vehicle

Any damage to a Private Hire Vehicle which affects its safety, performance or appearance must be reported by the proprietor to the Council as soon as reasonably practicable and in any case within 72 hours of the occurrence of the damage.

8. Under no circumstances shall roof signs or the words „taxi or „taxis be allowed

9. Insurance

A valid insurance policy shall be in force for the vehicle.

At or before the time when a cover note or certificate of insurance expires or is cancelled, evidence of the continued validity of appropriate insurance cover for the vehicle shall be produced to the Licensing Office.

Failure to produce such evidence shall result in the vehicle being immediately liable to suspension on the date of expiry shown on the cover note or certificate of insurance previously produced to the Licensing Office.

Where vehicle insurance documents are produced which do not specify the registration number of the vehicle or vehicles covered by the policy, it will be necessary to produce an endorsement to the policy which specifies the registration number of the vehicles covered by that policy.

Failure to produce such an endorsement shall mean that the vehicle will be immediately liable to suspension on the date of expiry shown on the cover note or certificate of insurance.

Only a driver licensed as a Private Hire driver with Maidstone Borough Council, with appropriate insurance, is authorised to drive a Private Hire Vehicle licensed by Maidstone Borough Council.

10. Private Hire Drivers' Licence

If the proprietor allows or employs any person to drive the vehicle as a Private Hire Vehicle they must ensure that, before that person commences to drive the vehicle, a copy of his Private Hire Driver's licence is delivered to the proprietor. The proprietor shall then retain this in his possession until such a time as the driver ceases to be allowed or employed to drive that vehicle or any other vehicle belonging to the proprietor.

Where the proprietor is not also the operator of the vehicle, the proprietor shall ensure that a copy of the driver's private hire licence is also passed to the operator.

11. Change of Address

The proprietor shall notify the Council, in writing, of any change of his address during the period of the licence. Notice of the change shall be given within seven days of it taking place.

12. Luggage

Any passenger luggage must be carried under cover.

Roof racks are permitted but if personal luggage is carried on the outside of the vehicle then a suitable cover must be provided.

No luggage may be carried in aisles, gangways or in such a manner as to obstruct entrance/exit routes.

Luggage must be carried in a secure manner and be prevented from moving.

The luggage compartment shall be kept empty except for the luggage of passengers, the spare wheel (where applicable) and essential tools.

13. Use of Non-Standard Spare Wheels, Emergency Repair kits etc.

A temporary use spare wheel, run flat tyres (when punctured) or puncture repair kit must only be used to enable the vehicle to be driven to a place of repair. Where use is required whilst carrying a fare the journey may be allowed to continue provided that the driver complies fully with the manufacturers' operating restrictions. Any such non standard wheel or tyre should be replaced before taking another fare.

14. CCTV

Any CCTV fitted to a licensed vehicle must meet the specifications agreed by the Council and which must comply with the requirements of the Information Commissioner's CCTV Code of Practice. All equipment must comply with any legislative requirements in respect of Motor Vehicle Construction and Use Regulations.

15. Regulations

All Regulations made by the Department of Transport must be complied with at all times.

Appendix 6

MAIDSTONE BOROUGH COUNCIL
"SPECIAL EVENTS" PRIVATE HIRE VEHICLE – VEHICLE SPECIFICATIONS
GENERAL NOTES

The licensing of Limousines will be dependent upon the Council being satisfied that the vehicle is suitable in size type and design for use as a Special Events

vehicle. The prime consideration of the Council is the safety and comfort of the travelling public.

The Council considers the following types of vehicle to be "Special Event Vehicles" when considered in the context of licensing:

American stretched limousines;

Decommissioned emergency service vehicles;

Other non-standard type converted vehicles used for special events.

Vintage and luxury vehicles (where the normal private hire vehicle age limits would exclude them)

Additional licensing standards for Special Event Vehicles

Note – All applications will be considered on their own merits.

1. Information and Documents to accompany application

The applicant must provide full documentation relating to the conversion of the vehicle, its importation and registration. SVA certificate must be submitted, along with the vehicle registration document, ownership certificate, current insurance documentation and current MOT certificate. Copies of these documents will not be accepted only the originals. The manufacturers and modifiers technical handbook for that particular type of vehicle must also be exhibited. If the vehicle has been converted by an approved modifier, the relevant documentation should be produced.

2. Type of Vehicle and Modifier

The ability to licence a vehicle as a Special Event Vehicle will be restricted to stretched limousine or other types of "novelty" vehicles. Mass produced saloon cars or wheelchair accessible vehicles will be required to be licensed under the normal taxi or private hire car requirements.

3. Age of the vehicle

The maximum age of vehicles at the date they are first licensed for use as private hire cars is usually 3 years from first registration or not more than 30,000 on the clock, and the licence will not be renewed after 6 years from first registration. This will not be a requirement for Special Event Vehicles. There will be no maximum age but the vehicle must remain in good condition and pass inspections.

4. Vehicle Tests

Vehicles will be inspected before a licence is granted, thereafter every year. Vehicles can be required to attend for additional tests or be subject to spot checks in the same way as standard Private Hire Vehicles.

