

## The Reading Knowledge test guide for Private Hire and Hackney Carriage drivers.

Welcome to the Reading Knowledge test guide for Private Hire and Hackney Carriage drivers. If you prepare properly you can be one of the few applicants that pass first time. Inside we tell you what to learn and suggest some ways to do it. Good luck!

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### Introduction

To be a Reading private hire driver you need to know Reading better than most people. You have to understand the licence conditions and legislation, so that your passengers get a safe, high quality service.

You are responsible for your own learning. In this pack, we explain everything you need to know for the Reading Knowledge test.

### Learning the Reading Knowledge

This guide is here to help you study and learn. Inside you will find:

- a description of the test
- example questions
- information you need to learn, and
- some studying and learning ideas.

### **PLEASE Do Not Book Your Test Before You Are Ready**

Every time a candidate takes the knowledge test, they have to pay the full test fee. Prepare properly and you can avoid retakes and extra fees. When you take the test, be one of the three out of twelve candidates that passes!

## Page 2

### What is in the Reading Knowledge Test

The test is in four parts, explained below.

You have 90 minutes to answer the 45 questions.

You CANNOT refer to your own maps, notes or other documents during the Knowledge Test.

There are some example questions on page four.

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#### **PART 1** Licence Conditions for Private Hire & Hackney Carriage Drivers

What to learn:

- You need to learn Section 2 of the licence conditions:
  - for drivers, and
  - for the vehicle.
- Both booklets were sent with this guide.
- They are also on our website. See page 3.

Number of questions:

- There are ten questions in this section
  - You must get at least nine questions right to pass the Knowledge Test
- 

#### **PART 2** Disability Awareness and Safeguarding

What to learn:

- You need to learn Appendix A "*Guidance for Carrying Disabled Passengers*" of this booklet, see page 9. They are also on the web, see page 3.
- Safeguarding Pack (Link to Safeguarding Information booklet)

Number of questions:

- There are five questions in this section
  - You must get at least four questions right to pass the Knowledge Test
- 

#### **PART 3** The Highway Code

What to learn:

- You need to learn the relevant sections of the Highway Code which:
  - you can buy from any good bookshop, or
  - you can find on the DirectGov website, see page 3.

Number of questions:

- There are 20 questions in this section

- You must get at least 17 questions right to pass the Knowledge Test

**PART 4 Reading Streets, Key Locations and Places of Interest**

What to learn:

- You need to know ALL the locations in Appendix B "*Key Locations, Streets and Places of Interest*", see page 13 of this booklet
- You will also need a Reading A-Z street atlas (not provided)

Number of questions:

- There are ten questions in this section
- You must get at least nine questions right to pass the Knowledge Test

**Information on the web**

You can find a lot of the information on the internet.

**Licence Conditions** (sent with this guide)

You will find some of our licence conditions on our website

[www.reading.gov.uk/environmentplanning/licensing/vehicleanddriverlicences](http://www.reading.gov.uk/environmentplanning/licensing/vehicleanddriverlicences)

**Transporting Disabled Passengers** (sent with this guide)

The disabled passenger guide is on the Disabled Passenger Transport Advisory Council (DPTAC) website (under '*Publications*')

<http://dptac.independent.gov.uk>

**The Highway Code**

The Highway Code is on the DirectGov website

<http://www.direct.gov.uk/en/TravelAndTransport/Highwaycode/index.htm>

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All the questions are multiple-choice questions.  
You have to pick the correct answer from the four given.

Example question **Terms and Conditions** for Driver AND Vehicle

Tick the one correct answer.

Q Can you smoke in a licensed vehicle?

- A Yes, if it is not hired out
  - B No you can't
  - C Yes, if the passenger has said you can
  - D Yes, if your company's policy says you can
- 

Example question **Disability Awareness**

Tick the one correct answer.

Q When picking up a blind or partially sighted passenger from a pre-booked location

- A Sound your horn three times and wait in the taxi
  - B Arrange for them to be phoned five minutes before you arrive
  - C Walk up to the front door and use the bell or door knocker
  - D Sound your horn and give them time to get to the door before you go to help
- 

Example question **Highway Code**

Tick the one correct answer.

Q You are driving at 30 mph on a dry road surface, in a vehicle with good brakes and tyres. What is the shortest overall stopping distance?

- A 15 metres (50 feet)
  - B 23 metres (75 feet)
  - C 36 metres (120 feet)
  - D 53 metres (175 feet)
- 

Example question **Reading Locations**

Tick the correct answer.

Q Where would you find the After Dark Club?

- A Southampton Street
  - B Gun Street
  - C London Street
  - D Friar Street
- 

Example question **Safeguarding**

Q You collect a teenage girl and two older men from a town centre bar late at night. The girl appears to be very intoxicated and not happy about going with the men. You are concerned for the girl's safety. What action should you take?

- A Take the men only because the girl is too drunk
- B Take the girl only because you do not trust the men
- C Report your concerns to the bar door staff or police
- D Ignore your concerns as its none of your business

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## Organise Your Learning

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Plan when you are going to learn; make yourself a timetable and stick to it.

Don't study for too long without a break

Don't study one subject for too long at a time - have a break and study something else.

Keep a diary of when you study. You will be able to see when you haven't done enough... and when you deserve a day off!

Use different ways to learn... try the suggestions in the following pages.

Carry your notes with you so you can get them out and read them at any time.

Get friend to test you, they can give you clues about what you've forgotten.

Make up your own multiple-choice questions like our examples on page four write down the correct answer and three wrong ones. See if you can get them right a week later!

Do not apply to do the Reading Knowledge test before you are ready: be one of the candidates that passes first time!

