

## 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**

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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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## Example Questions

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 one 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, and
  - the transport of disabled passengers, and
  - 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 you will be asked questions on the locations of buildings and which roads meet at major junctions.

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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 the Safeguarding of Children and Vulnerable Adults. 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) and Reading Borough Council have put together this guidance. **You need to learn it all.**

The information can also be found on their website:  
<http://dptac.independent.gov.uk/>

### 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.



### 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.

## 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.

# Taxi and Private Hire - Safeguarding children and vulnerable people

## Human Trafficking and Child Sexual Exploitation

Everyone is becoming aware of the well-publicised issues relating to Child Sexual Exploitation and Human Trafficking that have occurred throughout the country. These are abhorrent crimes, and the Licensing Authority has a duty to assist the Taxi and Private Hire Trade and the public in tackling this issue, and to protect those who are vulnerable and / or being exploited. We need the help of taxi and private hire drivers and operators to identify those who commit these crimes, and protect those who most need our help.

Contained within this section you will find information devoted to helping you as a licence holder or applicant to be aware of those who may be vulnerable or being exploited, and questions relating to this subject are within the knowledge Test that all new applicants must undertake as part of the criteria for the grant of a licence.

## What You Can Do To Help Those At Risk

By following the Good Safeguarding Practices below you will be helping to protect those who are vulnerable and / or being exploited. We need your help to bring to justice those who commit these crimes.

- Check at the point of booking if there are any vulnerability issues. This will allow you to prepare for the journey in the right way.
- Ask the person booking if an escort for the vulnerable passenger is required and if they are providing one.
- Let your head office know (or keep a record) of the time you picked up the vulnerable passenger, the time and place you dropped them off and whether there was any incident or anything significant on the journey.
- If you refuse to take a passenger inform someone that you can't take them so they can deal with the person another way (e.g. hospital staff; family; security staff if a club/pub)
- Record incidents and refusals
- Be professional - try not to be over-friendly or talk about personal or intimate issues, don't exchange personal contact information such as passenger's telephone numbers or Facebook address.
- Avoid swearing or aggressive behaviour.
- Do not touch passengers.
- Never accept an offer of a sexual favour instead of payment.
- Make sure you are wearing ID, (your licence badge and your company uniform)
- Sit lone passengers in the back unless otherwise agreed.
- Ask or explain to passengers if using a centralised locking system - don't just put it on without an explanation.
- DON'T ASSUME that your passenger wants help - ALWAYS ASK
- Never follow a passenger into the house unless previously agreed / properly authorised
- ASK before making a journey shorter by going off the main roads/using isolated country roads, explain and give the passenger (or person booking) a choice of route.
- NEVER set off with a passenger without a specific destination address
- NEVER double up on a booking - even if passengers are travelling in a similar direction, they may pose a threat or risk to the other passenger
- If you think the passenger is afraid, offer to ring head office to tell them you have a passenger named XXXX with you and give the address and approximate time of arrival; this reassures the person that they are safe and someone is monitoring the trip.
- As with all professions if you are concerned about another driver's conduct report your concerns to your manager or the relevant agency.
- Organisations should have a lead member of staff for safeguarding; this person should be able to advise colleagues about how to manage vulnerable passengers and any incidents arising.
- ALWAYS KEEP A RECORD either in your cab or at head office, of ANY incidents or situations you were not happy with - the record should include a description of what happened and what you did to keep yourself and your passenger safe.

## Who To Contact

If you think you may be carrying someone who is vulnerable and / or the victim of exploitation:

Phone 999: Call the Police emergency number if you believe that the risk is imminent / assault happened or likely to.

Record and report concerns to the Police 101 and / or the safeguarding services if a child or vulnerable adult is involved. Further information on the different options available to report your concerns can be found on the [Thames Valley Police website](#).

Contact Children's Multi-Agency Safeguarding Hub Tel: 0118937 3641

9am to 5pm, Monday to Friday (excluding bank holidays).

Outside these hours, contact the Emergency Duty Team on 01344 786543

Phone Crimestoppers - 0800 555 111

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

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In part two of the Reading Knowledge test, there are four possible answers to each of the 10 questions but only one answer is correct. You have to get at least nine of questions correct to pass this part of the Knowledge Test.

You must:  
know where ALL these locations are  
be able to find them on a map, and  
be able to identify them if marked on a map.