5. Vehicle Standard

- (a) The vehicle must be clean and there should be no rust on the bodywork and paint and chrome must be in good condition.
- (b) Left hand drive vehicles are permitted, provided sufficient mirrors are fitted.
- (c) All lights must comply with and be adjusted to meet UK requirements.
- (d) The vehicle must be fitted with at least 4 doors, two on each side.
- (e) Vehicles must be designed to carry not more than 8 passengers plus the driver.
- (f) The stretch of the vehicle must not exceed 140 inches from the original manufacturers chassis.
- (g) Vehicles must be fitted with seat belts of an acceptable type for all forward and rear facing passengers and for the driver. Side facing seats will not require seatbelts, but if these are fitted, they must be of an acceptable type. All seatbelts must be securely fitted and in good condition.
- (h) Vehicles must be fitted with the correct make any type of tyre.
- (i) The Council will certify the vehicle for the carriage of an appropriate number of passengers and no passengers over that number should be carried. In addition, no more than 8 passengers should be carried.
- (j) The fitting of a taximeter in the vehicle is prohibited.
- (k) Replacement parts must be suitable based on manufacturers original specifications.

Special Event Vehicle Conditions

Vehicle Testing

The vehicle will be presented for a MOT/compliance test at a test centre nominated by the Authority every six months

Vehicle Appearance

The vehicle shall be maintained in a sound mechanical and structural condition at all times

The vehicle shall be maintained to an excellent visual standard, This shall include the quality of paintwork, physical condition including doors, wings, bumpers and interior floor area, all of which shall be in good condition, free from rust, holes, broken metal and any other visible damage

The interior of the vehicle shall be in good condition, clean and free from any tears, damage, grease or any contamination

Limitations of Use

Vehicles issued with a special event licence shall only be used for special occasions and executive business contracts. Vehicles licensed within this category shall not be used for everyday private hire use

[Advertising](#)

[No advertising will be permitted on Special Events Vehicle](#)

Licence Plate

In the case of a special event vehicle being exempted from the requirement to display licence plates it is still a requirement that The vehicle licence plate will be carried within the boot of the vehicle (or fixed to the inside of the boot lid)

Communication Equipment

No vehicle will be fitted with a two way radio system

Dress Code

Drivers of vehicles will be required to observe a formal dress code

A licence may be suspended or revoked if a vehicle is no longer considered, in the opinion of an authorised officer, to comply with these requirements and all other criteria set down in these conditions

Badge

A driver of a special events vehicle or is not required to wear their badge while working however the badge must be kept within the vehicle and be easily available for inspection at all times.

APPENDIX 7

MAIDSTONE BOROUGH COUNCIL LOCAL GOVERNMENT (MISCELLANEOUS PROVISIONS) ACT 1976 PRIVATE HIRE OPERATOR - CONDITIONS OF LICENCE

1. Record Keeping

(1) The record required to be kept by the operator under Section 56(2) of the Local Government (Miscellaneous Provisions) Act 1976 shall be kept in a bound book in ink, the pages of which are numbered consecutively, or a suitable electronic database with sufficient storage capacity and back up, and the operator shall enter or cause to be entered therein, before the commencement of each journey, the following particulars of every booking of a private hire vehicle invited or accepted by him:

- (a) The time and date of the booking.
- (b) The name of the passenger/hirer.
- (c) How the booking was made (e.g. by telephone, personal call etc.)
- (d) The time of pick-up.
- (e) The location of pick-up.
- (f) The destination.
- (g) Any fare quoted at time of booking.
- (h) The name of the driver.
- (i) The registration number of the vehicle allocated for the booking, and the private hire vehicle plate number.
- (j) The time at which the driver was allocated to the booking.
- (k) Remarks (including details of any sub-contract).

(2) The operator shall also keep records of the particulars of all private hire vehicles operated by him. The records shall include details of the vehicle proprietor, registration number, licence/plate number and the drivers of such vehicles, together with any radio call sign used.

(3) The operator shall ensure that every driver engaged by him has obtained a private hire driver's licence from the same Licensing Authority which issued the private hire operator's licence. The operator shall use their best endeavours to ensure that all drivers have a badge issued by the Council and that the drivers wear the badge at all times whilst available for hire.

(4) Any record that is required to be kept by the operator shall be preserved for a period of not less than one year following the date of the last entry, and shall be promptly produced, in a format suitable for inspection, if requested by an authorised officer of the Maidstone Council or a police constable.

2. Standard of Service

The operator shall provide a prompt, efficient and reliable service to members of the public at all reasonable times and for this purpose shall in particular:-

- (a) Ensure that when a private hire vehicle has been hired to be in attendance

at the appointed time and place, the vehicle shall, unless delayed or prevented by sufficient cause, punctually attend at that appointed time and place.

(b) Keep clean, adequately heated, ventilated and lit any premises which the operator provides and to which the public have access, whether for the purpose of booking or waiting.

(c) Ensure that any waiting area provided by the operator has adequate seating facilities.