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### **You will be ready to take the test when you can:**

Find every Reading location in the list, and answer any question about:

- the Highway Code
  - the transport of disabled passengers, Safeguarding children and vulnerable adults
  - Reading's taxi licence conditions for driver and vehicle.
-

## Page 6

### Learning the Reading Locations

All the locations you have to learn are in the last section of this guide (see page 13). You will need to buy an A-Z street atlas of Reading and practice finding the locations. In the Knowledge Test a number of locations will be marked on a map and you will have to identify them.

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**Learning Ideas** (you may want to make a second copy of the list to write your notes on).

- Find all the locations in the A-Z and make a note of the page number and grid reference. You won't find them all straight away and will have to do some research:

look in the phonebook, the Yellow pages and the Thompson local directory search the web (try Google & Yell.com) ask your friends, or go and have a look.

- Learn small sections of the A-Z atlas at a time
  - Go out and visit the locations - this will help them stick in your mind.
    - Get an all day travel pass and use the bus
    - Cycle or use a moped
    - Drive if you have to BUT it's cheaper if you don't
    - Whenever you go out, set off early and visit some locations on the way.
  - Use the internet if you have access to a computer. Find the locations on Ordnance Survey or Google maps instead of the A-Z.
- 

### Testing What You Have Learnt

Here are some ways to test what you have learnt. Only refer to your notes, if you are stuck and when you mark your work.

Pick locations at random from the list at random and find them in the A-Z atlas.

Pick a group of locations (such as Libraries or Hospitals) and find them all - some of the groups are quite big so split them up

Pick a page of the map and write down all the locations you can think of. Only refer to your notes when you cannot think of any more. Add the locations you missed and cross out any you have listed by mistake.

Route finding. Pick two locations at random and find the shortest route between them.

If that is too easy, pick ten locations at random and find the shortest route that goes to all of them.

**REMEMBER:** To pass the test you have to be able to find all the locations without your notes.

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Here are some learning ideas. Stick with the ones that work for you OR try them all... it makes it more interesting to have different ways to learn. Don't make it too difficult... learn small sections at a time.

#### Learning Ideas

Read and write 1.

- Make notes as you read each section.
- You can use your own words but do not change the meaning.

Read and write 2.

- read a section
- cover it up, and write down what you've can remember
- now check if you remembered everything.

Reading out-loud

- Read out-loud when learning a section
  - You can do it on your own or to friend or partner who can ask you to explain things.
  - record it if you have a phone or MP3 player that you can record on
- 

#### Testing What You Have Learnt

Here are some ways to test what you have learnt. Only refer to your notes, if you are stuck and when you mark your work.

Testing your self 1.

- Pick a topic, from a document or a contents list
- write down all you can remember
- now check the original and see how you did
- copy out the bits you missed.

Test your self 2.

- Instead of writing down what you know, say it out loud
- record it if you have a phone or MP3 player that you can record on
- check and see how well you did

Get a friend to test you.

tell them all you know about a topic or section

they can give you clues about what you've forgotten.

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Part two of the Reading Knowledge test has **five (5)** multiple-choice questions about disabled passengers and Safeguarding. You must get at least four (4) questions right in this section to pass this part of the Knowledge Test.

The Disabled Transport Advisory Committee (DPTAC) has put together this guidance.  
**You need to learn it all.**

The information can also be found on their website:

<http://dptac.independent.gov.uk/>

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## Introduction

A lot of elderly and disabled people use hackney carriage/private hire vehicles to get around. Hackney carriage/private hire vehicles can be the only way for them to get to a railway station, an airport or a place not on a bus route.

Your behaviour is very important. If you do not help them or treat them properly:

- you will lose some customers, and
- they will lose an important way of getting places.

Ask passengers if they need help because you will not be able to see some disabilities.

Know how to use the equipment in your vehicle. Carrying ramps in some vehicles may be a condition of your licence.

## The advice below will help you give a good service and get the best from your vehicle. Wheelchair Users

If the passenger is a wheelchair user and you drive a wheelchair accessible vehicle you should always:

- pull up as close to the kerb as you can;
- ask if they would like to use the ramps;
- if necessary, tip up the back seat to give more space to get the wheelchair in;
- make sure the passenger travels in the correct position, recommended by the vehicle manufacturer. In a:
  - Fairway or Metrocab this will be facing the back, and
  - converted wheelchair accessible vehicles do what the converter recommends,
  - **Any other travelling position is unsafe;**
- always make sure that the brakes of the wheelchair are on;
- be polite and ask before touching or moving your customer;
- secure the wheelchair and suggest that the passenger also uses the seat belt provided
  - they may need your help with this
- avoid sudden braking or acceleration;
- lower the back seat, if the passenger would prefer it;
- bring the wheelchair out of the vehicle backwards down the ramp, and
- ask if the passenger would like the wheelchair brakes on once it is unloaded;
- leave the passenger in a safe and convenient place, which lets them move on without help.



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### Saloon Cars and Wheelchairs

You may still be able to carry wheelchair users if the passenger is able to get in and out.

- Ask the passenger what help they need.
- Listen carefully to what they say and only do what they ask. Be careful loading a wheelchair into the boot.
- Wheelchairs are expensive to repair or replace; without their wheelchair a passenger may not be able to get around.

### Passengers with Walking Difficulties

People that cannot get around very well do not always use a stick or crutches because they are painful to use.

If the passenger appears to have walking difficulties, or is frail or elderly, always:

- offer to fit the additional step if there is one - it makes it easier to get in the taxi.
- ask how close to the kerb they want you to stop. It may be easier to slide out of the seat onto the road-side if the kerb is too high;
- help if you are asked:
  - listen carefully to what they say, or
  - ask what is the best way to assist;
- do not insist on helping if they do not want you to;
- offer the use of the swivel seat (if you have one);
- if you use a swivel seat, lock it back in position once they have got in.

### Blind or Partially Sighted Passengers

Always ask a blind or partially sighted passenger how you can help.

