

Code Of Conduct For Licensed Drivers

In order to promote its licensing objectives as regards hackney carriage and private hire licensing, the Council has adopted the following Code of Conduct, which should be read in conjunction with the other statutory and policy requirements set out in this document.

1. Responsibility To The Trade

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

- a) complying with this Code of Conduct;
- b) complying with all the conditions of their licence and the Council's Hackney Carriage and Private Hire Licensing Policy;
- c) behaving in a professional manner at all times.

2. Responsibility To Clients

Licence holders shall:

- a) maintain their vehicles in a safe and satisfactory conditions at all times;
- b) keep their vehicles clean and suitable for hire to the public at all times;
- c) attend punctually when undertaking pre-booked hiring;
- d) assist, where necessary, passengers into and out of vehicles (unless medically exempt); and
- e) offer passengers reasonable assistance with luggage.

3. Responsibility To Residents

To avoid nuisance or disturbance to residents when picking up or waiting for a fare, or waiting to be allocated a booking, a driver shall;

- a) not sound the vehicle's horn;
- b) keep the volume of radio/cassette/cd player and VHF/digital radios low;
- c) switch off the engine if required to wait;
- d) take whatever additional action is necessary to avoid disturbance to residents in the neighbourhood;
- e) not deposit any litter; and
- f) not urinate in the street.

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

- a) rank in an orderly manner and proceed along the rank in order and promptly; and
- b) remain in the vehicle.

At private hire offices a licence holder shall;

- a) not allow their radio/cassette/cd players or VHF/digital radios to cause disturbance to residents of the neighbourhood; and
- b) take whatever additional action is necessary to avoid disturbance to residents of the neighbourhood which might arise from the conduct of their business.

4. General

Drivers shall:

- a) pay attention to personal hygiene and dress in accordance with the Dress Code;
- b) be polite, helpful and respectful to passengers;
- c) drive with care and due consideration for other road users and pedestrians;
- d) obey all Traffic Regulation Orders and directions at all times;
- e) ensure that they do not smell of alcohol or consume alcohol at any time whilst driving or being in charge of a hackney carriage or private hire vehicle;
- f) not drive while having misused legal or illegal drugs;
- g) behave in a civil and orderly manner at all times; and
- h) when requested by the Council attend a medical practitioner and/or submit to any drugs tests deemed appropriate.

Please Note: Any amount of alcohol or drugs can affect a driver's judgment.

The Council will take a very serious view of any driver being found to have had any alcohol or having misused any drugs whilst in charge of a licensed vehicle.

Drivers Dress Code

The purpose of a Driver's Dress code is to seek a standard of dress that provides a positive image of the Hackney Carriage and Private Hire Trade in Stockton on Tees, to enhance a professional image of licensed drivers and ensure that public and driver safety is not compromised.

Acceptable Standards Of Dress

Tops

- 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

Footwear

- 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, 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)