(d) Ensure that any telephone facilities and radio equipment provided are maintained in a sound condition and that any defects are repaired promptly.

3. Complaints

The operator must record and investigate all customer complaints. All records kept by the operator shall be preserved for a period of not less than one year following the date of the last entry, and shall be promptly produced, in a format suitable for inspection, if requested by an authorised officer of the Maidstone Council or a police constable.

The operator must immediately* notify the Council Licensing office in writing of any complaints of a serious nature concerning a contract for hire or purported contract for hire relating to or arising from his business and of the action (if any) which the operator has taken or proposes to take in respect thereof. Complaints of a serious nature include allegations of sexual or violent misconduct.

*Immediately means the next working day.

4. Change of Address

The operator shall notify the Council in writing of any change of his address during the period of the licence within seven days of such change taking place.

5. Convictions

The operator shall within seven days disclose to the Council in writing details of any conviction/[caution](#) imposed on him (or if the operator is a company, on any of its directors) during the period of the licence.

6. Insurance

The operator shall ensure that a certificate of motor insurance covers every private hire vehicle operated by him under the operator's licence, which is compliant with the Road Traffic Act 1988 as regards the carriage of passengers for hire or reward.

If the private hire operator has premises to which the public have access, in connection with the hiring of vehicles, he shall ensure that there is public liability insurance in force, which indemnifies him against any

7. Display of Terms and Conditions

The operator shall, at all times, keep a copy of these conditions at any premises used by him for private hire business and shall make the same available for inspection by fare-paying passengers.

8. Inspection of Licence

The private hire operator's licence shall be available for inspection on request by any Authorised Officer or any Police Officer.

APPENDIX 8

HACKNEY CARRIAGE BYELAWS

Made under Section 68 of the Town Police Clauses Act 1847 and Section 171 of the Public Health Act 1875, by the Maidstone Borough Council with respect to Hackney Carriages in the Borough of Maidstone

Interpretation

1. Throughout these byelaws "the Council" means the Maidstone Borough Council and "the district" means the Borough of Maidstone

Provisions Regulating The Manner In Which The Number Of Each Hackney Carriage Corresponding With The Number Of Its Licence Shall Be Displayed

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

PROVISIONS REGULATING HOW HACKNEY CARRIAGES ARE TO BE FURNISHED OR PROVIDED

3. The proprietor of a hackney carriage shall:
 - (a) provide sufficient means by which any person in the carriage may communicate with the driver;
 - (b) cause the roof or covering to be kept watertight;
 - (c) provide any necessary windows and a means of opening and closing no less than one window on each side;
 - (d) cause the seats to be properly cushioned or covered;
 - (e) cause the floor to be provided with a proper carpet, mat or other suitable covering;
 - (f) cause the fittings and furniture generally to be kept in a clean condition, well maintained and in every way fit for public service;
 - (g) provide means of securing luggage if the carriage is so constructed as to carry luggage;

- (h) provided at least two doors for the use of persons conveyed in such carriage and a separate means of ingress and egress for the driver.
4. The proprietor of a hackney carriage shall cause the same to be provided with a taximeter so constructed, attached and maintained as to comply with the following requirements, that is to say:
- (a) the taximeter shall be fitted with a key, flag or other device, the operation of which will bring the machinery of the taximeter into action and cause the word "Hired" to appear on the face of the taximeter;
 - (b) such key, flag or other device shall be capable of being locked in such a position that the machinery of the taximeter is not in action and that no fare is recorded on the face of the taximeter;
 - (c) when the machinery of the taximeter is in action there shall be recorded on the face of the taximeter in clearly legible figures a fare not exceeding the rate or fare which the proprietor or driver is entitled to demand and take for the hire of the carriage by distance in pursuance of the tariff fixed by the Council in that behalf;
 - (d) the word "**FARE**" shall be printed on the face of the taximeter in plain letters so as clearly to apply to the fare recorded thereon;
 - (e) the taximeter shall be so placed that all letters and figures on the face thereof are at all times plainly visible to any person being conveyed in the carriage, and for that purpose the letters and figures shall be capable of being suitably illuminated during any period of hiring;
 - (f) the taximeter and all the fittings thereof shall be so affixed to the carriage with seals or other appliances that it shall not be practicable for any person to tamper with them except by breaking, damaging or permanently displacing the seals or other appliances

Provisions Regulating To The Conduct Of Proprietors And Drivers Of Hackney Carriages Plying Within The District In Their Several Employments, And Determining Whether Such Drivers Shall Wear Any And What Badges

5. The driver of a hackney carriage provided with a taximeter shall:-
- (a) when standing or plying for hire, keep the key, flag or other device fitted in pursuance of the byelaw in that behalf locked in the position in which no fare is recorded on the face of the taximeter;
 - (b) before beginning a journey for which a fare is charged for distance and time, bring the machinery of the taximeter into action by moving the said key, flag or other device (so that the word "HIRED" is legible on the

face of the taximeter) and keep the machinery of the taximeter in action until the termination of the hiring;

(c) cause the dial of the taximeter to be kept properly illuminated throughout any part of a hiring which is during the hours of darkness this being the time between half-an-hour after sunset to half-an-hour before sunrise and also at any other time at the request of the hirer.