Always:

- look out for the "TAXI" sign held out by some blind and partially sighted people;
- when collecting a blind or partially sighted passenger:
  - knock at the door on arrival
  - do not stay in the cab and hoot your horn;
  
- tell your passenger whether they are entering a saloon car or purpose built cab;
- demonstrate which way the doors open;
- if possible, place the blind person's hand on the open door and indicate the position of the roof;
- make sure they know which way the vehicle is facing;
- make sure they are seated and have secured the seat belt (where applicable).
- they may like help with the belt; ask first;
- tell them if you are taking a different route from that which they might expect, or if there is a hold-up or a diversion;
- tell them the fare;
- count out the change into their hand;
- set them down in a safe place and make sure they know where they are going;
- offer to accompany them to the entrance of the building, if they are going to one;
- when accompanying a blind person offer them your arm; holding it just above your elbow will be easiest for them.

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## **Guide Dogs**

- Guide dogs are trained to stay on the floor of a vehicle.
- They will not make a mess in your vehicle.
- You may be breaking your licence conditions if you refuse to carry a guide dog. (See section 15 of the licence conditions.)
- There is more room for a guide on the floor in front of a saloon car than in the back.

## **Passengers Who Are Deaf or Hard of Hearing**

If the passenger is deaf or hard of hearing, always:

- Look at them when you are speaking.
- Speak clearly - but don't shout!
- Always have paper and pen with you.
- Write things down if it makes it easier to understand each other.
- Make sure they know you have understood their instructions or know where they want to go.

## **Maintenance of Vehicles**

Keep door handles, locks and hinges well oiled. This makes it easier for them to be opened and closed by disabled or elderly passengers.

## **Equipment and Converted Vehicles**

Know how to use any special equipment. For example:

- know how to use ramps if there are any,
- know how secure and load a wheelchair, and
- how to operate the swivel seat in a Fairway or Metrocab.

Specially converted vehicles hold wheelchairs in different ways. Know what to do in any vehicle you drive.

## Appendix\_B: Key Locations, Streets and Places of Interest

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In part two of the Reading Knowledge test, ten of these locations will form the correct answers in 10 multiple choice questions. You have to name at least nine of them correctly to pass this part of the Knowledge Test.

You must:

Know where ALL these locations are located.

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### Business Parks

Forbury Business Park  
Green Park, Reading Relief Road (A33)  
Reading Gate Retail Park, Reading Relief Road (A33)

Suttons Business Park, off London Road  
Thames Valley Business Park, of London Road  
Worton Grange, Basingstoke Road

### Casinos

Grosvenor Casino, Queens Road  
G Casino, Rose Kiln Lane

Maxims, Richfield Avenue

### Cinemas and Theatres

21 South Street Arts Centre  
Progress Theatre, The Mount (off Christchurch Road)  
Shinfield Players Theatre and Arts Centre, Shinfield Park, Whitley Wood

Lane  
The Hexagon, Queens Walk  
Vue Cinema, The Oracle

### Clubs and Associations

Caversham Conservative Club, 371 Gosbrook Road  
Salisbury Conservative Club, 316 Kings Road  
The British Legion Club, Downing Road

The Curzon Club, 362 Oxford Road  
The Irish Club, Chatham Street  
The Polish Social Club, London Road

### Courts

Reading County Court Friar Street  
Reading Crown Court The Forbury  
Reading Magistrates Court Castle Street

### **Doctors and Health Centres**

Baltimore Park Surgery Hemdean Road  
Caversham  
Emmer Green Surgery Barnabas Road  
Caversham

The Health Centre Milman Road  
Grovelands Medical Centre Oxford Road  
Tilehurst Clinic Corwen Road Tilehurst

### **Rugby and Football Grounds**

Abbey Rugby Club  
Rosehill, Peppard Road  
Reading Football Club Madejski  
Stadium, Reading Relief Road

London Irish, Madejski Stadium,  
Reading Relief Road

### **Garages**

Audi, Rose Kiln Lane  
Gowrings, Basingstoke Road  
City Reading, Renault, Basingstoke  
Road  
Mercedes-Benz of Reading, Richfield  
Avenue  
BMW, Napier Road  
Vauxhall, Portman Road  
Lancaster Jaguar, Bennet Road

Clover Leaf Honda, Rose Kiln Lane  
Porsche Cars Great Britain Ltd, Pincents  
Lane (off Bath Road), Calcot  
Reading Saab, Portman Road  
Renault Trucks, Bennet Road  
Seat, Emmer Green  
UCV Universal Commercial Vehicles,  
Deacon Way

### **Golf Clubs and Courses**

Reading Golf Club, Kidmore End Road  
Calcot Park Golf Club, Bath Road

Richfield Driving Range, Richfield  
Avenue

### **Hospitals**

Berkshire Independent Hospital,  
Wensley Road  
Dunedin (BUPA) Hospital, Bath Road  
Royal Berkshire Hospital, **main  
entrance**, Craven Road  
Royal Berkshire Hospital, **London Road  
entrance**

Royal Berkshire Hospital, Accident and  
Emergency (**A&E**), Craven Road  
Prospect Park Hospital, Honey End  
Lane, Tilehurst

### **Hotels**

Comfort Hotel Christchurch Road  
Crowne Plaza Richfield Avenue  
Donnington House Hotel London Road  
Elmhurst hotel Church Road Earley  
Forbury Hotel The Forbury  
The George King Street  
Holiday Inn Basingstoke Road  
Premier Inn Richfield Avenue  
Malmaison Station Road  
Millenium Madejski Madejski Stadium

Novotel Friar Street  
Ibis Friar Street  
Parkside International Bath Road  
Penta Oxford Road (formerly The  
Renaissance)  
Pincents Manor Pincents Lane Calcot  
Rainbow's Lodge Caversham Road  
The Royal County Duke Street  
Travel Lodge60 Oxford Road  
Travel Lodge684-654 Oxford Road

