



RHONDDA CYNON TAF

RECORD OF DELEGATED OFFICER DECISION

SUBJECT:

PROPOSALS FOR THE AMENDMENT TO THE EXISTING CONDITIONS & FEES FOR JOINT HACKNEY CARRIAGE/PRIVATE HIRE VEHICLE DRIVERS LICENCE

PURPOSE OF ATTACHED REPORT:

- (i) to introduce a requirement that applicants for the **grant** of a Hackney Carriage / Private Hire Vehicle Driver Licence attain a BTEC Level 2 Certificate in Transporting Passengers by Hackney Carriage & Private Hire Vehicle (or equivalent); and to produce evidence of same as part of the application process.
- (ii) to introduce ancillary changes to conditions of licence/ fee structure for joint Hackney Carriage/Private Hire Vehicle Driver licences

DELEGATED DECISION (Date):

It is recommended that:

- (i) The imposition of a requirement for applicants for the **grant** of a Joint Hackney Carriage / Private Hire Vehicle Driver Licence to attain a BTEC Level 2 Certificate in Transporting Passengers by Hackney Carriage & Private Hire Vehicle (or equivalent) as a pre requisite to licence be approved;
- (ii) That existing licensed drivers who hold Joint Hackney Carriage/Private Hire Vehicle Driver licences with Rhondda Cynon Taf CBC be afforded 'Grandfather Rights' and be exempted from the requirement for the accredited qualification at the time of any subsequent application, provided each Joint Hackney Carriage/Private Hire vehicle licence runs consecutively without interruption;
- (iii) That existing licence holders, who are afforded 'Grandfather Rights' be required to attain the accredited qualification, at the discretion of the Licensing Committee, particularly where a licensee is brought before the Committee for a review of suitability for any reason.
- (iv) That the period of licence for Joint Hackney Carriage/ Private Hire Vehicle drivers be two years in all circumstances, removing the current provision for two, single year licences on first application;
- (v) That the structure of Joint Hackney Carriage/Private Hire Vehicle Driver Fees be amended to reflect any ancillary costs as a separate charge to the licence fee imposed by the Licensing Authority;

- (vi) That the Service Director Public Health & Protection be authorised to implement the provisions detailed above and amend as necessary with regard to service demands that may arise.
- (iii) That the amendments as detailed above take effect from the 1st February 2013 or such date as approved by the Executive.

<i>D.G. Jones.</i> Chief Officer Signature	GROUPE TOWNS. Print Name	28/1/2013 Date
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The decision is taken in accordance with Section 15 of the Local Government Act, 2000 (Executive Functions) and in the terms set out in Section 5 of Part 3 of the Council's Constitution

Lannan

CONSULTEE CABINET MEMBER SIGNATURE

28/1/13.

DATE

P. Williams

OFFICER CONSULTEE SIGNATURE

28/1/13

DATE

Directorate:	PUBLIC HEALTH & PROTECTION
Contact Name:	MRS MERYL WILLIAMS
Designation:	LICENSING MANAGER
Tel.No.	01443 425361

RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

MUNICIPAL YEAR 2012/2013
REPORT TO ACCOMPANY DECISION OF THE GROUP DIRECTOR,
ENVIRONMENTAL SERVICES

Part 1
Non-Confidential
Introduction of an Accredited Qualification for Hackney Carriage/ Private Hire Vehicle Drivers: Ancillary Changes to Conditions of Licence/ Fee Structure

1. PURPOSE OF REPORT

- 1.1 To introduce a requirement that applicants for the **grant** of a Hackney Carriage / Private Hire Vehicle Driver Licence attain a BTEC Level 2 Certificate in Transporting Passengers by Hackney Carriage & Private Hire Vehicle (or equivalent); and to produce evidence of same as part of the application process.
- 1.2 To introduce ancillary changes to conditions of licence/ fee structure for joint Hackney Carriage/Private Hire Vehicle Driver licences
- 1.3 In accordance with the Council's scheme of delegation this report has been prepared to accompany the decision of the Group Director Environmental Services as described below.

2. RECOMMENDATIONS

It is recommended that:

- 2.1 The imposition of a requirement for applicants for the **grant** of a Joint Hackney Carriage / Private Hire Vehicle Driver Licence to attain a BTEC Level 2 Certificate in Transporting Passengers by Hackney Carriage & Private Hire Vehicle (or equivalent) as a pre requisite to licence be approved;
- 2.2 That existing licensed drivers who hold Joint Hackney Carriage/Private Hire Vehicle Driver licences with Rhondda Cynon Taf CBC be afforded 'Grandfather Rights' and be exempted from the requirement for the accredited qualification at the time of any subsequent application, provided each Joint Hackney Carriage/Private Hire vehicle licence runs consecutively without interruption;
- 2.3 That existing licence holders, who are afforded 'Grandfather Rights' be required to attain the accredited qualification, at the discretion of the Licensing Committee, particularly where a licensee is brought before the Committee for a review of suitability for any reason.
- 2.4 That the period of licence for Joint Hackney Carriage/ Private Hire Vehicle drivers be two years in all circumstances, removing the current provision for two, single year licences on first application;

- 2.5 That the structure of Joint Hackney Carriage/Private Hire Vehicle Driver Fees be amended to reflect any ancillary costs as a separate charge to the licence fee imposed by the Licensing Authority;
- 2.6 That the Service Director Public Health & Protection be authorised to implement the provisions detailed above and amend as necessary with regard to service demands that may arise.
- 2.7 That the amendments as detailed above take effect from the 1st February 2013 or such date as approved by the Executive.

3.0 BACKGROUND

- 3.1 A review is currently being undertaken of the processes associated with the licensing of both vehicles and drivers of Hackney Carriage & Private Hire vehicles. The purpose of the review is to ensure that the service offered to the travelling public meets the needs of our communities, but also has regard to best practice in providing a professional, customer oriented service.
- 3.2 It is recognised that both Hackney Carriages & Private Hire Vehicles (Taxis) play an important role in our public transport infrastructure and therefore it is important that a quality fleet with sustainable businesses is maintained.
- 3.3 The legislation associated with Taxis is currently under review by the Law Commission and it advocates changes that will further 'professionalise' the service. However it is likely that such changes will take several years to materialise as legislation and it is considered that the implementation of certain changes are necessary to take the service forward in the intervening period.
- 3.4 One such change is the introduction of an accredited qualification for Hackney Carriage & Private Hire Vehicle Drivers.

4.0 Consultation on the Proposals

- 4.1 The proposals for the introduction and implementation of an accredited qualification have been the subject of two comprehensive reports to the Licensing Committee, on the 30th October 2012 and 18th December 2012 respectively.
- 4.2 A copy of the relevant reports is reproduced for information as follows:

Extract of Licensing Committee report 18th December 2012, (which includes extract of report 30th October 2012) - Appendix 1A;

- 4.3 Having considered the impact of the proposals on the licensed trade and service users Members resolved to commend the proposals to the Executive for approval. (Min 2012/48 refers)

5.0 ANCILLARY MATTERS ARISING

5.1 'Grandfather Rights'

There are currently 793 licensed drivers within Rhondda Cynon Taf and given that their status of 'fit & proper persons' has already been determined, it is not considered appropriate to require existing licensees to attain the accredited qualification on application for renewal.