6. The proprietor or driver of a hackney carriage shall not tamper with or permit any person to tamper with any taximeter with which the carriage is provided, with the fittings thereof, or with the seals affixed thereto.
7. The driver of a hackney carriage shall, when plying for hire in any street and not actually hired;
 - (a) proceed with reasonable speed to one of the stands fixed by the Council in that behalf
 - (b) if a stand, at the time of his arrival, is occupied by the full number of carriages authorised to occupy it, proceed to another stand
 - (c) on arriving at a stand not already occupied by the full number of carriages authorised to occupy it, station the carriage immediately behind the carriage or carriages on the stand and so as to face in the same direction
 - (d) from time to time when any other carriage immediately in front is driven off or moved forward cause his carriage to be moved forward so as to fill the place previously occupied by the carriage driven off or moved forward.
 - (e) if such carriage occupies the first or second position on one of the stands fixed or deemed to be fixed by the Council pursuant to Section 63 of the Local Government (Miscellaneous Provisions) Act 1976 and any enactment amending or replacing the same remain with the carriage ready to be hired at once.
8. A proprietor or driver of a hackney carriage, when standing or plying for hire, shall not, by calling out or otherwise, importune any person to hire such carriage and shall not make use of the services of any other person for the purpose.
9. The driver of a hackney carriage 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 alighting from the vehicle.
10. The proprietor or driver of a hackney carriage who has agreed or has been hired to be in attendance with the carriage at an appointed time and place shall, unless delayed or prevented by some sufficient cause, punctually attend with such carriage at such appointed time and place.
11. A proprietor or driver of a hackney carriage shall not convey or permit to be conveyed in such carriage any greater number of persons than the

number of persons specified on the plate affixed to the outside and inside of the carriage.

12. A proprietor of a Hackney Carriage shall not suffer or permit any sign to be displayed in or upon such carriage without the consent in writing of the Maidstone Borough Council, provided that this Byelaw shall not apply to any sign that is required by law to be displayed in or upon such carriage.
13. If a badge has been provided by the Council and delivered to the driver of a hackney carriage, either with the licence granted to him by the Council or afterwards, he shall, when standing, plying or driving for hire, wear that badge in such position and manner as to be plainly and distinctly visible.
14. The driver of a hackney carriage so constructed as to carry luggage shall when requested by any person hiring or seeking to hire the carriage
 - (a) convey a reasonable quantity of luggage
 - (b) afford reasonable assistance in loading and unloading.
 - (c) Afford reasonable assistance in removing it to or from the entrance of any building, station or place at which he may take up or set down such person
15. The proprietor or driver of a hackney carriage shall not demand a fare greater than that fixed by the Council pursuant to Section 65 of the Local Government (Miscellaneous Provisions) Act 1976 and any enactment amending or replacing the same.

PROVISIONS SECURING THE DUE PUBLICATION OF FARES TO BE PAID FOR HACKNEY CARRIAGES WITHIN THE DISTRICT

16.
 - (a) The proprietor of a hackney carriage shall cause a statement of the table of fares made by the Council to be exhibited inside the carriage, in clearly distinguishable letters and figures and shall renew such letters and figures as often as is necessary to keep them clearly visible
 - (b) The proprietor or driver of a hackney carriage bearing a statement of fares in accordance with this byelaw shall not wilfully or negligently cause or suffer the letters or figures in the statement to be concealed or rendered illegible at any time while the carriage is plying or being used for hire

PROVISIONS SECURING THE SAFE CUSTODY AND RE-DELIVERY OF ANY PROPERTY ACCIDENTALLY LEFT IN HACKNEY CARRIAGES AND FIXING THE CHARGES TO BE MADE IN RESPECT THEREOF

17. The proprietor or driver of a hackney carriage shall, immediately after the termination of any hiring or as soon as practicable thereafter carefully search the carriage for any property which may have been accidentally left therein.

18. The proprietor or driver of a hackney carriage shall, if any property accidentally left therein by any person who may have been conveyed in the carriage be found by or handed to him

- (a) carry it as soon as possible and in any event within 48 hours, if not sooner claimed by or on behalf of its owner, to the office of the Council, and leave it in the custody of the Officer in charge of the office on his giving a receipt for it
- (b) be entitled to receive from any person to whom the property shall be redelivered an amount equal to five pence in the pound of its estimated (or the fare for the distance from the place of finding to the office of the Council, whichever be the greater) but not more than five pounds

PENALTIES

19. Every person who shall offend against any of these byelaws shall be liable on summary conviction to a fine not exceeding one hundred pounds and in the case of a continuing offence to a further fine not exceeding five pounds for each day during which the offence continues after conviction therefore.

REPEAL OF BYELAWS

20. The bylaws relating to hackney carriages which were made by the Council of the Maidstone Borough on 27th day of July 1972 and which were confirmed by the Secretary of State on the 21st day of September 1972 are hereby repealed.