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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 central, Queens Road  
Grosvenor Casino South, Rose Kiln Lane

Gentings, 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  
The Hexagon, Queens Walk  
Vue Cinema, The Oracle

### Clubs and Associations

Caversham Working Mens club, Church  
Street, Caversham  
Salisbury Conservative Club, 316 Kings  
Road  
The British Legion Club, Downing Road

The Curzon Club, 362 Oxford Road  
The Irish Club, Chatham Street  
The Pinwica Pub, 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

### **Rugby and Football Grounds**

Abbey Rugby Club  
Rosehill. Peppard Road  
Reading Football Club 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

### **Golf Clubs and Courses**

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

### **Hospitals**

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

### **Hotels**

Hillingdon Prince Comfort Hotel,  
Christchurch Road  
Crowne Plaza, Richfield Avenue  
Donnington House Hotel, London Road  
Forbury Hotel, The Forbury  
The George, King Street  
Holiday Inn, Basingstoke Road  
Premier Inn, Richfield Avenue  
Malmaison, Station Road  
Millenium Madejski, Madejski Stadium

### **Leisure Centres and Swimming Pools**

Academy Sport and Leisure,  
Northumberland Avenue  
Arthur Hill Pool, Kings Road  
Central Swimming Pool, Battle Street

Tilehurst Clinic Corwen Road Tilehurst

London Irish, Madejski Stadium,  
Reading Relief Road

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

Richfield Driving Range, Richfield  
Avenue

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

Novotel, Friar Street  
Ibis, Friar Street  
Parkside International, Bath Road  
Penta, Oxford Road  
Pincents Manor, Pincents Lane Calcot  
Rainbow's Lodge, Caversham Road  
The Royal County, Duke Street  
Travel Lodge, Oxford Road  
Travel Lodge, Basingsstoke Road

Highdown Sports Centre, Highdown  
School, Surley Row  
Rivers, Scours Lane  
Meadway Sports Centre, Conwy Close

Palmer Park Sports Stadium  
Rivermead Leisure Complex, Richfield

### **Libraries**

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

### **Miscellaneous**

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

### **Annual Events**

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

### **Museums**

Reading Museum, The Town Hall,  
Blagrove Street

### **Nightclubs and Public Houses**

Coconut, St Mary's Butt  
After Dark Club, London Street  
Back of Beyond, King's Road  
Koala, Friar street  
Pop World/Sub 89, Friar Street  
Outlook, King's Road  
Smoking Billy's, St Mary's Butts  
White Horse, Kidmore End Road  
The Face, Chatham Street  
Gateway, Greyfriars Road  
George and Dragon, Bath Road  
TGI, The Oracle  
Great Expectations, London Street  
The Griffin, Church Road, Caversham  
The Grosvenor, Kidmore Road  
Island Bar, Pipers Island, Bridge Street,

Avenue

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

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

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

Museum of English Rural Life, 22  
Redlands Road

Caversham  
The lodge, Abbatior 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  
Smash/Coalition, Gun Street  
Southcote Beefeater, Southcote Lane  
Three Tuns, Wokingham Road  
Traveller's Rest, Henley Road  
Tyler's Rest, Norcot Road  
Abbot Cook, Cemetery Junction

The Victoria, Tilehurst  
Walkabout, Wiston Terrace

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  
Mapledurham playing fields, Upper  
Woodcote Road  
McIlroy Park, Thirlmere Avenue  
Prospect Park (main entrance)  
Liebenrood Road

### **Prison**

Reading Prison, Forbury Road (closed)

### **Railway Stations**

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

Road  
Tilehurst, Oxford Road

### **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**

Maracas, Caversham Road  
Bel and the Dragon, Blakes Lock  
Bina Tandoori, Prospect Street,  
Caversham  
Café Metro, Christchurch Road  
Carluccio, Forbury square  
River Spice Riverside Restaurant and  
Wine Bar, Waterman Place  
Bart's Grill, 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 Spice, King's Road  
Mansion House, Prospect Park,  
Liebenrood Road  
McDonalds, Friar Street  
McDonalds, Reading Gate Retail Park  
Miller Carter, Oracle Riverside  
Happy Diner, Prospect Street,  
Caversham  
Picassos, Bridge Street, Caversham



Pizza Hut, off Oxford Road, Norcot  
Roundabout  
The Spice Oven, Church Street,  
Caversham  
Standard Tandoori, Caversham Road