However, there is certainly merit in using the qualification as a means of promoting best practice and further professionalising the trade.

Consequently, the use of the qualification is considered to be appropriate for persons who have in some way demonstrated a failure to maintain the standard of 'fit & proper person', particularly where the person has been called before the Licensing Committee for a review of suitability.

The requirement to attain the qualification could be utilised as an alternative to suspension or revocation as a means of addressing concerns regarding behaviour/ service standards etc. Any costs incurred as a result of the requirement will be borne by the licensee.

Should the licensee fail to follow the instruction of the Licensing Committee, the licence may subsequently lapse, or the decision may be subject to appeal. Given the robust decision making process that arises from the Licensing Committee, legal advice indicates that whilst each case would be considered on merit, the principle of training to address concerns is well founded.

5.2 Local Service Providers

Members expressed concerns that the accredited qualification could not currently be provided within Rhondda Cynon Taf, albeit 3 service providers were located in the Cardiff area. The Service Director reported verbally at the meeting held 18th December 2012 that this was likely to change in that alternative providers, had expressed an interest in local provision. Ystrad Mynach CFE is one such provider and they will shortly be merging with Coleg Morgannwg with the ability to deliver courses from local educational facilities. There have also been approaches from another commercial company indicating an intention to deliver from an Abercynon location.

It is not the intention of the Licensing Authority to facilitate delivery of the accredited training. This will be conducted by approved service providers in a completely separate business transaction with the applicant. All fees incurred in securing training will be borne by the applicant, similar to the regime operated under the Licensing Act 2003.

This will ensure that there is no cost to the Licensing Authority and in particular no use of resource for the Licensing Team, thus achieving some efficiencies for the service.

The Licensing Authority will provide contact details of approved providers in the revised information pack that is being prepared to accompany the

implementation process. However, there will be no restriction on the applicant in securing training from an alternative source.

5.3 Amendment to Period of Licence

The period of licence was last reviewed February 2011 and was consistent with a recommendation that arose from an internal audit review. At that time there was a move from annual licences in order to achieve efficiency, whilst maintaining public safety.

Consultation with the trade indicated some concern at the cost of entry to the trade and in recognition of this it was agreed that on initial grant of a licence, applicants would be afforded the opportunity of two single, year licences.

Further review of current processes indicates that there is limited merit in continuing this situation. The process of the two single licences has the effect of increasing costs and adding unnecessary processing with no contribution to public safety.

Consequently it is proposed that this facility be removed and that all Joint Hackney Carriages/Private Hire Vehicle Driver Licences be issued for a period of two years. Existing single year licences will be allowed to run to conclusion and all subsequent licenses will be issued for two year period. There will be some adjustment needed to renewal of CRB checks but this can be dealt with as part of the administrative process.

5.4 Fees & Charges

The traditional method of fee charging has been that of a single fee, which incorporates all costs associated with the issue of a licence. This causes some difficulties, particularly in Taxi Licensing as there is a statutory requirement for certain fees to be subject to public advert, prior to implementation of changes. This can sometimes have the impact of placing the Licensing Authority in a position of financial detriment, as the cost of the public advert can exceed the additional revenue recovered.

In addition, where there are costs paid to external agencies, (such as DVLA and CRB) included in the advertised licence fee, any changes to such costs are usually borne by the Licensing Authority subject to amendment of the full fee charged, usually made annually.

Best practice advocates separation of such charges. This means that any variation in costs incurred from external agencies can be passed on immediately to the applicants, without the need to revise the fee structure – often a costly and controversial exercise.

In addition it allows the Licensing Authority costs to be calculated as a separate and transparent entity and avoids the need for costly public advert.

In reality, the cost paid by the applicant to the Licensing Authority will be the same, although the composition of the total fee will be displayed differently.

For example, in the case of the Joint Hackney Carriage/Private Hire Vehicle Driver Licence fees will be charged as follows:-

- Enhanced CRB Check - £44
- DVLA Check - £5
- Licence Fee - £92
- Total Cost to be paid to Licensing Authority - £141

The target of fees, particularly in the context of the 'Taxi' licensing regime is for the service to be self financing. However, it is accepted that most Licensing Authorities choose to make a contribution to the service in order to maintain viability of the fleet and service standards.

Whilst the Service Director Public Health & Protection currently has authority to amend fees subject to service demands, it is understood that the matter of fees & charges is currently subject to a corporate review, with the likelihood that all fees will be subject to increase effective 1/4/13.

In view of this it is proposed to disaggregate all Taxi licence fees, with the subsequent corporate increase being imposed on the remaining discrete, local authority fee element. (There will be appropriate liaison with accountancy staff to take account of revised projected income.)

Therefore, at this stage it is not proposed to amend the element of the current charges which reflect the licence fee. Whilst the structure of the charges will be displayed differently, from a licensed trade perspective, in the short term the total fee payable will remain the same – subject of course to the forthcoming corporate increase.

5.5 Impact to Service

It is anticipated that initially there will be a fall in the number of applications for Joint Hackney Carriage/Private Hire Vehicle Driver Licences. Unfortunately, this is welcomed by the existing licensed trade as it is viewed as a mechanism to artificially 'cap' the number of drivers. This clearly is not the intention of the policy and applications will be monitored to ensure that there is no adverse impact to the service.

However, based on Cardiff experience, it is anticipated that applications will subsequently be received from a different profile of applicant, which will serve to raise standards of service within the trade overall.

Whilst there will be some efficiency achieved from the cessation of the literacy & numeracy test currently facilitated by the Licensing Team, it is not advocated that this cost saving is passed on to the trade by a reduction in fees. Resources are currently under review and it is considered that the saving achieved will at best partially mitigate the cost of the service which is approximately 77% self financing. It is proposed that the small resource released will be utilised to improve proactive monitoring of the trade and promote sustained improvement to service standards.

5.6 **Amendment to Conditions of Licence**

In order to ensure effective implementation of the foregoing proposals, there will need to be amendments to the current conditions of licence.

Details of amendments are reproduced for information as **Appendix 1B**.

(Changes are highlighted in red for ease of reference)

6.0 **CONCLUSION**

- 6.1 It is considered that the foregoing changes are necessary to develop the professionalism of the licensed trade and maintain a culture of continuous improvement to service standards in a challenging economic climate.
- 6.2 The accredited qualification is designed to develop, support and enhance the knowledge of prospective or existing drivers who wish to begin or develop a career in transporting passengers. There is also the recognition that there are some applicants for licence who clearly do not have the necessary skills to operate successfully in the trade, albeit they may well meet the criteria of 'fit & proper person'. The accredited qualification will enable such applicants to engage in learning that is relevant to them and which will provide opportunities to develop a range of skills and attributes essential for successful performance in working life.

