



Taxi Driver's/Private Hire Car Driver's Licence Guidance Notes

TAXI DRIVER'S/PRIVATE HIRE CAR DRIVER'S LICENCE

A taxi driver's/private hire car driver's licence allows you to drive both taxis and private hire cars.

APPLICATIONS

Each question on the form **must** be answered. If a question is irrelevant please mark it "not applicable" unless otherwise stated. Failure to complete the application correctly will result in delays to the process.

In addition, the documentation specified below must be enclosed with the application in relation to checks on identity, entitlement to work and previous convictions otherwise the application will not be accepted.

You must provide the name of the taxi/private hire car operator for whom you will be driving (or indicate self) and/or the taxi/private hire car booking office from which you will be operating. Any changes during the course of the licence must be notified in writing or via email to licensing@west-dunbarton.gov.uk

For renewal applications, licence holders are solely responsible for ensuring their renewal application form is lodged timeously, ideally around 6 weeks prior to the expiry date of the licence. Failure to lodge the renewal application before the expiry date of the current licence will result in the licence lapsing. Applications will be accepted up to 28 days*** after the expiry date of the existing licence but only where the driver requests an extension and provides a valid reason why the extension is requested. Requests for an extension must be in writing or via email to licensing@west-dunbarton.gov.uk

***Following changes brought about by the Coronavirus (Scotland) Act 2020 the period has been increased from 28 days to 3 months on a temporary basis.

ZONES

West Dunbartonshire Council has 2 distinct taxi licensing zones. These are Clydebank and Dumbarton & Vale of Leven. In order to operate in either of these zones you will be required to pass the knowledge test relevant to that particular zone. You will also only be able to operate from a licensed taxi or private hire car for the area in which you have passed the knowledge test.

KNOWLEDGE TEST

Applicants applying for the grant of a taxi driver's/private hire car driver's licence are required to sit and pass a knowledge test prior to an application being accepted. You will be advised of the procedure and the arrangements for sitting the knowledge test when booking your appointment.

Applicants for the grant of a taxi driver's/private hire car driver's licence who have previously held a licence within the previous 3 years will not be required to sit the knowledge test.

Evidence of your Right to Work in the UK, Driving Licence and Proof of Address MUST be provided when you attend for the knowledge test otherwise we will not be able to accept your application. Further details on documentation requirements are outlined below.

If you wish any further information on the knowledge test or if you wish to book a knowledge test you should contact the Licensing Team on 01389 738741 or by contacting us via email at licensing@west-dunbarton.gov.uk

DRIVING LICENCE

Driving licences must be submitted along with your application form. This will be checked and returned to you at the time of lodging your application. An application cannot be accepted for processing unless you have held a licence entitling you to drive in the UK for a continuous period of 12 months prior to making your application. If you are unable to recall any endorsements on your current licence you can obtain an accurate record via the website at <https://www.gov.uk/view-driving-licence> You will require your Driving Licence Number, National Insurance Number and Post Code of the address stated on your driving licence. The address stated on your driving licence MUST be your current home address and match the address declared on your application.

ENTITLEMENT TO WORK IN THE UK

For all applicants for the grant of a licence, evidence must be produced of their entitlement to work in the United Kingdom..

- British citizens should provide their current passport with the application or a copy of their birth certificate. Birth certificates must have been issued within 12 months of date of birth; (full or short form version is acceptable including those issued by UK authorities overseas, such as Embassies, High Commissions and HM Forces.)
- For an EU national, their current passport must be provided with the application.
- If neither a British citizen nor an EU national, their current passport and Biometric Residence Permit confirming an entitlement to work in the UK must be provided.

If granted, a taxi/private hire car driver's licence will only be issued for a period up to the expiry date of the applicant's Biometric Residence Permit.

Original documents require to be presented and will be copied and returned to applicants after being checked in their presence. Please note that the Licensing Authority may also check your immigration status with the Home Office. Please note that your application will not be considered valid until all the necessary information and documentation has been produced.. Please refer to List A and/or List B to establish which documents you will be required to produce.