### **Retail (shops), Miscellaneous**

Asda, Honey End Lane, Tilehurst  
Asda, Lower Earley  
Budgens, Emmer Green  
Coley Park Shops, Wensley Road  
Curry's, Brunel Retail Park  
DFS, The Forbury  
Drews the Ironmongers, Caversham  
Road  
Halfords Super Store, Oxford Road  
Retail Park  
Halfords, Brunel Retail Park  
House of Fraser, The Oracle  
Homebase, Kenavon Drive  
Ikea, Bath Road, Calcot

### **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, Wolsey Street  
Denefield Secondary, Long Lane  
Downsway Primary, Downsway,  
Tilehurst  
Highdown School, Surley row  
Hugh Farringdon 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  
Reading School, Erleigh Road

Strada, Oracle Riverside  
TGI Friday, Caversham Road  
Wagamama, Oracle Riverside

John Lewis, Broad Street  
John Lewis collection depot, Mill Lane  
Lidl, Oxford Road  
Macro, Craddock road  
Matalan, Rose Kiln Lane  
Morrisons, Basingstoke Road  
Savacentre, Bath road, Calcot  
Tesco, Napier Road  
Tesco, Portman Road  
Toys R Us, Forbury  
Waitrose, Oxford Road  
Waitrose, Church Street, Caversham  
Wickes, Oxford Road Retail Park

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, Wolsey Road,  
Caversham  
Wilson Primary, Wilson Road  
**NURSERIES:**  
Chiltern Day Nursery, Peppard Road,  
Caversham  
Shinfield Park Day Nursery, Old Whitley  
Wood Lane

## 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

Tilehurst Triangle

## Universities

Reading University, Shinfield Road  
Thames Valley University, King's Road  
The Student Village, Reading University

## Miscellaneous Roads

Allcroft Road  
Amersham Road, Caversham  
Buxton Avenue, Caversham  
Callington Road, Whitley  
Caversham Park Road, Caversham  
Church End Lane, Tilehurst  
Cockney Hill, Tilehurst  
Coley Avenue  
Cressingham Road  
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



LEGISLATION AND CONDITIONS  
APPLICABLE TO  
PRIVATE HIRE VEHICLE DRIVER'S LICENCES  
&  
PENALTY POINTS ENFORCEMENT SYSTEM

**Local Government (Miscellaneous Provisions) Act 1976**

**PART 1 - PENALTY POINTS SYSTEM**

**1. OPERATION OF PENALTY POINTS SYSTEM**

- 1.1 *Without prejudice to any other course of action or remedy available to the Council, in the event of any contravention of any relevant statute, byelaw, regulation or private hire vehicle driver condition, the Council may use this penalty points system as a means of enforcement. Where the system is used, if a breach or contravention occurs, as indicated in these conditions, the penalty points indicated within this document shall be allocated to the licence.*
- 1.2 Where a driver submits a completed application to renew a licence prior to the expiry of an existing licence the Council will normally write to that driver advising that he/she is entitled to continue driving private hire vehicles pending the determination of his/her application. In these circumstances if a driver accumulates sufficient penalty points in order to warrant a licence suspension the entitlement to continue driving will be suspended for the same period of time that a private hire vehicle driver's licence would have been suspended had one been in force. The suspension of this entitlement to drive shall be notified in writing to the driver by officers.
- 1.3 Where a driver is sent an entitlement to driver letter, as detailed in 1.2 above, if the a driver accumulates sufficient penalty points in order to warrant a licence revocation, the entitlement to continue driving will be withdrawn and the renewal application refused. The withdrawal of the entitlement to continue driving and the refusal to renew the licence, and the rights of appeal against it, shall be notified in writing to the driver by officers
- 1.4 In the event that a driver surrenders his/her private hire vehicle driver's licence or withdraws his/her application to renew a private hire vehicle driver's licence or does not apply to renew a licence, any penalty points issued or in process will remain live and will be imposed on any subsequent private hire vehicle driver's licence issued within 12 months of the issue of any penalty points.
- 1.5 Penalty points accumulated during a period of entitlement to drive, which do not result in the suspension or revocation of a licence, shall be imposed on any new licence issued within 12 months of the issue of the penalty points.

**2. Action where a suspected breach or non compliance occurs**

- 2.1 Where a suspected breach or non compliance with the Local Government (Miscellaneous Provisions) Act 1976, or Private Hire Vehicle Driver Licence Conditions is detected a letter will be sent to that person setting out the circumstances of the alleged breach or non compliance. The letter shall offer an opportunity to either

admit or deny the allegation. Where the breach is admitted the appropriate number of penalty points shall be allocated to the licence and a letter shall be sent to the licence holder confirming the allocation of points.