Therefore it is recommended that:-

- (i) The imposition of a requirement for applicants for the **grant** of a Joint Hackney Carriage / Private Hire Vehicle Driver Licence to attain a BTEC Level 2 Certificate in Transporting Passengers by Hackney Carriage & Private Hire Vehicle (or equivalent) as a pre requisite to licence be approved;
- (ii) That existing licensed drivers who hold Joint Hackney Carriage/Private Hire Vehicle Driver licences with Rhondda Cynon Taf CBC be afforded 'Grandfather Rights' and be exempted from the requirement for the accredited qualification at the time of any subsequent application, provided each Joint Hackney Carriage/Private Hire vehicle licence runs consecutively without interruption;
- (iii) That existing licence holders, who are afforded 'Grandfather Rights' be required to attain the accredited qualification, at the discretion of the Licensing, particularly where a licensee is brought before the Committee for a review of suitability for any reason.
- (iv) That the period of licence for Joint Hackney Carriage/ Private Hire Vehicle drivers be two years in all circumstances, removing the current provision for two, single year licences on first application;
- (v) That the structure of Joint Hackney Carriage/Private Hire Vehicle Driver Fees be amended to reflect any ancillary costs as a separate charge to the licence fee imposed by the Licensing Authority;

- (vi) That the Service Director Public Health & Protection be authorised to implement the provisions detailed above and amend as necessary with regard to service demands that may arise.
- (vii) That the amendments as detailed above take effect from the 1st February 2013 or such date as approved by the Executive.

RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

MUNICIPAL YEAR 2012 - 2013: REPORT NO.

LICENSING COMMITTEE
18th December 2012

REPORT OF:
Service Director
Public Health & Protection

<u>Part I</u>	<u>Item No.</u>
Accredited Qualification for Hackney Carriage /Private Hire Vehicle Drivers – Consultation Outcome	

1. **PURPOSE OF THE REPORT**

This report is to provide details of the consultation exercise carried out with the licensing trade, service users and other key stakeholders in respect of the proposal to introduce an accredited qualification for Hackney Carriage/Private Hire Vehicle Drivers.

2. **RECOMMENDATION**

Members are requested to: -

- (i) Note the outcome of the consultation process, which advocates support for the introduction of an accredited qualification (BTEC Level 2 Certificate in Introduction to the Role of the Professional & Private Hire Driver; or equivalent) for applicants for Hackney Carriage/Private Hire Vehicle Driver licences.
- (ii) To commend adoption of the accredited qualification to the Executive, with a proposal to introduce with effect from 1st February 2013.(

3. **BACKGROUND**

- 3.1 At its meeting of 30th October 2012 Committee agreed in principle to the proposal to introduce an accredited vocational qualification, (BTEC Level 2 Award in Transporting Passengers by Hackney Carriage & Private Hire Vehicle;), as a pre-requisite to licence in respect of Hackney Carriage/Private Hire Vehicle Drivers.
- 3.2 **A copy of the relevant committee report is reproduced for information as Appendix 1A.**

Such agreement was subject to the outcome of consultation with both Trade and travelling public. (Min 38 refers.)

4. CONSULTATION

4.1 Consultation with the Licensed Trade

The consultation with the licensed trade took the format of a series of questions in order that the salient points of the proposal could be assessed most effectively. Provision was also made for any additional comments that licensees may consider relevant. The questions were circulated to all current licensees by means of a Taxi newsletter, which was sent on 30th November 2012. Responses were requested by 14th December 2012, in order that the replies could be analysed in preparation for this meeting.

At the time of preparing this report, the formal consultation period has yet to expire. Consequently, a summary of responses has been prepared on the returns received as at 11th December 2012 and this is reproduced for information as Appendix 1B.

An update of the responses as at 14th December will be circulated at the meeting for information.

4.2 Consultation with Service Users

A number of face to face interviews with passengers from various destination types were carried out across the County Borough. Premises utilised included Day Centres, Taxi Ranks, Supermarkets and a Bingo Hall in order to provide a representative view from within the community. In addition the Disability Forum held 4th December 2012 were also invited to respond.

A summary of the 75 completed responses has been prepared and is reproduced as Appendix 1C.

A comparison of responses between Trade & Travelling Public is produced for information as Appendix 1D.

Members will note that from the responses received that there is considerable support for the initiative.

4.3 Consultation with Other Interested Parties

The following partner agencies were also consulted, given that there is a particular interest for their service areas:

The Integrated Transport Unit (ITU), who are responsible for the administration of transport contracts for some of our most vulnerable adults, young persons and children. The Head of Highways & Strategic Projects indicated support for the scheme, expressing a view that subject to a review of the transport contract framework for 2013, it would be desirable for contract holders to attain the qualification. Options would be explored to provide supported funding for contract holders.

South Wales Police, whose response is attached for information as **Appendix 1E**

4.4 Collaboration with Neighbouring Authorities.

At the time of preparing this report, informal contact has been made with neighbouring Boroughs, highlighting the proposals and the possible displacement effect this may have on their own service.

Liaison will continue in this respect should the proposal be implemented.

5. IMPLEMENTING A DRIVER TRAINING REQUIREMENT

5.1 In view of the positive results of the consultation exercise it is considered that the successful completion of the BTEC course should be a pre-condition to the grant of a new Hackney Carriage / Private Hire Driver's licence.

5.2 However, at the meeting held 30th October 2012 Members expressed several concerns regarding the implementation, as follows:-

(i) **Training Costs**

Members were advised that the cost of obtaining the qualification was approximately £250. There are a variety of funding streams that are currently available which take account of persons from different backgrounds. However, all such funding is either means tested or subject to very specific personal circumstances. Consequently it is not possible to guarantee that supported funding will be available.

It is proposed that any potential applicants for licence will be 'signposted' to the various funding streams by means of information contained in the application pack. It will then be a matter of personal responsibility for the applicant to pursue that option.

(ii) Local Provision

Currently, there are no accredited providers delivering the course in Rhondda Cynon Taf. However, three accredited providers have been identified in the Cardiff area.

At the time of preparing this report one local provider has expressed an interest in local delivery, but is not currently in a position to offer the course. Officers will continue to liaise with partner agencies in order to secure local provision. However, given the economic climate it will be on the understanding that there is no cost to the Licensing Authority.

(iii) Level of Qualification

Since the preparation of the report dated 30th October 2012, information has been received which indicates that the qualification is subject to change for the period 2012-2015 and is now titled BTEC Level 2 Certificate in Introduction to the Role of the Professional & Private Hire Driver. The format of the qualification is essentially the same in that it includes the same modules and educational unit value.

It is difficult to draw a parallel with academic qualifications, such as GCSE but as a guide for Members, the BTEC Level 2 Certificate is broadly equivalent to one GCSE.