IDENTITY – PROOF OF ADDRESS

All applicants must provide separate proof of their address to confirm the address stated on the application form. The following are acceptable but only if they contain an issue date within 3 months of the application being submitted:-

Utility Bill;
Bank Statement;
Building Society Statement;
Mortgage Statement;
Credit Card Statement;
Notification letter from Benefits Agency

Other acceptable forms of proof of address are:-

Council Tax bill for the current year;
Council or Housing Association rent card or tenancy agreement for the current year;
Current Benefit book;

DECLARATION OF CONVICTIONS

Grant applications

For grant applications, any applicant who was born outside the UK or has been resident outside the UK for 6 months or more must produce documentation in relation to criminal record checks when submitting the application form.

- If the applicant was born out with the United Kingdom, a criminal record check must be provided from his or her country of origin. Applicants must also provide a criminal record check from any other country in which they have been resident for six months or more.
- If the applicant was born in the United Kingdom, but has lived in any other country or countries for six months or more, they must provide a criminal record check from those countries.

In all cases, the criminal record checks provided must have been obtained within the six months prior to submitting the application and must be verified by the relevant UK based Embassy/High Commission where obtained from authorities out with the United Kingdom.

Previous Convictions

The Rehabilitation of Offenders Act 1974 (Exclusions and Exemptions) (Scotland) Order 2013 requires applicants for a taxi driver's/private hire car driver's licence to disclose both spent and unspent convictions on their application form.

Since September 2015 however certain spent convictions have become 'protected' which those applicants effected no longer have to disclose. For more information on protected convictions please visit <http://www.legislation.gov.uk/ssi/2015/329/made>.

Deciding whether a spent conviction is protected can be complicated therefore if you are in any doubt you are advised to seek legal advice.

If you are unsure as to the details or dates of any previous convictions which have to be declared on the application you should contact Disclosure Scotland, PO Box No. 250, Glasgow, G51 1DZ. Tel No:- 0300 020 0040. Alternatively you can obtain a Data Protection Form from your local Police Office requesting a 'subject access' to your record.

PRIOR REFUSAL

If you have applied for and been refused a licence for a taxi driver's/private hire car driver's licence by West Dunbartonshire Council then, unless there has been a material change in circumstances, you cannot apply for the same kind of licence within one year of the date of refusal. This does not apply to applications for temporary licences.

APPLICATION FEES

Full payment must be made when submitting the application. A full list of all the civic application fees is available on our website: www.west-dunbarton.gov.uk

The current fee list for 2020/2021 can be accessed from the following link:-

<https://www.west-dunbarton.gov.uk/media/4318837/fees-1-april-2020.pdf>

No refund of application fees will be made for applications which are subsequently refused or withdrawn.

PROCESSING YOUR APPLICATION

When your application is lodged and the appropriate fee has been paid, a copy of your application will be sent to Police Scotland. They will carry out their own investigations and report back to Licensing.

Legislation allows for consideration of the application within three months and a decision within nine months.

If you are applying for a Temporary Licence please be advised that this is not a guaranteed means to obtain a licence in a shorter period of time than if you were

applying for a full licence. There are no time limits for consultee responses to temporary applications.

If an objection, representation or police comment is received in relation to your application you will be sent a copy of the letter. Your application and letter of objection, representation or police comment will be referred to a meeting of the Licensing Committee. You will be notified of the location, date and time of the hearing and be given the opportunity of addressing the Committee.

RIGHT OF APPEAL

If your application is refused, or granted conditionally, you are entitled to ask the Council within 21 days to give reasons for such refusal, or the imposition of such conditions, and thereafter (within 28 days of the Committee's decision) you are entitled to appeal to the Sheriff against the decision on certain grounds.

If there is an objection to your application and the application is subsequently granted, the objector can also ask the Council to give reasons for such grant and thereafter is (within 28 days of the Committee's decision) entitled to appeal to the Sheriff also.

You may wish to seek independent legal advice in relation to any appeal.

Applicants for a temporary licence do not have the right of appeal.

CONDITIONS OF LICENCE

A copy of West Dunbartonshire's conditions for taxi driver's/private hire car driver's is attached to this application pack and should be retained in the event that your licence is granted or renewed. Licence holders should have a thorough understanding of these conditions and they should be retained as they form part of your licence.