Travel Lodge Basingstoke Road

### Leisure Centres and Swimming Pools

Academy Sport and Leisure,  
Northumberland Avenue  
Arthur Hill Pool and Fitness Centre,  
Kings Road  
Central Swimming Pool, Battle Street  
Highdown Sports Centre, Highdown  
School, Surley Row  
Ibis Sports and Social Club  
Meadway Sports Centre, Conwy Close,  
Tilehurst

Palmer Park Sports Stadium,  
Wokingham Road  
Reading SuperBowl, Pincents Lane,  
Calcot  
Riley's Snooker Hall, Cremyll Road  
Rivermead Leisure Complex, Richfield  
Avenue

### Libraries

Battle Library Oxford Road  
Caversham Library Church Street  
Cantral Library Kings Road  
Palmer Park Library St. Bartholomews  
Road

Southcote Library Coronation Square  
Tilehurst Library School Road  
Whitley Library Northumberland Avenue

### Miscellaneous

Amersham Road Youth and Community  
Centre  
Berkshire Fiore and Rescue, Dee Road  
Brock Barracks, Oxford Road  
The Cattle Market, Great Knollys Street  
Civic Amenity Centre, Island Road  
Civic Offices, Reading  
Coley Park Community Centre, Wensley  
Road  
South Reading Youth and Community  
Centre, Northumberland Avenue

Evening Post, Tessa Road  
Foster Wheeler, Whitley Wood Lane  
Hexham Road Community Centre  
The Prudential, Kings Road  
Reading Crematorium, All Hallows Road  
Riverside Caravan Park, Scours Lane  
Salvation Army Hostel, Willow Street  
Tilehurst Village Hall, Victoria Road,  
Tilehurst  
The Town Hall, Blagrove Street

### Annual Events

Campaign for Real Ale (CAMRA), Kings  
Meadow, Caversham  
Reading Regatta, Caversham  
Promenade

Reading Festival, Richfield Avenue  
Water Festival, Kennet and Forbury  
Gardens, Town Centre

### Museums

Reading Museum, The Town Hall,  
Blagrove Street

Museum of English Rural Life, 22  
Redlands Road

### Nightclubs and Public Houses

Three Bs, The Town Hall, Blagrove Street (CLOSED)  
After Dark Club, London Street  
Back of Beyond, King's Road  
Bamboo, Station Road  
Zeus, Hosier Street  
Bowery District/Sub 89, Friar Street  
Outlook, King's Road  
Monroes, St Mary's Butts  
Evisca, Castle Street  
The Face, Chatham Street  
Gateway, Greyfriars Road  
George and Dragon, Bath Road

Great Expectations, London Street  
The Griffin, Church Road, Caversham  
The Grosvenor, Kidmore Road  
Island Bar, Pipers Island, Bridge Street, Caversham  
Jazz Club, The Arches, Caversham Road

Oakford Social Club, Blagrove Street  
O'Neills, Blagrove Street  
Pavlov's Dog, St Mary's Butts  
The Purple Turtle, Gun Street  
Q Bar, Friar Street  
The Queen's Head, Christchurch Road  
The Revolution, Station Road  
Royal Oak, Westwood Glen  
Sakura, Gun Street  
Southcote Beefeater, Southcote Lane  
Three Tuns, Wokingham Road  
Traveller's Rest, Henley Road  
Tyler's Rest, Norcot Road  
Up In Arms, Cemetery Junction  
The Victoria, Tilehurst  
Walkabout, Wiston Terrace  
White Horse, Kidmore End Road  
Yates, Friar Street  
Zero Degrees, Bridge Street

### Parks

Albert Road Recreation Ground, Caversham  
Arthur Newbury Park, Armour Hill  
Calcot Recreation Ground, Bath Road  
Caversham Court Gardens, Church Road  
Clayfield Copse, Caversham Park Road  
Cintra Park, Cintra Avenue  
Cotswold Recreation Ground, Downs Way  
Gosbrook Road Recreation Ground

John Rabson Recreation Ground, Northumberland Avenue  
Kensington Road Recreation Ground  
King's Meadow Recreation Ground  
Longbarn Lane Playing fields, Upper Woodcote Road  
McIlroy Park, Thirlmere Avenue  
Prospect Park (main entrance) Liebenrood Road

### Railway Stations

Reading (town centre), Station Approach  
Earley Station, Station Road, Earley  
Reading West, Oxford Road & Tilehurst

Road  
Tilehurst, Oxford Road



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### Religious Buildings

Alexandra Road mosque  
Bangladeshi Association and Central  
Jamme Mosque, Waylen Street  
Caversham Heights Methodist Church,  
Highmoor Road  
Church of English Martyrs, Liebenrood  
Road  
Church of Jesus Christ of Latter-day

Saints, The Meadway  
Islamic Centre, South Street  
Sacred Heart (Polish), Watlington  
Street, London Road  
St Mary's Church, St Mary's Butts  
Wycliffe Baptist Church, King's Road

### Restaurants

Al Tarboush, Caversham Road  
Bel and the Dragon, Blakes Lock  
Bina Tandoori, Prospect Street,  
Caversham  
Café Metro, Christchurch Road  
Carluccio, Forbury square  
Chronicles Riverside Restaurant and  
Wine Bar, Waterman Place  
Barts, Wokingham Road  
Forbury's Restaurant, Forbury Square  
Giraffe, Oracle Riverside  
Himalayan Hotpot, School Road  
Kathmandu Kitchen, Whitley Street  
Kentucky Fried Chicken, Reading Gate  
Retail Park  
Kyrenia, Prospect Street, Caversham  
London Street Brasserie, London Street  
House of Flavours, King's Road