However the method of tuition and assessment is very different to the traditional academic environment. The course is vocational and all assessment relates to the practical application of skills to secure service delivery.

The accredited training centres also have an obligation to assess students, prior to commencement of the course. There is a framework of suggested tuition but not all candidates will need the same level of class contact, home study etc. It will be the role of the training centre to assess the most suitable learning environment for the candidate.

If there are identified problems at this assessment stage such as an inability to converse in English or an absence of basic literacy/numeracy skills for example, candidates can be signposted to alternative educational options to develop such skills. This is considered to be an advantage to the individual in that they will be able to access a system which can assist them in meeting standards required.

5.3 Ancillary Matters

The consultation highlighted several concerns which have been given due regard, such as the introduction of a dress code and the provision of a knowledge test.

The introduction of a knowledge test would incur a further financial cost for an applicant and there is currently insufficient evidence to demonstrate that there is a need to implement. Technology can also provide a solution, in that satellite navigation systems are a useful support and there is a reasoned argument from the trade that a knowledge test is therefore unnecessary.

There are difficulties in prescribing a legally enforceable dress code and it is considered more appropriate for licensees to be encouraged to take responsibility for themselves and their employees to raise service standards overall in the context of further professionalising the service.

Consequently there is no proposal to include such changes at this time.

5.4 Financial Implications.

The Licensing service is required to be self financing with all expenditure being met from fees and charges which are reviewed annually. The Licensing Authority will have no involvement in the delivery of the qualification or in setting the fees for tuition and will make no direct charge for checking the documentation upon receipt. It is not therefore envisaged that the project will require additional financing as the cost of any training will be borne by individual applicants.

6. CONCLUSION

The licensed trade, travelling public and key partner agencies have expressed support for the initiative and it is considered to be the way forward to further develop and professionalise service standards within the trade.

It is therefore recommended that the Committee agree in principle to adopt a requirement for the BTEC course to be undertaken by all **new applicants for the grant of a Hackney Carriage / Private Hire Vehicle driver's licence.**

In addition, that Members, have the option of requiring an existing licence holder to undertake the training as an alternative to suspension or revocation of the licence where appropriate, particularly where a licensee is brought before this Committee for a review of suitability.

Members are requested to support the proposal and advocate same to the Executive.

Paul J Mee
Service Director of Public Health & Protection

RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

MUNICIPAL YEAR 2012 - 2013: REPORT NO.

LICENSING COMMITTEE
30th October 2012

REPORT OF:
Service Director
Public Health & Protection

<u>Part I</u>	<u>Item No.</u>
Consideration of Accredited Qualification for Hackney Carriage /Private Hire Vehicle Drivers	

1. **PURPOSE OF THE REPORT**

The purpose of the report is to appraise Members on the proposal to introduce an accredited vocational qualification, (BTEC Level 2 Award in Transporting Passengers by Hackney Carriage & Private Hire Vehicle), as a pre-requisite to licence in respect of Hackney Carriage/Private Hire Vehicle Drivers.

2. **RECOMMENDATION**

Members are requested to: -

- (i) Approve, in principle, the imposition of a requirement that applicants for the **grant** of a Hackney Carriage / Private Hire Vehicle Driver Licence be required to produce a BTEC Level 2 Certificate in Transporting Passengers by Hackney Carriage & Private Hire Vehicle as part of the application process;
- (ii) Instruct the Director of Public Health & Protection to consult with the Hackney Carriage & Private Hire Vehicle trade; representatives of the travelling public and partner agencies on the proposal and
- (iii) to report the outcome of such consultation to a future meeting of the Committee.

3. **BACKGROUND**

A review is currently being undertaken of the processes associated with the licensing of both vehicles and drivers of Hackney Carriage & Private Hire vehicles. The purpose of the review is to ensure that the service offered to the

travelling public meets the needs of our communities, but also has regard to best practice in providing a professional, customer oriented service.

It is recognised that both Hackney Carriages & Private Hire Vehicles (Taxis) play an important role in our public transport infrastructure and therefore it is important that a quality fleet with sustainable businesses is maintained.

The legislation associated with Taxis is currently under review by the Law Commission and it advocates changes that will further 'professionalise' the service. However it is likely that such changes will take several years to materialise as legislation and it is considered that the implementation of certain changes are necessary to take the service forward in the intervening period.

One such change is the introduction of an accredited qualification for Hackney Carriage & Private Hire Vehicle Drivers.

3.1 Current Legislation & Process

The provisions of S.51 – 59 of the Local Government (Miscellaneous Provisions) Act 1976 require that a Licensing Authority grant a licence **only if satisfied that the applicant is a fit & proper person.**

Members will be familiar with the current mechanisms for assessing 'fit & proper person' criteria in Rhondda Cynon Taf, which include:

- A DVLA check on driving history
- A CRB criminal record check
- A medical examination
- A basic numeracy & literacy check

Whilst such measures were introduced primarily to protect public safety and are generally regarded as successful in this context, they do not prepare new entrants to the trade for the environment in which they will be working; or test skills in respect of customer service, suitability or aptitude.

This is evidenced by the fact that the Authority receives complaints regarding the behaviour of some licensed drivers in respect of customer care issues which include overcharging, refusal to be hired, inappropriate behaviour, rudeness & lack of local knowledge. There have also been complaints from the Trade Associations regarding the number of 'out of area applicants'; the standards of service offered to customers by some operators and the number of licensed vehicles. There is also criticism of the unprofessional manner in which some Drivers conduct their business and it is considered that the introduction of a nationally accredited qualification will contribute to an improved standard of service, which will ultimately be of benefit to Drivers in promoting their business.

3.2 The BTEC Level 2 Award in Transporting Passengers by Hackney Carriage and Private Hire

In response to concerns about the customer care skills of the taxi industry as a whole, a vocational qualification has been established to support the implementation of taxi driver training programmes. The BTEC Award in Transporting Passengers by Hackney Carriage and Private Hire has been developed to provide a consistent standard across the whole Taxi Industry and provide Hackney Carriage and Private Hire Vehicle drivers with a meaningful and professional qualification.

It is a relatively new qualification, first introduced in 2007 and is designed to provide the knowledge, understanding and skills necessary for learners to provide an effective road passenger transport service.

This is a nationally recognised award and is therefore portable in the same manner as the National Certificate for Personal Licence Holders in respect of the Licensing Act 2003.

The BTEC course is a vocational related qualification based on a programme of training, assessed by a multiple-choice test within each of the modules. It comprises of a series of modules which include the following:

- Customer Service for Passenger Transport
- Passenger Transport and Equal Opportunities
- Passenger Transport and Disability Awareness
- Taxi and Private Hire Safety
- Carriage of Luggage and Parcels by Taxi and Private Hire
- Route Planning
- Taxi and Private Hire Regulations (UK)
- Transporting of Children & Young Persons by Taxi or Private Hire Vehicle

3.3 Training Costs/ Providers

The cost of the course will differ between providers but is likely to be in the region of £250 to £300. However funding may be available to assist certain candidates, such as those who are unemployed. (Further information is currently being sought in this respect).