DURATION OF LICENCE

Applications for the grant or renewal of a licence are for a period of one year.

Applications for the grant of a temporary licence are for a period of 6 weeks. If an application for the grant of a full licence is received on or before the expiry date of the existing temporary licence, the expiry date of the temporary licence is extended until a decision is made on the full application

MEDICAL DECLARATION

Driving Capabilities

The application form requires you to declare whether you suffer from any medical condition or disability which affects, or could affect in future, your ability to drive and to declare whether you are receiving any medication associated with your condition which may affect your ability to drive.

The Local Authority may request that an applicant or licence holder submit to a medical examination at any time, for the purposes of satisfying themselves that they are physically fit to drive a taxi or private hire car, at their expense, by a medical practitioner nominated by them.

If you have a medical condition which would prevent you from carrying a guide dog or assistance dog in your vehicle, you must also advise us of this on the application. You will then receive a form requesting a Notice of Exemption which you will be required to complete and return. If granted, you will be issued with a Notice of Exemption which will entitle you to refuse a hire where the passenger is accompanied by a guide dog or an assistance dog. You will not be entitled to refuse a hire of this kind without a Notice of Exemption in your possession.

ISSUE OF LICENCE

Once you are in receipt of your licence and identification badge you must ensure that it is not altered, erased or defaced in any way. It should be kept clean and legible and must not be lent to or used by any other person. Should the licence or identification badge be lost or become defaced or illegible you must obtain a replacement from West Dunbartonshire Council on payment of the appropriate fee.

CUSTOMER CARE TRAINING COURSE

All applicants for the grant of a full Taxi Driver's/Private Hire Car Driver's Licence, irrespective if they have previously held a licence, are required to attend a customer care training course within the first 6 months of the licence being granted.

A training package entitled, 'Customer Care For Taxi Drivers' is provided locally by GTG Training (Glasgow), South Street, Glasgow, G14 0BJ. The course has been designed in consultation with industry experts and Glasgow City Council Licensing Committee and covers the basic knowledge required for those seeking employment in, or those who are employed in, the taxi industry.

The course comprehensively covers the following topics:

- Understanding what customer care is, what it means, and what skills are required for good customer care.
- Awareness of The Disability Discrimination Act 1995, the needs of disabled customers and know how to help with the most common types of disability.
- Understand the customer's perspective and develop skills of questioning and listening to reduce conflict in difficult situations.
- Know the basic first aid procedures in an emergency, including the unconscious casualty, recovery position, treatment of wounds and heart attacks.

The close proximity of training facilities should enable all applicants for a Taxi or Private Hire Car Driver's licence to attend training within the proposed six month period.

The duration of the course is a half day and candidates for the course will have to meet the full expense of the course.

Failure to attend the course may result in the matter being reported to the Licensing Committee

CONDITIONS

HOLDER OF A LICENCE TO DRIVE A TAXI

1. The driver of a Taxi shall at all times, while he is in charge of a Taxi as such, display in a position visible to the passenger or passengers, the Taxi driver's badge or other means of identification issued by the Licensing Authority. The identification issued by the Licensing Authority shall include the driver's name, a recent photograph showing his true likeness and the date on which the Licence expires. In the event of the said badge being lost or damaged, a replacement badge may be issued on payment of the requisite fee.
2. The driver of a Taxi shall, within 7 days, notify the Licensing Authority of any change of circumstances (ie change of address etc).
3. It is a material condition hereunder that a Licence Holder must pay immediately when requested to do so in full all fees as the Licensing Authority may from time to time determine in connection with all applications and all incidental matters relating thereto.
4. The holder of a Taxi Driver's Licence shall ensure, so far as he/she is able that the vehicle, including all bodywork, upholstery and fittings is in a safe and serviceable condition and that, subject to prevailing road conditions, is in a clean condition.
5. The Licensing Authority may require an applicant or driver as appropriate to take and pass a test of his knowledge of the area to which the Licence is to relate, of the layout of the roads in that area and such other matters relating to the operating of a Taxi as the Licensing Authority may from time to time prescribe before determining whether or not to grant a Taxi Driver's Licence.
6. The driver of a Taxi shall be bound to fulfil, or cause to be fulfilled, at the time and location specified, an engagement to hire his Taxi which he has accepted, unless prevented by sufficient cause.
7. The driver of a Taxi which has been hired may not, under any circumstances, pick up or convey another passenger without the consent of the original hirer or passenger(s).
8. The driver of a Taxi shall not convey in the Taxi more than the number of passengers the Taxi is licensed to carry.
9. The driver of a Taxi which has been hired shall drive to the destination by the shortest practicable route unless otherwise instructed by the hirer.
10. The driver of a Taxi shall, unless the cost of the journey is regulated by a Licensing Authority Fares Structure, inform the hirer or passenger before the journey commences (a) that the fare is not so regulated and (b) the cost, or method of calculating the cost, of the proposed journey.