Mansion House, Prospect Park,  
Liebenrood Road  
McDonalds, Friar Street  
McDonalds, Reading Gate Retail Park  
Old Orleans, Oracle Riverside  
Peking Palace, Prospect Street,  
Caversham  
Picassos, Bridge Street, Caversham  
Pizza Hut, off Oxford Road, Norcot  
Roundabout  
The Spice Oven, Church Street,  
Caversham  
Standard Tandoori, Caversham Road  
Strada, Oracle Riverside  
TGI Friday, Caversham Road  
Wagamama, Oracle Riverside

### Retail (shops), Miscellaneous

Asda, Honey End Lane, Tilhurst  
Asda, Lower Earley  
Budgens, Emmer Green  
Coley Park Shops, Wensley Road  
Comet, The Forbury  
The Co-op, Oxford Road  
Curry's, Brunel Retail Park  
DFS, The Forbury  
Drews the Ironmongers, Caversham  
Road  
Focus, Oxford Road Retail Park  
Halfords Super Store, Oxford Road  
Retail Park  
Halfords, Brunel Retail Park  
House of Fraser, The Oracle

Homebase, Kenavon Drive  
John Lewis (formerly Heelas), Broad  
Street  
John Lewis (formerly Heelas), Broad  
Street  
John Lewis collection depot, Mill Lane

Lidl, Oxford Road  
Macro, Craddock road  
Matalan, Rose Kiln Lane



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Morrisons, Basingstoke Road  
Savacentre, Bath road, Calcot  
Tesco, Napier Road  
Tesco, Portman Road

### Schools and Nurseries

The Abbey School, Kendrick Road  
Alfred Sutton Primary, Wokingham Road  
The Avenue School, Conwy Close,  
Tilehurst  
Caversham Park Primary, Queensway,  
Caversham Park  
Caversham Primary, Hemdean Road  
Coley Primary, Wolseley Street  
Denefield Secondary, Long Lane  
Downsway Primary, Downsway,  
Tilehurst  
The Elvian School, Bath Road (CLOSED)  
Highdown School, Surley row  
Hugh Farrington Roman Catholic  
Secondary, 7 Aldworth Close  
John Madejski Academy, Hartland Road  
Katesgrove Primary, Dorothy Street  
Kendrick School, East Street  
Leighton Park, Shinfield Road  
Little Heath Secondary, Little Heath  
Road  
Micklands Primary, Micklands Road  
Prospect College, Honey End Lane  
Queen Anne's School, Henley Road

### Shopping and Retail Centres

Broad Street Mall  
Brunel Retail Park  
Coronation Square  
Meadway Precinct, Honey End Lane  
St Martin's Precinct, Caversham  
The Oracle  
Reading Gate Retail Park  
Reading Retail Park

### Universities

Reading University, Shinfield Road  
Thames Valley University, King's Road

### Miscellaneous Roads

Allcroft Road  
Amersham Road, Caversham  
Buxton Avenue, Caversham  
Callington Road, Whitley

Toys R Us, Forbury  
Waitrose, Oxford Road  
Waitrose, Church Street, Caversham

Reading School, Erleigh Road  
Reading Girls' School, Northumberland  
Avenue  
Ridgeway School, Northumberland  
Avenue  
Ridgeway School, Willow Gardens  
St Anne's Roman Catholic Primary,  
Washington Road, Caversham  
St John's Church of England Primary,  
Orts Road  
St Joseph's Convent School, Upper  
Redlands Road  
St Mary and All Saints Primary, Wensley  
Road  
Springfield Primary School, Barton Road  
Thameside Primary, Wolseley Road,  
Caversham  
Wilson Primary, Wilson Road  
NURSERIES:  
Chiltern Day Nursery, Peppard Road,  
Caversham  
Shinfield Park Day Nursery, Old Whitley  
Wood Lane

Tilehurst Triangle

The Student Village, Reading University

Caversham Park Road, Caversham  
Church End Lane, Tilehurst  
Cockney Hill, Tilehurst  
Coley Avenue





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Cressingham Raod  
Cumberland Road, Newtown  
Dee Road  
Eldon Road  
Erleigh Road  
Hartland Road, Whitley  
Hemdean Road, Caversham  
Highgrove Street  
Holberton Road, Whitley  
Imperial Way, Whitley  
Kendrick Road  
Kentwood Hill, Tilehurst  
Kidmore End Road, Caversham  
Langley Hill, Tilehurst  
Lowfield Drive, Caversham  
Norcot road  
Northumberland Avenue  
Oak Tree Road, Tilehurst  
Orts Road, Newtown  
Overdown Road, Tilehurst  
Pell Street  
Rotherfield Way, Caversham

St Michael's Road, Tilehurst  
School Lane, Tilehurst  
Sidmouth Street  
Southcote Lane  
Swallowfield Drive, Whiteley  
Wantage Road  
Wensley Road  
Westwood Glen, Tilehurst  
Whitley Wood Lane, Whitley  
Whitley Wood Road, Whitley  
Woodcote Way, Caversham  
Yield Hall Place

## PENALTY POINTS SYSTEM

Without prejudice to any other course of action or remedy available to the council in the event of any contravention of any relevant statute, bylaw, or regulation, the penalty points then applicable to that particular breach or contravention as indicated in the handbook will be issued to the licence holder. Provided no more than eleven penalty points have been issued to the licence holder within any twelve month period but upon accumulation of twelve or more points within any twelve month period the licence holder will be liable to any appropriate action being taken by the council, including suspension, revocation, or refusal to renew the licence.

In the event of a licence holder disputing that he is liable for points to be awarded against him, the matter will be referred to a meeting of the Licensing Sub-committee, where in the event that he is adjudged liable for and breach or requirement for which penalty points would have been imposed, no greater punishment will be imposed other than the awarding of the penalty points for that particular breach or requirement.

## PART I

Laws relevant to the driving of hackney carriages in the Borough of Reading.