The course has been introduced in Cardiff City Council as a pre requisite to licence and has been instrumental in improving standards of customer care in the passenger service industry.

There are currently three accredited training companies in the Cardiff area, all are subsidiaries of Private Hire Operators within the City of Cardiff who have developed a training arm to meet demand for this niche market. (The course offered is generic and can apply to any driver working in any area and is not tailored to Cardiff conditions).

At the time of preparing this report there are no local providers in the Rhondda Cynon Taf area but there is ongoing liaison with several training providers to explore possibilities. However it will be the responsibility of the Applicant to source training, as appropriate and this is also consistent with arrangements for accredited training for the Licensing Act 2003.

Members are reminded that the Licensing service is required to be self financing with all expenditure being met from fees and charges which are subject to regular review. Therefore, It is not envisaged that the proposal will require additional financing as it is intended that the cost of any training will be borne by individual applicants.

3.4 Implementing a Driver Training Requirement.

It is considered that the successful completion of the BTEC course would provide evidence of an Applicant's suitability as being fit for the grant of a Hackney Carriage / Private Hire Vehicle Driver Licence. The qualification would be required **in addition** to other checks already in place, with the exception of the literacy & numeracy test, which would be discontinued.

However, arrangements would be made to take account of literacy issues, together with any requirements of the Council's Equality provisions.

Members should be aware that the introduction of a training requirement may discourage some individuals from applying for a licence. It will therefore be necessary to monitor this aspect to ensure there continues to be sufficient numbers of drivers to meet the demand for the service by the public.

Existing licensed drivers were considered to be fit and proper persons at the time their licences were granted, and now have also had the benefit of working experience. Many already provide an excellent service to passengers and exercise good customer care skills. It would be inappropriate to suggest that such persons are no longer fit and proper to hold their licences and it is therefore proposed that 'Grandfather Rights' be attributed to existing licensed drivers who hold licences with this Authority.

However, it is considered legitimate, in seeking to improve standards, for **applicants for new licences** to be required to undertake the training before they can be considered to be fit and proper. It is hoped that future developments will encourage existing licence holders to take the training on a voluntary basis.

It is also proposed that Members, have the option of requiring an existing licence holder to undertake the training as an alternative to suspension or revocation of the licence where appropriate, particularly where a licensee is brought before this Committee for a review of suitability.

4. CONSULTATION

The introduction of a training requirement will be of significant interest to the Hackney Carriage and Private Hire trade and if the system is to be successfully introduced it will be necessary to consult with and take account of their views

It would also be useful to have a complimentary view from passengers and partner agencies who use the service and it is proposed that the consultation include representative sections of the community, to provide a balanced perspective.

5. CONCLUSION

It is therefore recommended that, subject to consultation with the trade and other parties, the Committee agree in principle to adopt a requirement for the BTEC course to be undertaken by all **new applicants for the grant of a Hackney Carriage / Private Hire Vehicle driver's licence.**

The outcome of consultation will then be reported back to a future meeting of this Committee and the views of the Committee taken into account before the submission of a report to the Executive to determine the way forward.

7. RECOMMENDATION

It is recommended that :

- (i) Approve, in principle, the imposition of a requirement that applicants for the **grant** of a Hackney Carriage / Private Hire Vehicle Driver Licence be required to produce a BTEC Level 2 Certificate in Transporting Passengers by Hackney Carriage & Private Hire Vehicle as part of the application process;

- (iv) Instruct the Director of Public Health & Protection to consult with the Hackney Carriage & Private Hire Vehicle trade; representatives of the travelling public and partner agencies on the proposal and
- (v) to report the outcome of such consultation to a future meeting of the Committee.

Paul J Mee
Director of Public Health & Protection

Appendix 1B

Analysis of Trade Responses received, as at 10th December 2012.

No.	Question	Responses.
Q1	There is a need in Rhondda Cynon Taff to ensure that all licensed Taxi Drivers are committed to offering the highest levels of customer service to all passengers?	61 agreed or agreed strongly with this statement. 1 disagreed or strongly disagreed with the statement.
Q2	The Council are right to introduce the requirement that all new applicants for a taxi license complete the BTEC Award to ensure that they are able to meet these high standards of service?	55 agreed or agreed strongly with this statement. 6 disagreed or strongly disagreed with the statement.
Q3	Do you think that by requiring all new drivers to complete the BTEC Award the high levels of customer service currently found in Rhondda Cynon Taff's taxis would be maintained?	57 agreed or agreed strongly with this statement. 5 disagreed or strongly disagreed with the statement.
Q4	Do you think that the BTEC Award will help to raise service standards and have a positive impact on your trade?	55 agreed or agreed strongly with this statement. 7 disagreed or strongly disagreed with the statement.
Q5	If the Council has grounds to deal with a valid complaint about the behaviour of an existing driver and where it is found that the driver has not met required standards of behaviour and customer service do you agree that the driver could be made to complete the BTEC Award as an alternative to having their licence suspended or revoked	52 agreed or agreed strongly with this statement. 10 disagreed or strongly disagreed with the statement.

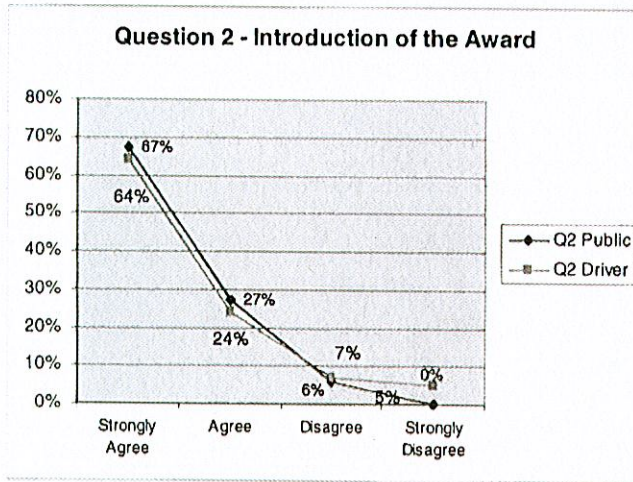
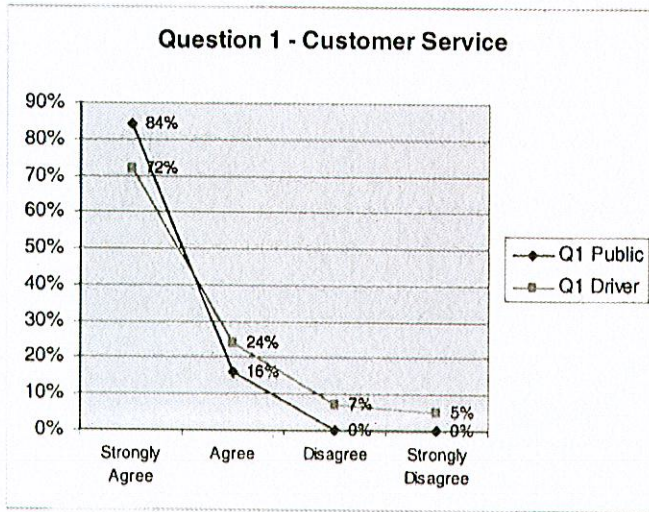
Summary of Travelling Public responses