These Bylaws were made under the common seal of the Maidstone Borough Council on 4 January 1991 and confirmed by the Secretary of State for Transport on 18 March 1991.

APPENDIX 9

MAIDSTONE BOROUGH COUNCIL LOCAL GOVERNMENT (MISCELLANEOUS PROVISIONS) ACT 1976 PRIVATE HIRE DRIVER'S LICENCE CONDITIONS

Conduct of Driver

The holder of a private hire driver's licence (hereafter known in this Appendix as the driver) shall comply with the following conditions.

The driver shall be respectably dressed, clean and tidy in appearance at all times whilst his vehicle is being made available for hire.

The drivers shall at all times, when acting in accordance with the drivers licence granted to him, wear such badge as supplied by the Council in such position and manner as to be plainly and distinctly visible at all times.

The driver shall not lend the badge to any other person or cause or permit any other person to wear it.

On termination or surrender of a drivers' licence, the driver shall return the badge to the Council immediately.

The driver shall behave in a civil, polite and orderly manner [at all times](#) and shall [not display rude or aggressive behaviour to members of the public, other licensed drivers, Officers of the Council or Police Officers at any time](#). The driver shall take all reasonable precautions to ensure the safety of persons conveyed in, or entering or alighting from, the vehicle.

The driver shall not wilfully or negligently cause or permit the vehicle licence plate to be concealed from public view, or allow the licence plate to be so defaced as to make any figure or information illegible.

The driver who has agreed to, or has been hired to, be in attendance with the vehicle 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.

The driver, when hired to drive to a particular destination, shall proceed to that destination by either the shortest available route, or the believed cheapest route considering all known factors such as roadworks, delays, etc.

The driver shall not convey, or permit to be conveyed, in such vehicle any greater number of persons than the number of persons specified on the Vehicle Licence.

The driver shall convey a reasonable amount of luggage and afford reasonable assistance in loading and unloading luggage.

The driver must not solicit, by calling out or otherwise importune any person to hire or be carried for hire and must not accept an offer for the hire of the vehicle except where that is first communicated to the driver by telephone.

The vehicle shall be presented in a clean and tidy condition for each journey.

The private hire vehicle must only be driven with the consent of the proprietor of the vehicle.

The driver must comply with any hirer's request not to smoke, drink or eat in the vehicle, or play any radio or sound equipment, which is not connected with the operation of the business.

The driver must ensure that the noise emitted from any sound equipment in the vehicle does not cause annoyance to any person, whether inside or outside the vehicle.

The driver shall not operate the horn as a means of signalling that the vehicle has arrived.

The driver must not cause or permit the vehicle to stand on a public road, on a hackney carriage rank or bay, or in a public place so as to suggest that it is plying for, or available for hire.

Drivers must not use a mobile phone whilst driving unless it is designed for hands-free operation.

Fitness of Driver

The driver of a vehicle must at any time, or at such intervals as the Council may reasonably require, produce a certificate issued by a Registered Medical Practitioner to the effect that he is, or continues to be, physically fit to be a driver.

Whether or not such a Certificate is produced, the driver must, if required by the Council at any time, undergo a medical examination by a Registered Medical Practitioner selected by the Council. This will be at the applicants own expense.

The driver must cease driving any private hire vehicle and contact the Council immediately if they know of any medical condition which may affect their:

- driving ability or
- the health and safety of themselves or any passengers.

Fares and Journeys

The driver/operator of a private hire vehicle may make their own agreement with the hirer as to the fare for a particular journey.

The driver shall, if requested by the hirer, provide him with a written receipt for the fare paid.

If the private hire vehicle is fitted with a taxi-meter, then the driver of a private hire must:

- unless the hirer expresses at the commencement of the journey his desire to engage by time, bring the meter into operation at the commencement of the journey, and
- bring the machinery of the taxi-meter into action by moving the said key, flag or other device, so that the work „HIRED“ is legible on the face of the taxi-meter before beginning a journey and keep the machinery of the taxi-meter in action until the termination of the hiring.
- when standing, keep the key, flag or other device fitted for that purpose locked in the position in which no fare is recorded on the face of the meter.
- Cause the dial of the taxi-meter to be kept properly illuminated throughout any part of a hiring which is during the hours of darkness as defined for the purpose of the Road Traffic Act 1972, and also at any other time at the request of the hirer.
- not demand for any hirer of a private hire vehicle a fare in excess of any previously agreed for that hiring between the hirer and the operator or, if the vehicle is fitted with a fare meter, the fare shown on the face of the taxi-meter.

In the event of a journey commencing in but ending outside the District of Maidstone there may be charged, for the journey, such fare or rate (if any) as was agreed before the hiring was affected. If no such agreement was made then the fare to be charged should be no greater than that determined by the taxi-meter.

Duties of Licence Holder

Any change affecting this licence must be notified to the Council, Notification should be as soon as reasonably practicable and in any event, no later than seven days after the change was effected.