### TOWN POLICE CLAUSES ACT 1847

The driver of a hackney carriage whilst on a taxi rank or in any street who refuses or neglects without reasonable excuse to drive to any place in the area for which he is licensed (the Borough of Reading) commits an offence. (6 points)(Section 53)

### LOCAL GOVERNMENT (MISC. PROVISIONS) ACT 1976

You must produce your hackney carriage driver's licence at the request of a council officer or police officer at the Civic Offices or Police Station within five days of the request. (6 points)(section 53)

Provide a medical certificate as and when required by the council. You must be examined by the Consultant occupational Health Physician to ascertain your fitness to hold a licence before the grant of your first licence, every fifth year until age 60, every other year to age 70 and annually thereafter, or at any other time considered reasonably necessary the Head of Planning and Environmental Health. (6 points)(Section 57) The Council may suspend or revoke or refuse to renew your licence if:

(a) you are convicted of an offence involving dishonesty, indecency or violence or have been convicted of an offence or failed to comply with the law and conditions controlling the hackney carriage trade;

(b) any other reasonable cause. (Section 61)

When undertaking a journey which ends outside the licensed area (the Borough of Reading) you must not charge more than the fare shown on the taximeter unless a fare was agreed before commencement of the journey. (3 points)(Section 66)

When used as a private hire vehicle, i.e. when not plying for hire or standing on a taxi rank, or accepting bookings through a third person you must only charge the fare shown on the taximeter from where the hirer commenced the journey. (3 points)(Section 67)

You must not without reasonable cause unnecessarily prolong in distance or time, the journey for which the vehicle was hired.

(9 points)(Section 69)

You must not wilfully obstruct a council officer or police constable acting under the above Act, or without reasonable excuse fail to comply with any requirement made to you by such a person or

without reasonable cause fail to give any such person any other assistance or information he may reasonably require in the performance of his duties under the above Act.  
(12 points)(Section 73)

BYELAWS MADE BY THE COUNCIL UNDER SECTION 68 TOWN POLICE CLAUSES ACT 1847 AND SECTION 171 PUBLIC HEALTH ACT 1875 The driver of a hackney carriage provided with a taximeter shall: -

- (a) when standing or plying for hire, keep the key, flag or other device fitted in pursuance of the byelaw in that behalf locked in the position in which no fare is recorded on the face of the taximeter; (3 points)
- (b) before beginning a journey for which a fare is charged for distance and time, bring the machinery of the taximeter into action by moving the said key, flag or other device, so that the word "HIRED" is legible on the face of the taximeter to indicate that the hackney carriage is hired or that a fare is being charged and keep the machinery of the taximeter in action until termination of hiring; (5 points)
- (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 purpose of the Road Traffic Act 1972 and also at any other time at the request of the hirer. (3 points)(Byelaw 5)

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 fittings thereof, or with the seals affixed thereto. (12 points)(Byelaw 6)

The driver of a hackney carriage shall, when plying for hire, in any street and not actually hired:

- (a) proceed with reasonable speed to one of the stands appointed or deemed to have been appointed under section 63 of the Local Government (Miscellaneous Provisions) Act 1976; (3 points)
- (b) if a stand, at the time of his arrival, is occupied by the full number of carriages authorised to occupy it, proceed to another stand; (3 points)
- (c) on arriving at a stand not already occupied by the full number of carriages authorised to occupy it, station the carriage immediately behind the carriage or carriages on the stand and so as to face in the same direction;  
(3 points)
- (d) from time to time when any other carriage immediately in front is driven off or moved forward cause his carriage to be moved forward so as to fill the place previously occupied by the carriage driven off or moved forward.  
(3 points)(Byelaw 7)

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 points) (Byelaw 8)

The driver of a hackney carriage shall behave in a civil and orderly manner and shall take all reasonable precautions to ensure the safety of persons conveyed in or entering or alighting from the vehicle. (6 points)(Byelaw 9)

The driver of a hackney carriage who has agreed or has been hired to be in attendance with the carriage at an appointed time and place shall unless delayed or prevented by some sufficient cause, punctually attend with such carriage at such appointed time and place. (6 points)(Byelaw 10)

The driver of a hackney carriage shall not convey or permit to be conveyed in such carriage any greater number of persons than the number of persons specified on the plate affixed to the outside of the carriage provided that for the purpose of this byelaw two children under the age of twelve years shall be regarded as one person and children under the age of three years shall not be reckoned subject to the limitation that no hackney carriage licensed to carry three, four or five persons shall carry more than five, six or seven adults and children respectively. (6 points)(Byelaw 11)

If a badge has been provided by the council and delivered to the driver of a hackney carriage he shall, when standing or plying for hire, and when hired, wear that badge in such position and manner as to be plainly visible. (6 points)(Byelaw 12)

The driver of a hackney carriage so constructed as to carry luggage shall, when requested by any person hiring or seeking to hire the carriage:

- (a) convey a reasonable quantity of luggage; (3 points)
- (b) afford reasonable assistance in loading and unloading; (3 points)
- (c) afford reasonable assistance in removing it to or from the entrance of any building, station, or place at which he may take up or set down such person. (3 points)(Byelaw 13)

Every hackney carriage driver shall present a clean and tidy appearance. (6 points)(Byelaw 14)

The driver of a hackney carriage shall be entitled to demand and take for the hire of the carriage the rate of fare prescribed by the Table of fares the of fare being calculated by distance unless the hirer expresses at the commencement of the hiring his desire to engage by time.

