
Chelmsford City Council

Licensing

Code of conduct and dress code conduct for hackney carriage and private hire vehicles

Preservation of a professional and responsible hackney carriage and private hire trade

Licence holders shall promote the hackney carriage and private hire trade by:

1. Complying with this Code of Conduct
2. Complying with all relevant legislation, including the conditions of licence, byelaws and the Authority's Hackney Carriage and Private Hire Licensing Policy
3. Behaving in a civil, orderly and responsible manner at all times, including being polite, helpful and fair to the public
4. Paying attention to personal hygiene and dress so as to present a professional image to the public (see Dress Code)
5. Not eating or drinking in the vehicle in the presence of customers
6. Keep their vehicles clean and suitable for Hire to the public at all times
7. Respecting authorised Officers during their normal course of their duties

Protection of public health and safety

Licence holders shall:

1. Maintain their vehicles in a safe and satisfactory condition at all times
2. Not consume alcohol immediately before or at any time whilst driving or being in charge of a Hackney Carriage or Private Hire Vehicle
3. Not drive while having misused legal or taken illegal drugs
4. Comply with legislation regarding the length of working hours
5. Drive with care and due consideration for other road users and pedestrians
6. Obey all Traffic Regulation Orders and directions at all times
7. Take all reasonable steps to protect the safety and security of passengers so as not to put them at risk, or the fear of being put at risk
8. Not take any audio and/or images/video of passengers or members of the public on any device not authorised by the Authority
9. Not smoke or use electronic cigarettes (or similar devices) in the vehicle at any time

Access to an efficient and effective public transport service

Licence holders shall:

1. Attend punctually when undertaking pre-booked Hires;
2. [Unless granted exemption by the Council under the Equality Act 2010] Assist, where necessary, passengers into and out of vehicles
3. Provide passengers reasonable assistance with luggage

Protection of the environment

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

1. Not sound the horn or other audible warning instrument on the vehicle, other than in accordance with the Highway Code, to attract the attention of passengers
2. Keep the volume of music media players and/or other audio/visual devices to a minimum
3. Switch off the engine if required to wait
4. Take whatever additional action is necessary to avoid disturbance to residents in the locality

At taxi ranks

Licence holders shall, in addition to the requirements above:

- Rank in an orderly manner and proceed along the rank in order and promptly
- Whilst 'ranking up' is standard practice, customers must have choice without being challenged

At private hire offices

Licence holders shall:

1. Not allow media players and/or other audio/visual devices to cause disturbance to residents of the neighbourhood
2. Take whatever additional action is necessary to avoid disturbance to residents of the neighbourhood, which might arise from the conduct of their business
3. Exclude persons under the age of 18yrs loitering in the venue without a valid reason to do so

All of the above matters are deemed to have equal importance.

Dress code

The Authority is committed to encouraging the professional image of the trade and it considers that drivers should conform to a minimum standard of dress in order to maintain decency and the profile of the licensed trade licensed by Chelmsford City Council.

Acceptable Standards of Dress:

- Shirts, blouses, T-shirts, or sweat tops should cover the shoulders and be of sufficient length to enable them to be tucked into trousers or shorts
- Shirts or blouses can be worn with a tie or open-necked
- Trousers may be either full length or shorts if tailored
- Smart jeans type trousers are permitted
- Footwear should fit around the heel of feet.

Unacceptable standards of dress or presentation within this Code:

- Having bare chests
- Unclean or damaged clothing or footwear
- Clothing with offensive words, logos or graphics
- Clothing with studs or sharp edges
- Beach type footwear (e.g. Flip flops and mules)
- Hooded garments ('hoodies') worn with hood up whilst driving