The private hire driver's licence must be made available for inspection, on request, by any Authorised Officer of the Council or any Police Officer.

The driver must notify the Council, within seven days of starting or terminating employment, as to the name and address of the proprietor concerned and the date when the employment either started or ended.

The private hire driver's licence must be presented to the proprietor concerned at the beginning of an employment.

All licences, badges and plates remain the property of the Council at all times. They must be returned forthwith when employment as a licensed driver permanently ceases, the licence expires and is not renewed, or where the licence is suspended or revoked.

The driver must notify the Council within a period of seven days of:

- any conviction for an offence, or
- any receipt of a fixed penalty imposed on him whilst the licence is in force.

Lost Property

The driver shall immediately after the termination of any hiring of a Private Hire vehicle or as soon as practicable thereafter, carefully search the vehicle for any property which may have been accidentally left there.

If any property accidentally left in a Private Hire vehicle by any person who may have been conveyed therein is found by or handed to the driver, he shall take it, as soon as possible, and in any event within twenty-four hours if not already claimed by or on behalf of its owner to the offices of the Licensing Department and leave it in the custody of the officer in charge

Accident Reporting

In accordance with Section 50(3) of the Local Government (Miscellaneous Provisions) Act 1976, any accident to a private hire vehicle causing damage materially affecting:

- the safety, performance or appearance of the vehicle, or
- the comfort or convenience of the passengers,

must be reported to the Council as soon as reasonably practicable, and in any case within seventy-two hours of the occurrence thereof.

The Carriage of Animals

A driver must not carry in a private hire vehicle any animal whilst it is being used as a private hire vehicle, save for exemptions detailed in a) and b) below

a) Animals in the custody of passengers may be carried, at the driver's discretion, provided they are restrained in a safe manner.

b) A driver must carry assistance dogs when required. Assistance dogs include guide dogs for the blind or partially sighted, hearing dogs for the hard of hearing, and other assistance dogs which assist disabled people with a physical impairment.

Any driver with a medical condition, which may be exacerbated by dogs, may apply for exemption from this condition. On production of suitable medical evidence, a certificate of exemption will be issued which must be carried in the vehicle at all times. Unless the certificate of exemption is available in the vehicle, the exemption will not apply.

Written Receipts

The Driver shall if requested by the hirer of the Private Hire vehicle, provide the Hirer with a written receipt for the fare paid.

Copy of Conditions

The driver shall at all times when driving a Private Hire vehicle carry with him a copy of these conditions and the Private Hire Vehicle Licence Conditions and shall make them available for inspection by the hirer or any other passenger on request.

Deposit of Licence

If the driver is permitted or employed to drive a Private Hire vehicle of which the proprietor is someone other than himself, he shall before commencing to drive that vehicle deposit this licence with that proprietor for retention by him until such time as the driver ceases to be permitted or employed to drive the vehicle.

Change of Address

The driver shall notify the Council in writing of any change of his address during the period of the licence within seven days of such change taking place.

Notification of Convictions

The driver shall within seven days disclose to the Council in writing details of any conviction, including Cautions, imposed on him during the period of the licence. A driver who is required to appear at a Licensing Panel following conviction for a driving offence may be subject to a referral to the Driving Standards Agency with a requirement to pass the Agencies Assessment test. Failure to complete and pass the test may result in the driver having their Private Hire drivers licence revoked.

10. Use of television receiving equipment

No person shall use television receiving apparatus in a motor vehicle under circumstances or in a position where it might cause distraction to the driver of any other vehicle on the road.

11. Return of Driver's Badge

The licence holder shall upon the expiry (without immediate renewal), revocation or suspension of this licence, forthwith return to the Council the driver's badge issued to him by the Council when granting this licence.

12. Medical Fitness

Unless restricted to a shorter period for medical reasons, all drivers will be required to produce a Group 2 medical certificate at renewal every three years. Failure to comply with this condition will result in the licence holder being required to surrender their licence.

DVLA Driving Licence Checks

All licensed drivers will be subject to a DVLA check at every renewal. Where a licence holder refuses to sign the prescribed mandate form or give their permission for checking a driving record online then the licence holder will be required to surrender their licence and the licence will not be renewed.

Criminal Record Checks

All continuously licensed drivers are required to submit an Enhanced Certificate issued by the Disclosure and Barring Service every 3 years or provide the information to undertake an online check.

PENALTY POINTS SCHEME

APPENDIX 10

LIST OF OFFENCES/BREACH OF LICENCE CONDITIONS ETC.