11. The driver of a Taxi shall ensure that a Taxi meter fitted in the Taxi in his charge shall be operated at all times, within the licensed area, in accordance with the detailed requirements imposed by the Licensing Authority.
12. The driver of a Taxi shall ensure that a Notice detailing the table of approved Taxi fares and charges is displayed in the passenger compartment of the Taxi in a position that it will be readily visible to the passengers being carried. No other table of fares and charges shall be displayed.
13. The driver of a Taxi shall only use a Taxi meter which has been stamped or sealed by or on behalf of the Licensing Authority after testing and approval as to distances and time in accordance with the approved fares and charges. Once a Taxi meter is fitted to the Taxi a driver shall not tamper with the Taxi meter or break or tamper with any seal or stamp on such Taxi meter or any attachment affixed thereto by the manufacturer or by or on behalf of the Licensing Authority except to remove the Taxi meter for repair or replacement. Should the seal be broken, the Taxi meter shall be re-tested and passed by or on behalf of the Licensing Authority before being used again.
14. The driver of a Taxi shall ensure that the Taxi meter fitted to his Taxi is in a position visible to all passengers and approved by the Licensing Authority.
15. The driver of a Taxi shall not knowingly use, or cause or permit to be used the Taxi during any period that the seals affixed to the Taxi meter and, where so affixed to the vehicle, are broken or detached.
16. The driver of a Taxi shall not knowingly use, or cause or permit to be used a Taxi meter which is in any way defective.
17. Subject to Condition 18 below, the driver of a Taxi shall not refuse to drive a passenger to any place within the Licensing Area.
18. The driver of a Taxi need not convey any hirer or passenger who is drunk or otherwise not in a fit and proper state to be carried, or whose condition or clothing is offensive or likely to cause damage to the interior of the Taxi or who refuses to cease smoking in the Taxi when requested to do so by the driver, or is accompanied by any animal (other than a guide dog) which is likely to damage or soil the interior of the Taxi, or for any other reasonable excuse. In addition, the driver of a Taxi shall not knowingly allow the Taxi in his charge to be used for illegal or immoral purposes. Neither shall he permit to be carried in the Taxi in his charge any article of a dirty, filthy, noxious, explosive or dangerous nature, or permit to be carried in the Taxi in his charge any person who has vermin on his person.
19. The driver of a Taxi shall not refuse to carry luggage in his Taxi providing that the said luggage can be accommodated safely within the luggage compartment of the Taxi.
20. The driver of a Taxi shall give such assistance as he is able to give with loading and unloading luggage when required to do so but he shall not be required to leave the immediate proximity of his Taxi in doing so.

*21. A driver shall not use a Taxi which has been adapted for carrying disabled persons unless such Taxi carries a wheelchair ramp suitable for entry and exit from said Taxi by a disabled person whilst in a wheelchair. Said wheelchair ramp shall be of the type supplied with and designed for use with the Taxi. The Licensing Authority may require said ramp to be tested at intervals determined by them, and may require the ramp to be of the type approved by an authorised Officer of the Licensing Authority. The driver shall ensure that said ramp is securely attached to the Taxi while the vehicle is both stationary and in motion and shall ensure that it is available for use whenever required. Restraints shall be of the type supplied with and designed for use with the Taxi, and shall conform with all regulations as may from time to time be prescribed. All drivers operating said Taxi must be fully trained in the use and operation of said ramp and restraints and must use and operate both in a proper manner.