Provided always that where a hackney carriage furnished with a taximeter shall be hired by distance the driver thereof shall not be entitled to demand and take a fare greater than that recorded on the face of the taximeter, save for any extra charges authorised by the Table of Fares which it may not be possible to record on the face of the taximeter. (9 points)(Byelaw 15)

A Statement of fares fixed by the Table of Fares shall be exhibited inside the carriage in clearly distinguishable letters and figures. The driver of a hackney carriage bearing a statement of fares in accordance with this bylaw shall not wilfully or negligently cause or suffer the letters or figures in the statement to be concealed or rendered illegible at any time while the carriage is plying or being used for hire. (3 points)(Byelaw 16)

The driver of a hackney carriage 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. (3 points)(Byelaw 17)

The driver of a hackney carriage shall if any property is accidentally left therein by any person who may have been conveyed in the carriage be found or handed to him:

- (a) carry it as soon as possible and in any event within 48 hours, if not sooner claimed by or on behalf of its owner, to the Civic Offices, Reading, or other office for the time being of the Borough Council, and leave it in the custody of the officer in charge on his giving a receipt for it; (12 points)
- (b) be entitled to receive from any person to whom the property shall be re-delivered an amount equal to five pence on the pound of its estimated value (or the fare for the distance from the place of finding to the office of the council, whichever be the greater) but not more than five pounds. (Byelaw 18)

In these conditions unless the subject or context otherwise requires, "the Proprietor" means the holder of a Hackney Carriage Proprietor's Licence, "the Council" means the Reading Borough Council and "the Licence" means a Hackney Carriage Proprietor's licence issued by the Council.

## PART II

Laws relevant to the proprietors of hackney carriages in the Borough of Reading.

### TOWN POLICE CLAUSES ACT 1847

Licence plate to be displayed on the vehicle.  
(6 points)(Section 38)

The proprietor must inform the council within seven days of any change of address.  
(3 points)(Section 44)

The proprietor must retain the hackney carriage driver's licence of any person he permits or employs to drive a hackney carriage and shall return it when he ceases to drive such vehicle.  
(3 points)(Section 48)

### LOCAL GOVERNMENT (MIC. PROVISIONS) ACT 1976

If you transfer your interest in your vehicle you must inform the council of this person's name and address within 14 days. (6 points)(Section 49)

You must present the vehicle for inspection and testing and produce a certificate of insurance when required by the council. (9 points)(Section 50)

If the vehicle is involved in an accident which causes damage which materially affects the safety, performance or appearance of the vehicle or comfort or convenience of passengers you must report the damage to the council as soon as reasonably practicable or in any case within 72 hours of the accident. (6 points)(Section 50)

You must return the licence plate issued to the vehicle within seven days of the request of the council when it has expired or been revoked or suspended. (12 points)(Section 58)

The council may suspend, revoke or refuse to renew a vehicle licence on any of the following grounds:

(a) that the vehicle is unfit for use as a hackney carriage;

(b) any offence or non-compliance with the laws and conditions controlling the hackney carriage trade;

(c) any other reasonable cause. (Section 60)

An authorised officer of the council or police constable may inspect your vehicle at all reasonable times to ascertain its fitness for use and if he/she is not satisfied with its condition may by notice in writing require it to be made available for a further test at a date and time shown in the notice. The vehicle licence is suspended until this examination is carried out. Should you fail to present the vehicle for such a test within two months the licence is deemed to have been revoked.  
(Section 68)

You must not wilfully obstruct a council officer or police constable acting under the above Act, or without reasonable excuse fail to comply with any requirement made to you by such a person, or without reasonable cause fail to give any such person any other assistance or information he may reasonably require in the performance of his duties under the above Act. (Section 73)

### BYELAWS MADE BY THE COUNCIL UNDER SECTION 68 TOWN POLICE CLAUSES ACT 1847 AND SECTION 171 PUBLIC HEALTH ACT 1875

(a) The proprietor of a hackney carriage shall cause the number of the licence granted to him in respect of the carriage to be legibly painted or marked on the outside of the carriage, or on a plate affixed thereto;

(b) cause the roof or covering to be kept watertight;

(c) provide any necessary windows and a means of opening and closing not less than one window on each side;

(d) cause the seats to be properly cushioned or covered;

(e) cause the floor to be provided with a proper carpet, mat or other suitable covering;

- (f) cause the fittings and furniture generally to be kept in a clean condition, well maintained and in every way fit for public service;
- (g) provide means for securing luggage if the carriage is so constructed as to carry luggage;
- (h) provide an efficient fire extinguisher, which shall be carried in such a position as to be readily available for use by the driver;
- (i) provide at least two doors for the use of persons conveyed in such carriage and a separate means of ingress and egress of the driver. (Byelaw 3)

(Each of the above (a) to (i), 6 points)

The proprietor of a hackney carriage shall cause the same to be provided with a taximeter so constructed, attached and maintained as to comply with the following requirements:

- (a) the taximeter shall be fitted with a key, flag or other device, the turning of which will bring the machinery of the taximeter into action and cause the word "HIRED" to appear on the face of the taximeter or for the taximeter to indicate that the carriage is hired or that a fare is being charged;
- (b) such key, flag or other device shall be capable of being locked in such a position that the machinery of the taximeter is not in action and that no fare is recorded on the face of the taximeter;
- (c) when the machinery of the taximeter is in action there shall be recorded on the face of the taximeter in clearly legible figures a fare not exceeding the rate or fare which the proprietor or driver is entitled to demand and take for the hire of the carriage by distance in pursuance of the Table of Fares;
- (d) the word "FARE" shall be printed on the face of the taximeter in plain letters so as to clearly apply to the fare recorded thereon;
- (e) the taximeter shall be so placed that all letters and figures on the face thereof are at all times plainly visible to any person being conveyed in the carriage, and for that purpose the letters and figures shall be capable of being suitably illuminated during any period of hiring;
- (f) the taximeter and all the fittings thereof shall be so affixed to the carriage with seals or other

appliances that it shall not be practicable for any person to tamper with them except by breaking, damaging or permanently displacing the seals or other appliances. (Byelaw 4)

(Each of the above (a) to (f), 12 points)

#### CONDITIONS OF HACKNEY CARRIAGE PROPRIETOR'S LICENCE

In these conditions unless the subject or context otherwise requires, "the proprietor" means the holder of a hackney carriage proprietor's licence, "the council" means the Reading Borough Council and "the licence" means the hackney carriage proprietor's licence issued by the council.