No.	Question	Responses.
Q1	Do you agree that there is a need ensure that all licensed Taxi Drivers are committed to offering the highest levels of customer service to all passengers?	89 agreed or agreed strongly with this statement. 0 disagreed or strongly disagreed with the statement.
Q2	Do you agree that the Council are right to introduce the requirement that all new applicants for a taxi licence complete a BTEC Award to ensure that they are able to meet these high standards of service?	84 agreed or agreed strongly with this statement. 5 disagreed or strongly disagreed with the statement.
Q3	Do you agree that by requiring all new drivers to complete the BTEC Award the current high standards would be maintained	86 agreed or agreed strongly with this statement. 3 disagreed or strongly disagreed with the statement.
Q4	Do you agree that the BTEC Award will increase trade for Taxi drivers as a result of the professional standards achieved?	70 agreed or agreed strongly with this statement. 19 disagreed or strongly disagreed with the statement.
Q5	If the Council received a complaint about the behaviour of a taxi driver and it is found that the driver has not met required standards of behaviour and customer service do you agree that the driver could be made to complete the BTEC Award as an alternative to losing their licence?	88 agreed or agreed strongly with this statement. 1 disagreed or strongly disagreed with the statement.

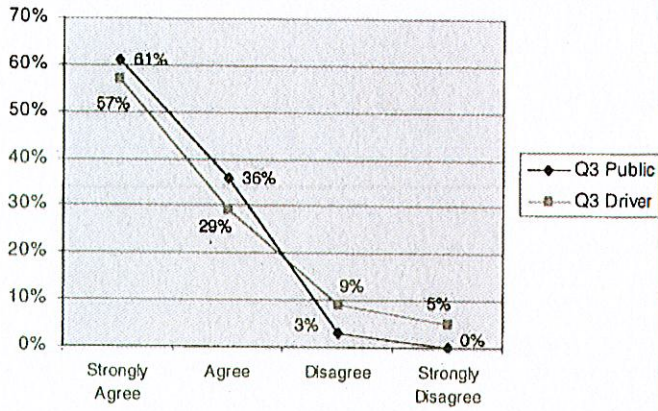
Further Comments made

- 1 Could improve dress and hygiene
- 2 Could improve hygiene and some need to dress a lot better. I always like to see a clean car and driver
- 3 Some of the present drivers could do with going on this course if it improves the service that we get.
- 4 There are two sides to a complaint I think late night some of the drivers put up with a lot
- 5 Won't know if they had the qualification
- 6 Discussions around bad driving
- 7 Thought they were qualified
- 8 Suggested displaying they had the Award
- 9 Vulnerable people are picked up from the day centre so it's a good idea, important where they are dropped off plus the being on time is important
- 10 Doesn't think a taxi driver needs a BTEC Qualification to become a driver
- 11 There seems too many taxi drivers on the rank this will hopefully reduce the number of drivers
- 12 Occasionally uses taxis but not very often
- 13 Safety of Passengers and the driver - good idea Concerns over people driving and claiming benefits
- 14 You get what you pay for
- 15 Had experienced a bad driver in the past and had reported his inappropriate behaviour. Comments also made on the dress code - should be smartly dressed.
- 16 Uses more taxis very satisfied, not able to drive at the moment so use taxis to get about
- 17 I think all taxi drivers should have a minimum dress code
- 18 More monitoring of customer service would be beneficial. Often customers are not aware of their rights. Many would not complain to the council they would just not use their service anymore.

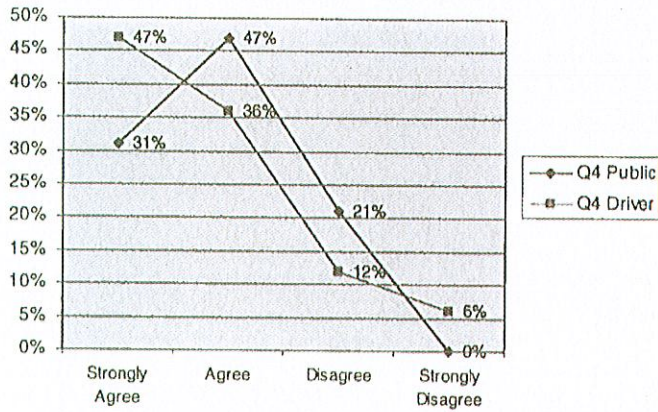
A comparison of responses between Trade & Travelling Public



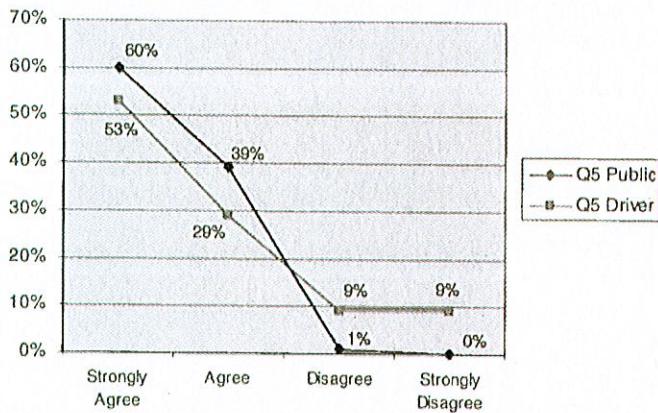
Question 3 - Customer Service Maintained



Question 4 - Raising Standards/Increase Trade



Question 5 - Requirement to Complete the Award





Community Safety Department
Pontypridd Police Station
Berw Road
Pontypridd
CF37 2TR

Telephone: 01443 743752

10th December 2012

Mrs M Williams
Licensing Manager
Licensing Section
Ty Elai
Dinas Isaf East
Williamstown
Tonypandy
CF40 1NY

Dear Mrs Williams,

Re: Consultation on Consideration of Accredited Qualification for Hackney Carriage/Private Hire Vehicle Drivers

Thank you for the opportunity to provide a response in relation to your consultation on the introduction of the BTEC Award in Transporting Passengers by Hackney Carriage and Private Hire.

Section 17 of the Crime and Disorder Act 1998 imposes an obligation on every police authority (now the Police and Crime Commissioner), local authority and other specified bodies to consider crime and disorder prevention/reduction in the exercise of their functions, this initiative would I believe support this duty.

Both Hackney Carriages and Private Hire Vehicles (Taxis) play an important role in our public transport infrastructure, from a police perspective this is particularly evident for customers associated with the night time economy, therefore it is important that a quality fleet with sustainable businesses is maintained.