22. The driver of a Taxi, at the end of his shift, shall search the Taxi of which he is in charge for any property which may have been left therein. Any property found by the driver shall, within 24 hours, be returned to the owner of the property if known or such property shall be handed in by the driver to any police station.

23. The driver of a Taxi, while plying for hire or carrying a passenger, shall be clean and tidy in his person and adhere to the Dress Code for Taxi/Private Hire Car Drivers approved by West Dunbartonshire Council. The driver of a Taxi shall conduct himself in a proper and civil manner. In accordance with the Smoking, Health and Social Care (Scotland) Act 2005, smoking within a Taxi is prohibited at all times whether the driver is engaged in a hire or not.

24. The driver of a Taxi shall not at any time nor at any place sound a horn, alarm or other audible means of announcing to the hirer or proposed hirer the arrival of the Taxi. This does not prohibit a text message being sent to a customer's mobile phone with an audible alarm.

25. Unless the Licensing Authority makes specific arrangements for particular stances, when a Taxi is driven off a stance, the driver of a Taxi immediately behind shall draw up his vehicle to take the place vacated, and the Taxi drivers on the stance behind shall draw up their vehicles in a like manner.

26. The driver of a Taxi, when the Taxi is hired or standing for hire shall either sit in the driving seat of the Taxi or stand in the immediate proximity thereto except during any period he may be absent to announce the arrival of his Taxi to the hirer or when assisting the hirer with luggage to or from the Taxi or for any other necessary purpose.

27. The holder of a Taxi driver's licence shall immediately inform the Licensing Authority if he has any reason to believe that he is not physically fit to drive a Taxi.

Note: In terms of Section 13(4) of the Civic Government (Scotland) Act 1982, the Licensing Authority has the power to require the holder of a licence to submit to a

medical examination at any time for the purpose of ensuring that he is physically fit to drive a Taxi.

28. The driver of a Taxi shall notify the Licensing Authority at the time of application of the name and address of the Taxi operator for whom they will drive. The Taxi driver will immediately thereafter give written notice to the Licensing Authority if they drive for a different operator and supply the name and address of the said operator.
29. On initial grant of a Taxi Drivers licence, licence holders must register for and complete a Customer Care Training course provided by GTG Training, 1330 South Street, Glasgow, G14 0BJ. Licence holders must attend the course within 6 months of the licence being granted. Failure to do so without a valid reason will result in the licence holder being brought before the Licensing Committee. Customer care training may also be used by Officers as a means of educating drivers who are found to be in breach of the standard conditions or as a sanction imposed by Members dealing with a holder of a Taxi/Private Hire Car drivers licence whose application for renewal is subject to an objection or representation or whose licence is subject to a request for suspension.
30. In these conditions:

"Authorised Officer" means any officer, agent or any other third party of the Licensing Authority who has authority to act for and on behalf of the Licensing Authority in connection with all or any of the foregoing conditions.

"Exclusive" as applied to the hire of a Taxi, means that a single fare is payable by any one passenger for the whole hire of the Taxi whether or not more than one passenger is carried, and "exclusive hire" shall be construed accordingly.

"Shared" as applied to the hire of a Taxi, means that each passenger is carried at a separate fare payable to the driver and "shared hire" shall be construed accordingly.