Town Police Clauses Act 1847		
Section	Offence	Penalty Points
40	Giving false information on application for HC proprietor's licence.	12

44	Failure to notify change of address of HC proprietor.	2
45	Plying for hire without HC proprietor's licence.	8-12
47	Driving a HC without HC driver's licence.	8-12
47	Lending or parting with HC driver's licence.	4
47	HC proprietor employing unlicensed driver.	8-12
48	Failure by HC proprietor to hold HC driver's licence for person driving the vehicle.	6
48	Failure by HC proprietor to produce HC driver's licence.	3
52	Failure to display HC plate.	4
53	Refusal to take a fare without reasonable excuse	6-12
54	Charging more than the agreed fare.	6-12
55	Obtaining more than the legal fare. (Failure to refund)	6-12
56	Travelling less than the lawful distance for an agreed fare.	6-12
57	Failure to wait after a deposit to wait has been paid.	6-12
58	Charging more than the legal fare.	12
59	Carrying other person than the hirer without consent of hirer	8
60	Driving HC without proprietor's consent.	6-12
60	Allowing another to drive HC without proprietor's consent.	6-12
62	Driver leaving HC unattended.	2
64	HC driver obstructing other HC's.	3

Local Government (Miscellaneous Provision) Act 1976

Section	Offence	Points
46(1)(a)	Using an unlicensed private hire vehicle	12
46(1)(b)	Driving a private hire vehicle without a private hire drivers' licence	12
46(1)(c)	Proprietor of a private hire vehicle using an unlicensed driver	8-12
46(1)(d)	Operating a private hire vehicle without a private hire operator's licence	8-12
46(1)(e)	Operating a vehicle as a private hire vehicle when the vehicle is not licensed as a private hire vehicle.	12
46(1)(e)	Operating a private hire vehicle when the driver is not licensed as a private hire operator.	8-12
48(6)	Failure to display a private hire vehicle plate	4
49	Failure to notify the transfer of a HC proprietor's licence.	3
50 (1)	Failure to present a HC for inspection, as required.	6-12
50 (2)	Failure to inform the Authority where the HC is stored.	3
50 (3)	Failure to report an accident to the Authority within 72hours.	6
50 (4)	Failure to produce the HC proprietor's licence and insurance cert	4
53 (3)	Failure to produce HC driver's licence.	3-4
54(2)	Failure to wear a private hire driver's badge	3-4
56(2)	Failure of a private hire operator to keep proper records of all bookings, or failure to produce them on request of an Authorised Officer of the Council or a Police Officer	6

56(3)	Failure of a private hire operator to keep records of all private hire vehicles, or failure to produce them on request of an Authorised Officer of the Council or a Police Officer	6
56(4)	Failure of a private hire operator to produce his licence on request	4
57	Making a false statement or withholding information to obtain a HC or PH driver's licence.	12
58 (2)	Failure to return a plate after notice given following expiry, revocation or suspension of a HC proprietor's licence.	6
61 (2)	Failure to surrender a driver's licence after suspension, revocation or refusal to renew.	6
64	Permitting any vehicle other than a HC to wait on a HC stand.	6
66	Charging more than the meter fare for a journey ending outside the district, without prior agreement.	6-12
67	Charging more than the meter fare when HC used as PH vehicle.	6-12
69	Unnecessarily prolonging a journey.	6-12
71	Interfering with a taximeter with intent to mislead.	12
73(1)(a)	Obstruction of an authorised Officer or Constable.	12
73(1)(b)	Failure to comply with a requirement of an authorised Officer or Constable.	6-12
73(1)(c)	Failure to give information or assistance to an authorised Officer or Constable.	6-12

Disability Discrimination Act 1995

Section	Offence	Points
37	Refusal to carry a guide, hearing, or other assistance dog in a hackney carriage without a valid certificate of exemption	4
37	Charging an additional cost for the carrying of an assistance dog in a hackney carriage	12
37a	Refusal to carry a guide, hearing, or other assistance dog in a private hire vehicle without a valid certificate of exemption	12
37a	Charging an additional cost for the carrying of an assistance dog in a private hire vehicle	12

Transport Act 1980

Section	Offence	Points
64(2)(a)	Driving a vehicle with a sign above its roof which consists or includes the word "taxi" or "cab" whether alone or part of another word	10
64(2)(b)	Causes or permits a vehicle to have a sign above its roof which consists of or includes the word "taxi" or "cab" whether alone or part of another word	10