Having considered the training scheme and the rationale for its introduction I am of the view that this would be an excellent qualification for drivers to achieve. It would aim to make those in the industry more professional and responsible in their duties as drivers, this would ensure that the public receive a good service and ensure that statutory bodies have taken all reasonable steps to ensure the safety of the public using this public transport and sharing the road network.

From the prevention perspective, ensuring all drivers are fully aware of their legal responsibilities will also improve compliance in this area. If prosecutions were to take place then again statutory bodies would have ensured drivers were aware of their legal obligations from the outset.

This situation would be similar to the introduction of door staff accreditation which has benefited the Licensing Industry. This would also be a positive step for the taxi industry that would have to follow a code of conduct where those involved are required to maintain acceptable standards to retain their accreditation.

I hope that these comments are of assistance and should you require clarification on any of the points made above then please do not hesitate to contact me.

Yours sincerely,

Frances Williams
Inspector
Community Safety Department

Rhondda Cynon Táf County Borough Council

Joint Hackney Carriage & Private Hire Vehicle Drivers Licence

CONDITION OF APPLICATION AND SCHEDULE OF CONDITIONS

1. Conditions of Applications

NB. These conditions are operated in conjunction with Byelaws relating to Hackney Carriage and Private Hire Vehicle Drivers.

- (1) Before a drivers licence is granted, the applicant must;
- (i) complete and submit to the Council an application on the form prescribed by the Council and submit two copies of a recent passport style photograph of themselves.
 - (ii) submit with the application such fee* as may be demanded by the Council for the issue of the licence. The Council will also require ancillary charges in respect of DVLA/Disclosure and Barring Service; (DBS formerly CRB) to be paid at the same time as the licence fee. If payment has been made by cheque, which is subsequently dishonoured, the licence automatically becomes invalid for failure to comply with this condition.

**The application fee and ancillary charges are non refundable, and should the applicant fail to take up the licence once granted, or the licence be refused at a Licensing Committee Hearing, no part of the fee will be refundable to the applicant.*
 - (iii) satisfy the Council that they are a fit and proper person to hold a Joint Hackney Carriage/Private Hire Vehicle Drivers licence.
 - (iv) be a person who has for the 12 months immediately prior to the date of the application, been the holder of a full driving licence issued Section 5 of the Motor Vehicles (Driving Licences) Regulations 1999, authorising them to drive that class of vehicle. Under The Driving Licences (Community Driving Licence) Regulations 1996, a full driving licence issued by another EEA state will count toward the grant of a licence if the holder has held such a licence for the previous 12 months.
 - (v) produce a certificate signed by a Registered Medical Practitioner to the effect that they are fit to be the driver of a Hackney Carriage/Private Hire Vehicle under the following circumstances:-

- (vi) If any applicant is under 45 years of age one medical is required until the person reaches 45 years of age. If the applicant is over 45 years, but less than 65 years a medical is required every 5 years. If any applicant is over 65 years of age a medical is required annually.

The certificate will be valid for the period stipulated by the Medical Practitioner.

Regardless of whether such a certificate has been produced, the Council may require the applicant to undergo a medical examination by a Registered Medical Practitioner selected by the Council as to their fitness to be the driver of a Hackney Carriage or Private Hire Vehicle. In any such cases the Council will be responsible for the payment of any such fees for the medical examination.

- (vii) applicants are required to attain a BTEC Level 2 Certificate in Transporting Passengers by Hackney Carriage & Private Hire Vehicle (or equivalent) as a pre requisite to licence. Applicants will be required to produce a certificate confirming the qualification to accompany their application. A failure to produce documentary evidence in this respect will result in the application being deemed invalid.

- (viii) produce for examination a current driving licence issued to the applicant under the Road Traffic Act, 1988, a relevant licence issued by the DVLA, DVLNI or EEA Member State.

- (ix) all applicants will be required to complete a Criminal Records Bureau Disclosure Application form*, together with a DVLA Mandate for Release of Information form, allowing the Council access to records held on the applicant by these bodies. The printouts of such information to be returned directly to the Council. Licence holders will be required to submit to DBS checks every two years and a DVLA check annually.

- (x) provide such other information as may be required by the Council and comply with such other condition as the Council may consider reasonably necessary.

*In the event that the applicant has already furnished such information to the Council in respect of another licence within the three months immediately preceding their application, this condition shall not apply, providing that the disclosure from the DBS is Enhanced and the enquiry has requested details under the Education Act, 2002, Protection of Children and Vulnerable Adults and other relevant information.

- a. Licences to drive Hackney Carriages & Private Hire Vehicles will normally be issued only to persons who are employed full time for that purpose. However, such licences may be issued to persons acting in a part time capacity, providing the applicant is not in full time employment as a driver in some other sphere of activity such as a bus or transport driver. Any licensed Hackney Carriage or Private Hire Vehicle Driver must not accept employment in both capacities on the same day. (Any hours spent in employment, as a Hackney Carriage or Private Hire Vehicle Driver must not conflict with any statutory rest periods required by other transport legislation).

2. CONDITIONS OF LICENCE – PRIVATE HIRE VEHICLE DRIVERS

- (1) In these conditions "Authorised Officer" means any officer of the Council authorised in writing by the Divisional Director Public Health and Protection for the purposes of these conditions.

"The Council" means the Rhondda Cynon Táf County Borough Council.

- (2) The Licensee shall observe and perform the following conditions:-
 - (i) the licensee shall not assign or in any way part with the benefit of the licence, which is personal to the licensee;
 - (ii) the licensee shall not while driving or in charge of a Private Hire Vehicle;
 - (a) tout or solicit on a road or other public place any person to hire or be carried for hire in a Private Hire Vehicle, or
 - (b) cause or procure any other person to tout or solicit on a road or other public place any person to hire or be carried for hire in a Private Hire Vehicle, or
 - (c) offer the vehicle for immediate hire while the licensee of that vehicle is on a road or other public place provided that merely parking that vehicle on a road or other public place shall not of itself be deemed to be a breach of this condition, or
 - (d) accept an offer for the immediate hire of that vehicle while the licensee of that vehicle is on a road or other public place except where such offer is first communicated to the licensee by telephone or by apparatus for wireless telegraphy fitted to that vehicle:

In this condition:

"Road " means any highway and other road to which the public has access and include bridges over which a road passes.

- (iii) the Licensee shall keep a true and proper record of every booking of a Private Hire Vehicle during such time as the licensee is driving or in charge of the vehicle. The record shall be kept in a book in such form as approved and record before the journey commences, the appropriate particulars of;
 - (a) date and place of hiring
 - (b) destination
 - (c) name of hirer
 - (d) name of Private Hire Vehicle operator
 - (e) name of driver;
- (iv) the record book referred to in Condition (iii) shall be produced on demand by the licensee to any Police Officer or authorised officer who shall be afforded by the licensee the opportunity of taking copies of any entries therein;

(vi) **CONDITIONS OF LICENCE – HACKNEY CARRIAGE DRIVERS**

In these conditions "Authorised Officer" means any officer of the Council authorised in writing by the Divisional Director Public Health and Protection for the purposes of these conditions.