1. The proprietor shall report the loss of any plate or the licence to the council as soon as the loss becomes known and, in the event of ceasing to use his vehicle as a hackney carriage, shall return the plate and licence to the council within seven days. (12 points)
2. In the event of a licence plate being stolen, lost, damaged or destroyed, the full cost of replacement shall be payable by the proprietor.
3. The proprietor shall ensure that the internal identification plate issued by the council is displayed on the driver's side of the glass partition so as to be clearly visible to passengers, without obscuring their view of the taximeter. In the event of the proprietor ceasing to use the vehicle as a hackney carriage, he shall return the plate to the council within seven days. (6 points)
4. The proprietor shall ensure that the exterior sign approved by the council clearly displays to the front of the vehicle the word "TAXI" in normal daylight and shall be kept illuminated during the hours of darkness, as defined in the Road Traffic Acts, when plying for hire. "TAXI" shall be shown on the said side on plain letters not less than 50mm high, such lettering to be dark in colour, on a light background. (6 points)
5. The proprietor shall ensure that no advertisement is displayed unless it has been approved by the council. The maximum size of any such advertisement so approved shall be 1,000mm by 494mm on the front door(s) of the hackney carriage. (6 points)
6. The proprietor shall not attach or affix or cause to be attached or affixed to the vehicle any sign or mark other than those allowed under conditions 3, 4 and 5 and section 38 Town Police Clauses Act 1847. (6 points)

7. Hackney carriage licences will only be granted to vehicles which comply with the following specifications:
- (a) complies with Part II of the Public carriage Office Specification "Conditions of Fitness" as amended appropriate to the Borough of Reading;
  - (b) is not more than five years old when first licensed by the Borough Council;
  - (c) has means to facilitate the carriage of chair bound disabled persons;
  - (d) is a dark colour as specified by the manufacturer, i.e.:
- |                          |                       |
|--------------------------|-----------------------|
| (e)                      |                       |
| FAIRWAY TYPE<br>VEHICLES | METRO<br>TYPE VEHICLE |
| Sherwood green           | Damson                |
| Burgundy                 | Metro blue            |
| Midnight blue            | Midnight blue         |
| Black                    | Burgundy              |
|                          | Black                 |
8. This licence shall not be transferred to any other individual until «notransferuntil» except in the event of death of the licence holder.

#### APPEAL PROCEDURE

- (1) Any person aggrieved by any condition specified in this licence may appeal to a Magistrates' Court.
- (2) The procedure shall be by way of complaint for an order, and the Magistrates' Courts Act 1980 (or any re-enactment thereof) shall apply to the proceedings.
- (3) The time within which any such appeal may be brought shall be twenty one days from the date on which notice of the requirement, or other decision was served upon the person desiring to appeal, and for this purpose the making of the complaint shall be deemed to be the bringing of the appeal.



**Reading**  
Borough Council  

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Working better with you



# Do Not Book Your Test Place Before You Are Ready

Prepare properly and be one of the 25% of candidates that passes first time! If you have to retake the test, you will have to pay another full test fee.

**Payment:** Please complete and return this form with your payment.

We cannot accept bookings without a payment. You can pay by cheque or credit card at the Council Offices. A cheque, payable to Reading Borough Council, must accompany forms posted to us.

**Test Date and Venue:**

We hold the tests, by appointment only, at the Civic Offices on Tuesday mornings. Enter your first and second choice test dates below: we must have two possible dates. We suggest you give yourself **at least a month** to prepare for the test. We will confirm the date and time of your test after we have processed your booking form.

----------

**Your Details:** Do not forget you application reference number.

Title: (Mr/Mrs/Miss/Ms).....Forename:.....Surname:.....

Postcode..... Licence application reference:.....  
(this is the reference we gave in the acknowledgement letter)

**Knowledge Test Details:**

Tests are held on Tuesday Mornings. If you have any dates that you are unable to make please write them here!

.....

Note: We suggest you give yourself **at least a month** to prepare for the test.

**Declaration**

I am ready to the take the Reading Knowledge test.

I have read, understood and learned:

the Council’s Licence Conditions for drivers and their vehicles  
the guidance for the Carrying of Disabled Passengers, and  
the Highway Code.

I can identify and locate on a map, all the Reading Locations in the Knowledge Test Guide.

I have given two possible Tuesdays when I can take the test.

Please confirm the date and time of my test once you have processed my booking form.

Signature:.....Date:.....

## LICENSING

**NOTE:**

This is only an official receipt if the sum received has been printed by the cash terminal

Name: .....

Address: .....

Badge No: .....

**Details of payment:**

- Driver
  Cheque
  PO

	Income Code or Account No.		Amount		
			£	p	
HCV	130A	*			R
PHV	131A	*			R
HCD	132A	*			R
PHD	133A	*			R
PHO	134A	*			R
D.TEST	135A	*	43	00	R
L.PLATE	136A	*			R
STO	145A	*			R
STV	146A	*			R
STD	147A	*			R
TOTAL £			43	00	

## Practical Test

Due to a recent change, we are now able to offer details of four approved providers of the practical assessment.

Please contact them directly to make arrangements to book a test.

<http://mannfleetsolutions.co.uk/taxi-assessment/>

[www.bluelamptrust.org.uk/Driver\\_Training/taxi\\_driver\\_assessment.php](http://www.bluelamptrust.org.uk/Driver_Training/taxi_driver_assessment.php)

[www.advancedmotoring.co.uk/taxi-test](http://www.advancedmotoring.co.uk/taxi-test)

[www.greenpenny.co.uk](http://www.greenpenny.co.uk)