These points are dependant on adopting proposed conditions as per appendices

Private Hire Driver's Licence Conditions – Appendix 910		
Section	Offence	Points
	Not being respectably dressed and clean & tidy in appearance	2
	Failure to wear a badge.	4-6
	Failure to behave in a civil, polite and orderly manner. (including rude or aggressive behaviour) to members of the public, other licensed drivers, Officers of the Council or Police Officers	3
	Failure to ensure the safety of passengers.	4
	Concealing or defacing a licence plate.	4
	Failure to attend on time for pre-arranged booking without sufficient cause.	3
	Conveying a greater number of passengers than permitted.	6
	Failure to give assistance with passenger's luggage.	3
	Soliciting for hire or accepting a fare that is not pre-booked.	6 -12
	Operating a vehicle that is not clean and tidy	2-6
	Driving without the consent of the proprietor.	5- 6
	Drinking or eating in the vehicle without permission of passenger.	2-3
	Causing excessive noise from any radio or sound-reproducing instrument, which annoys anyone in or outside the vehicle.	2
	Operating the horn as a means of signalling that the vehicle has arrived.	3
	Allowing the vehicle to stand in such a position as to suggest that it is plying for hire, or using a hackney carriage stand.	6
	Using a non-hands free mobile phone whilst driving	8
	Failure to provide medical certificate or not notifying a medical condition	6-12
	Failure to provide a receipt when requested.	2
	Failure to operate the meter from commencement of the journey and charging more than the fixed charge for hire of Hackney Carriages.	4-12
	Failing to notify changes within 14 days.	3
	Failure to produce a copy of the licence.	4
	Failure to notify within 7 days of starting or terminating employment, the name and address of the proprietor and the date when the employment either started or ended.	3
	Failure to show the private hire driver's licence to the proprietor at the beginning of an employment.	2
	Failure to surrender a driver's licence, badge or plate on cessation of employment.	6
	Failing to notify of change of address of any amendment to the details of a licence within 14 days	3
	Failing to disclose convictions/ cautions within 7 days.	8 -12
	Failure to search vehicle after journey or failure to take found property to the Council Offices within 48 hours of finding.	3
	Failure to report an accident within 72 hours	3
	Carrying an animal other than one with passenger.	2
	Carrying an animal not safely restrained.	3
	Failure to carry assistance dog without an exemption certificate.	5-6
	Failure to comply with wheelchair carriage requirements.	5-6
Vehicle Specifications & Conditions of Licence – Appendix 5D		

Section	Offence	Points
	Operating a vehicle which does not comply with the Councils Vehicle Specification where such offence is not otherwise specified below	2 - 6
	Operating a vehicle, which is not maintained in a sound and roadworthy condition.	6
	Failure to carry an appropriate first aid kit	3
	Operating a vehicle, which is not maintained in a clean and safe condition inside and out.	3
	Modifying a vehicle without the consent of the Council	4
	Failure to display or maintain external licence plates which indicate the maximum number of passengers who may be conveyed.	4
	Failure to display inside the vehicle the windscreen licence disc in the correct position	4
	Hackney vehicle signage not in accordance with council requirements.	4
	Affixing or displaying on a private hire vehicle any roof sign.	6
	Displaying on a private hire vehicle any sign or notice which consists of or includes the word TAXI or CAB or FOR HIRE	4
	Displaying a sign or advertisement that does not comply with Council requirements or is not authorised by the Council.	3
	Radio equipment not in accordance with council requirements	2
	Taximeter which does not comply with the Council's Vehicle Specification.	5
	Trailer which does not comply the Council's Vehicle Specification	3
	Operating a vehicle which does not comply with the Council's policy requirements	6
	Operating a vehicle, which does not comply the Council's Vehicle Specification in respect of window tint.	4
	No insurance or inappropriate insurance for the vehicle.	12
	Failing to notify vehicle change or transfer within 14 days.	3
	Failing to make the vehicle licence available for inspection.	3
	Allowing a vehicle to be used for hire by a person who does not hold a current private hire or hackney driver's licence	8
	Failure to properly report an accident to the Authority.	3
	Permitting the vehicle to be used for any illegal or immoral purposes.	12
PRIVATE HIRE OPERATORS		
Local Government (Miscellaneous Provisions) Act 1976		
Section	Offence	Points
56 (2)	Failing to keep proper records of all bookings or failing to produce them. (also breach of conditions see below)	6
56 (3)	Failure to keep records of PH vehicles or failing to produce them. (also breach of conditions see below)	6
56 (4)	Failing to produce PH Operator' licence on request. (also breach of conditions see below)	4
46(1)(e)	Operating a PH vehicle when the driver is not licensed as a PH driver.	12
46(1)(e)	Operating a vehicle as a PH vehicle when the vehicle is not licensed as a PH vehicle.	12
73(1)(c)	Failure to give information or assistance to an authorised officer or constable.	5

Breach of Conditions attached to Operator's Licence – Appendix 7		
	Failure to provide a prompt, efficient and reliable service at all reasonable times.	3
	Failure to ensure that office staff employed by operator act in a civil and orderly manner at all times.	3
	Failure to ensure that a vehicle attends punctually at the appointed time and place unless prevented by some sufficient cause.	4
	Failure to keep the premises clean, adequately heated, ventilated, lit, and in accordance with the requirements of licence conditions.	3
	Failure to properly keep or produce records of private hire bookings, vehicles, drivers or other documents required to be kept or produced. (see LGMP s56(2) & (3) above)	6
	Failure to act properly upon the receipt of a complaint or to notify immediately the Licensing Officer.	4
	Failure to notify the Council of any changes, including change of address from where the business operates within 14 days.	3
	Failure to disclose in writing within 7 days details of any conviction or police caution imposed on him to the licensing section.	12
	Failure to ensure that an appropriate certificate of motor insurance covers every vehicle operated by him under the licence.	6
	Failure to obtain appropriate public liability insurance for the premises or to produce the same.	4
	Failure to ensure that every driver has a private hire licence and badge.	4
	Failure to keep a copy of the conditions at the premises or to make the same available for inspection by passengers.	4
	Failure to make the Operator's licence available for inspection. (see LGMP s56 (4) above)	4