



Code of Conduct for Licensed Drivers

Licence holders shall endeavour to promote the image of a professional Hackney Carriage and Private Hire trade by:

- Complying with the Code of Conduct,
- Complying with all the conditions of their licence, the Hackney Carriage and Private Hire Licensing Policy and where applicable the Hackney Carriage Byelaws,
- Behaving in a civil, orderly and responsible manner at all times.

Promotion of professional standards

Licence holders shall:

- Pay attention to personal hygiene and adhere to the dress code for drivers,
- Not consume food and/or drink whilst customers are present in the vehicle,
- Keep vehicles clean and suitable for hire to the public at all times,
- Respect authorised officers during the normal course of their duties and comply with any reasonable requests from an officer,
- Attend punctually when undertaking a pre-booked hiring,
- Treat all customers with dignity and respect regardless of their sex, race, disability, sexual orientation, trans-gender, religion or belief.

Protection of public health and safety

Licence holders shall:

- Maintain their vehicles in a safe and satisfactory condition at all times,
- Not consume alcohol immediately before or at any time whilst driving a licensed vehicle,
- Not drive whilst under the influence of drugs (legal or illegal) which may affect their awareness and capability,
- Comply with appropriate legislation regarding the length of working hours,
- Drive with care and due consideration for other road users and pedestrians,
- Obey all Traffic Regulation Orders and directions at all times,
- Not use a hand held mobile phone whilst driving,
- Take all reasonable steps to ensure the safety of passengers conveyed in, entering or alighting from the vehicle,
- Offer passengers reasonable assistance with luggage, unless exempted by the Council under the Equality Act 2010,
- Not smoke or use electronic cigarettes (or similar devices) in the vehicle at any time,
- Assist, where necessary, passengers into and out of vehicles.

Protection of the environment

To avoid nuisance to residents when picking up or waiting for a fare, Licence holders shall:

- Not sound the vehicle horn illegally,
- Keep the volume of radio/music to a minimum,
- Switch off the engine if required to wait,

At private hire offices

Licence holders shall:

- Not undertake servicing or repairs of vehicles,
- Not allow their radio/music to cause disturbance to residents,
- Take whatever additional action is necessary to avoid disturbance to residents which may arise from the conduct of their business.

At taxi ranks a licence holder shall:

- Rank in an orderly manner and proceed along the rank in order, moving along promptly,
- Remain in or near to the vehicle,
- Behave in a respectful manner to other drivers, members of the public, passengers and authorised officers,
- Comply with any reasonable directions from an authorised officer.

Working with vulnerable passengers

A vulnerable passenger is a person whose age or disability means that they are more susceptible to harm than a typical passenger. This may be a child, elderly person, someone with learning difficulties or other disability and can include people who are vulnerable due to intoxication.

The driver or operator should confirm that appropriate provision has been made for the vulnerable person, prior to accepting the booking, or commencing the journey. This does not necessarily mean that the driver/operator is responsible for the provision of appropriate measures, however they should check that they are in place.

If a vulnerable passenger is refused service, a responsible person should be informed so that alternative arrangements can be made. For example this situation may arise if the customer has an assistance dog and the driver has a medical exemption granted by the Council.

Drivers should remain professional at all times and must never:

- Touch a vulnerable person inappropriately,
- Make offensive or inappropriate comments (such as the use of swearing or sexualised or discriminatory language),
- Behave in a way that may make a vulnerable passenger feel intimidated or threatened,
- Attempt to misuse personal details obtained via the business about a vulnerable person,
- Share personal information or befriend someone via social media.

If you are concerned about the safety, welfare or behaviour, of a vulnerable person or someone else's conduct, you should report your concerns to Lancashire Constabulary's Awaken Team on 01253 477 261, or 101, or 999 in an emergency.