* Wheelchair accessible vehicles only

CONDITIONS

HOLDER OF A LICENCE TO DRIVE A PRIVATE HIRE CAR

1. The driver of a Private Hire Car shall at all times, while he is in charge of a Private Hire Car as such, display in a position visible to the passenger or passengers, the Private Hire Car driver's badge or other means of identification issued by the Licensing Authority. The identification issued by the Licensing Authority shall include the driver's name, a recent photograph showing his true likeness and the date on which the licence expires. In the event of the said badge being lost or damaged, a replacement badge may be issued on payment of the requisite fee.
2. The holder of a Private Hire Car Driver's Licence shall ensure, so far as he/she is able that the vehicle, including all bodywork, upholstery and fittings is in a safe and serviceable condition and that, subject to prevailing road conditions, is in a clean condition.
3. The driver of a Private Hire Car shall, within 7 days inform the Licensing Authority in writing of any change of circumstances (including change of address etc).
4. It is a material condition hereunder that a Licence Holder must pay immediately when requested to do so in full all fees as the Licensing Authority may from time to time determine in connection with all applications and all incidental matters relating thereto.
5. The driver of a Private Hire Car shall be bound to fulfil, or cause to be fulfilled, at the time and location specified, an engagement to hire his Private Hire Car which he has accepted, unless prevented by sufficient cause.
6. The driver of a Private Hire Car which has been hired may not, under any circumstances, pick up or convey another passenger without the consent of the original hirer or passenger(s).
7. The driver of a Private Hire Car shall not convey in the Private Hire Car more than the number of passengers the Private Hire Car is licensed to carry.
8. The driver of a Private Hire Car which has been hired shall drive to the destination by the shortest practicable route unless otherwise instructed by the hirer.
9. The driver of a Private Hire Car shall, if the cost of the journey is not regulated by Licensing Authority Fares Structure, inform the hirer or passenger before the journey commences (a) that the fare is not so regulated and (b) the cost, or method of calculating the cost, of the proposed journey.

10. The driver of a Private Hire Car shall ensure that a meter fitted in the Private Hire Car in his charge shall be operated at all times, within the licensed area, in accordance with the detailed requirements imposed by the Licensing Authority.

11. The driver of a Private Hire Car whose Private Hire Car is fitted with a meter shall ensure that a Notice detailing the table of approved Taxi fares and charges is displayed in the passenger compartment of the Private Hire Car, in such a position that it will be readily visible to the passengers being carried, and no other table of fares and charges will be displayed.

12. The driver of a Private Hire Car whose Private Hire Car is fitted with a meter, shall only use a meter which has been stamped or sealed by or on behalf of the Licensing Authority after testing and approval as to distance and time in accordance with the approved fares and charges. Once a meter is fitted to his Private Hire Car he shall not tamper with the meter or break or tamper with any seal or stamp on such meter or any attachment affixed thereto by the manufacturer or by or on behalf of the Licensing Authority, except to remove the meter for repair or replacement. Should the seal be broken, the meter shall be re-tested and passed by or on behalf of the Licensing Authority before being used again.

13. The driver of a Private Hire Car whose Private Hire Car is fitted with a meter shall ensure that the meter fitted to his Private Hire Car is in a position visible to all passengers and approved by the Licensing Authority.

14. The driver of a Private Hire Car whose Private Hire Car is fitted with a meter, shall not knowingly use, or cause or permit to be used the Private Hire Car during any period that the seals affixed to the meter are broken or detached.

15. The driver of a Private Hire Car whose Private Hire Car is fitted with a meter, shall not knowingly use, or cause or permit to be used a meter which is in any way defective.

16. The driver of a Private Hire Car subject to Condition 18 below, shall not refuse to drive a passenger within the Licensing Area.

17. The driver of a Private Hire Car need not convey any hirer or passenger who is drunk or otherwise not in a fit and proper state to be carried, or whose condition or clothing is offensive or likely to cause damage to the interior of the Private Hire Car, or who refuses to cease smoking in the Private Hire Car when requested to do so by the driver, or is accompanied by any animal (other than a guide dog) which is likely to damage or soil the interior of the Private Hire Car, or for any other reasonable excuse. In addition, the driver of a Private Hire Car shall not knowingly allow the Private Hire Car in his charge to be used for illegal or immoral purposes. Neither shall he permit to be carried in the Private Hire Car in his charge any article of a dirty, filthy, noxious, explosive or dangerous nature, or permit to be carried in the Private Hire Car in his charge any person who has vermin on his person.