"The Council" means the Rhondda Cynon Táf County Borough Council.

The driver of a Hackney Carriage shall observe and perform the following conditions in respect of Hackney Carriages;

- (1) The driver of a Hackney Carriage provided with a taximeter shall;
 - (a) when standing or plying for hire, keep the appropriate device fitted in pursuance of the byelaw locked in position;
 - (b) as soon as the carriage is hired and before beginning the journey, bring the machinery of the taximeter into action by moving the said appropriate 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 the hiring which is during the hours of darkness as defined for the purposes of the Road Traffic Act, 1988 and also at any other time at the request of the hirer;
- (2)
 - (a) the 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 fitting thereof, or the seals affixed thereto;
 - (b) the 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;
- (3)
 - (a) the driver of a Hackney Carriage shall at all times ensure that the roof-mounted dome is securely fitted to the roof of the vehicle and maintained in good and efficient working order.

3. CONDITIONS OF LICENCE – HACKNEY CARRIAGE & PRIVATE HIRE VEHICLE DRIVERS

The driver of a Hackney Carriage or Private Hire Vehicle:

- (a) whilst driving a Hackney Carriage or Private Hire Vehicle with fare paying passengers shall not eat or drink
Smoking in the vehicle is prohibited at any time under the Health Act 2006, Smoke Free Premises etc. (Wales) Regs 2007.
- (b) must be clean, reasonably dressed in suitable clean clothing.
- (c) must not use a mobile phone whilst driving, unless they are able to do so by making use of a hands free kit.
- (d) the driver of a Hackney Carriage or Private Hire Vehicle shall behave in a civil and orderly manner and shall take all reasonable steps to ensure the safety of persons conveyed in or entering or alighting from the vehicle.
- (e) **shall not** cause or suffer or permit to be conveyed in a Hackney Carriage or Private Hire Vehicle a greater number of persons exclusive of the driver than the number of persons specified in the licence issued in respect of that Hackney Carriage or Private Hire Vehicle.

- (f) the licensee shall when driving a Hackney Carriage or Private Hire Vehicle, wear in a conspicuous position the Drivers badge issued to the licensee by the Council bearing the number corresponding with the number assigned to the licensee in the register kept by the Council for that purpose.
- (g) the drivers badge referred to in condition (f) shall remain the property of the Council and if the drivers licence is not renewed, or is otherwise revoked or suspended, such badge shall be returned by the licensee to the Council within seven days of a notice by the Head of Service for Public Health and Protection requiring the licensee so to do.
- (h) the licensee shall, at the request of a Police Officer or an authorised officer of the Council produce for inspection their Joint Hackney Carriage/Private Hire Vehicle Drivers Licence, DVLA Driving licence (or equivalent), Certificate of Insurance and if applicable Vehicle Test Certificate either forthwith or in any case before the expiration of 7 days beginning with the day following the date of the request.
 - (a) in the case of a request by an authorised officer, to The Divisional Director, Public Health & Protection at Ty Elai, Dinas Isaf East, Williamstown;
 - (b) in the case of a request by a Police Officer, at any Police Station within the Councils area and which is nominated by the Constable when the request is made.
- (i)
 - (a) the driver of a Hackney Carriage or Private Hire Vehicle which has been hired to be in attendance at any appropriate time and place shall, unless delayed or prevented by some sufficient cause, punctually attend at the appointed time and place.
 - (b) the driver of a Hackney Carriage or Private Hire Vehicle when hired to drive to any particular destination shall, subject to any directions given by the hirer, proceed to that destination by the shortest available route.
- (j)
 - (a) the driver shall when requested by the hirer;
 - (i) convey a reasonable quantity of luggage.

- (ii) afford reasonable assistance in loading and unloading.
 - (iii) afford reasonable assistance in removing it to or from the entrance of any building, station, house or place at which they may take up or set down such person.
- (k) the licensee shall notify the Licensing Authority in writing within twenty-eight days of receiving a motoring conviction, Fixed Penalty Notice or criminal conviction, including cautions, and should a licence holder fail to disclose such a matter to the Licensing Authority and it subsequently come to the notice of the Licensing Authority the application will automatically be referred to the Licensing Committee for consideration. In the case of such undisclosed matters coming to the attention of the Licensing Department during the period of the licence, the matter will be referred to the Licensing Committee for review.
- (l) the licence shall remain in force for the period specified in the licence and is not transferable.
- (m) Hackney Carriage & Private Hire Vehicle Drivers are obliged to carry a guide dog or assistance dog belonging to a passenger, free of charge, unless the driver has a proven medical condition confirmed in writing by a Medical Practitioner that would preclude such action, and has been granted an exemption by the Council.
- (n) all persons granted a licence must undertake Disability Awareness Training within four months of the licence being granted. Licences will not be renewed if documentary evidence of the satisfactory completion of Disability Awareness Training is not provided.
- (o) the driver of a Hackney Carriage or Private Hire Vehicle will upon the request of a Police Officer or authorised officer by the Council, produce for inspection his drivers badge and provide the following information if requested;
 - a. name
 - b. current address
 - c. date of birth
 - d. name and address of the vehicle operator, if different
- (p) the driver of Hackney Carriage or Private Hire Vehicle will when requested by a Police Officer or authorised officer of the Council remain at the scene for a sufficient period of time so as to allow the officer to obtain any details of

- their drivers licence and to carry out an inspection of the vehicle under the powers of the Local Government (Miscellaneous Provisions) Act 1976.
- (q) the driver of a Hackney Carriage or Private Hire Vehicles 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.
 - (r) the driver of a Hackney Carriage Private Hire Vehicle shall if the property accidentally left therein by any person who may have been conveyed in the carriage, be found by or handed to him, take the same, as soon as possible and in any event within 48 hours, if not sooner claimed by, or on behalf of its owner, to any police station in the councils district.
 - (s) the application for renewal of a licence should be made in advance to ensure continuity. There is no automatic period of grace.

TO DRIVE WHILST UNLICENSED IS AN OFFENCE

Additional notes For Guidance

1. Breach of any of these conditions may result in prosecution and the revocation/suspension of a licence.
2. The licence may be suspended/revoked or not renewed by the council if;
 - (a) the driver commits an offence or otherwise fails to comply with the provisions of Part II of the Local Government (Miscellaneous Provisions) Act 1976
 - (b) the driver has been convicted of an offence involving dishonesty, indecency or violence or the misuse of a controlled substance;
 - (c) the driver becomes disqualified from driving for any offence under the Road Traffic Act; in which case the licence shall be automatically revoked;
 - (d) or any other reasonable grounds.
3. Any person aggrieved by a decision of the council to suspend, revoke or refuse to renew a Joint Hackney Carriage/Private Hire Vehicle Drivers licence may appeal to a Magistrates Court within 21 days of receipt of notification.