18. The driver of a Private Hire Car, while he is in charge of the Private Hire Car, shall not canvas or importune in any public place for employment.
19. The driver of a Private Hire Car shall not allow the vehicle which he is driving to stand at or near Taxis ranking for hire.
20. The driver of a Private Hire Car shall not refuse to carry luggage in his Private Hire Car provided that the said luggage can be accommodated safely within the luggage compartment of the Private Hire Car.
21. The driver of a Private Hire Car shall give such assistance as he is able to give with loading and unloading luggage when required to do so but shall not be required to leave the immediate proximity of the Private Hire Car in doing so.
22. The driver of a Private Hire Car, at the end of his shift, shall search the Private Hire Car of which he is in charge for any property which may have been left therein. Any property found by the driver shall, within 24 hours, be returned to the owner of the property if known, or such property shall be handed in by the driver to any police station.
23. The driver of a Private Hire Car, while carrying a passenger, shall be clean and tidy in his person and adhere to the Dress Code for Taxi/Private Hire Car Drivers approved by West Dunbartonshire Council. The driver of a Private Hire Car shall conduct himself in a proper and civil manner. In accordance with the Smoking, Health and Social Care (Scotland) Act 2005, smoking within a Private Hire Car is prohibited at all times whether the driver is engaged in a hire or not.
24. The driver of a Private Hire Car shall not at any time nor at any place sound a horn, alarm or other audible means of announcing to the hirer or proposed hirer the arrival of the Private Hire Car. This does not prohibit a text message being sent to a customer's mobile phone with an audible alarm.
25. The holder of a Private Hire Car driver's licence shall immediately inform the Licensing Authority if he has reason to believe that he is not physically fit to drive a Private Hire Car.

Note: In terms of Section 13(4) of the Civic Government (Scotland) Act 1982 the Licensing Authority has the power to require the holder of a licence to submit to a medical examination at any time for the purpose of ensuring that he is physically fit to drive a Private Hire Car.

26. The driver of a Private Hire Car shall notify the Licensing Authority at the time of application of the name and address of the Private Hire Car operator for whom they will drive. The Private Hire Car driver will immediately thereafter give written notice to the Licensing Authority if they drive for a different operator and supply the name and address of the said operator.
27. On initial grant of a Taxi/Private Hire Car Driver's licence, licence holders must register for and complete a Customer Care Training course provided by GTG Training, 1330 South Street, Glasgow, G14 0BJ. Licence holders must attend the course within 6 months of the licence being granted. Failure to do

so without a valid reason will result in the licence holder being brought before the Licensing Committee. Customer care training may also be used by Officers as a means of educating drivers who are found to be in breach of the standard conditions or as a sanction imposed by Members dealing with a holder of a Taxi/Private Hire Car drivers licence whose application for renewal is subject to an objection or representation or whose licence is subject to a request for suspension.

28. In these conditions:

"Authorised Officer" means such officer, agent or any other third party of the Licensing Authority who has authority to act for and on behalf of the Licensing Authority in connection with all or any of the foregoing conditions.

"Exclusive" as applied to the hire of a Private Hire Car, means that a single fare is payable by any one passenger, whether or not more than one passenger is carried and "exclusive hire" shall be construed accordingly.

"Shared" as applied to the hire of a Private Hire Car, means that each passenger is carried at a separate fare payable to the driver and "shared hire" shall be construed accordingly.

WEST DUNBARTONSHIRE COUNCIL

DRESS CODE FOR HOLDERS OF TAXI/PRIVATE HIRE CAR DRIVER'S LICENCES

Holders of Taxi/Private Hire Car Driver's Licences which are issued by West Dunbartonshire Council must, as a condition of their licence, follow the dress code below.

Minimum standard of dress for male licence holders:-

Tailored trousers (tailored short trousers permitted)
Jeans/denim trousers (providing they are in good condition)

Short sleeved shirt, either dress or casual
Crew neck sweat-shirt

Dress shoes, boots or sandals
Training shoes, sports shoes or shoes of similar design (providing they are in good condition and are smart in appearance)

Minimum standard of dress for female licence holders:-

Tailored skirt, dress or trousers (tailored short trousers permitted)
Jeans/denim trousers (providing they are in good condition)

Blouse, shirt or top, either dress or casual
Crew neck sweat-shirt

Dress shoes, boots or sandals
Training shoes, sports shoes or shoes of similar design (providing they are in good condition and are smart in appearance)

What is not permitted:-

Football/sports shorts

Track suits, shell suits, jogging suits, or similar (jogging trousers will be permitted in the case of Drivers who have certain medical conditions)

Vest tops, sports tops (football, rugby, etc.)

Flip-flops

Any cap or hat that when worn may obscure the passengers view of the driver in the event that they later had to identify them.