- 2.2 If the licence holder fails to respond to the letter setting out the circumstances of the alleged breach or non-compliance within 28 days, the appropriate number of penalty points shall be allocated to that individual's licence and a letter shall be sent confirming the allocation of points.
- 2.3 If the licence holder responds to the letter, but denies the allegation due to him/her not being the vehicle driver at the time of the incident, they shall be given an opportunity to nominate another driver. In the event that the licence holder fails to nominate another person the appropriate number of penalty points shall be allocated and again, a letter shall be sent to the licence holder confirming the allocation of points. That letter shall also explain the appeal options open to the licence holder.
- 2.4 If the licence holder denies the allegation due to a dispute of facts he/she shall have the opportunity to challenge the matter as detailed in the disputes options, as set out at paragraph 7 below.

### **3. Use of alternative enforcement action in conjunction with penalty points**

- 3.1 Where penalty points are shown in the conditions this shall not preclude alternative formal action, including prosecution/suspension/revocation, being taken by the Council.
- 3.2 Where enforcement action such as prosecution or fixed penalty notices are used in respect of breaches this shall not preclude the issuing of penalty points and penalty points will normally be awarded in addition to the alternative form of enforcement.
- 3.3 Where a driver also holds a hackney carriage vehicle driver's licence any action taken in respect of his private hire vehicle driver's badge will also apply to his hackney carriage driver's badge.

### **4. First accumulation of 12 penalty points**

- 4.1 If a licence holder accumulates 12 penalty points in any 12 month period the licence shall be suspended for 14 calendar days. Following the suspension the points shall be removed from the licence. If no more than 11 penalty points have been issued to the licence holder within any 12 month period, no suspension shall occur. In cases where a combination of breaches of licence conditions result in the number of penalty points reaching more than 12, and a suspension subsequently occurs, all the penalty points from the breaches resulting in the suspension shall be considered spent and no penalty points will be carried forward. In the case of a breach of condition 13.6, resulting in 36 penalty points being awarded, no suspension shall occur, instead the licence shall be revoked. This revocation, and the rights of appeal against it, shall be notified in writing to the driver by officers.

## 5. Second accumulation of 12 penalty points

- 5.1 If, following a first suspension, a licence holder accumulates a further 12 points in any 12 month period, within 4 years of the end of the first suspension, a further suspension for a period of 28 calendar days shall occur. Following the suspension the points shall be removed from the licence. If no more than 11 penalty points have been issued to the licence holder within any 12 month period, no suspension shall occur. In cases where a combination of breaches of licence conditions result in the number of penalty points reaching more than 12, and a suspension subsequently occurs, all the penalty points from the breaches resulting in the suspension shall be considered spent and no penalty points will be carried forward. In the case of a breach of condition 13.6, resulting in 36 penalty points being awarded, no suspension shall occur, instead the licence shall be revoked. This revocation, and the rights of appeal against it, shall be notified in writing to the driver by officers.

## 6. Third accumulation of 12 penalty points

- 6.1 If, following a second suspension, a licence holder accumulates a further 12 points in any 12 month period, within 4 years of the end of the second suspension, his/her private hire vehicle driver's licence shall be automatically revoked. This revocation, and the rights of appeal against it, shall be notified in writing to the driver by officers. In cases where a combination of breaches of licence conditions result in the number of penalty points reaching more than 12, and a revocation subsequently occurs, all the penalty points from the breaches resulting in the revocation shall be considered spent and no penalty points will be carried forward.

## 7. Disputes

### 7.1 *Review by Senior Officer*

*In the event of the licence holder disputing that he/she is liable for points to be awarded against him/her, the licence holder may request, in writing within 28 days of being notified of the allegation, that the incident and awarding of penalty points be considered by a Senior Officer. Where this occurs the Senior Officer shall consider the evidence attached to the incident and will aim to respond to the licence holder, in writing, within 28 days of being notified of the dispute. The Senior Officer shall decide whether it is appropriate to allocate the penalty points.*

### 7.2 *Appeal to Licensing Sub Committee*

In the event that the licence holder is unhappy with the findings of the Senior Officer, he/she may ask, in writing within 28 days of being notified of the Senior Officers findings, for the matter to be reviewed by the Council's Licensing Sub-Committee. Where this occurs a hearing shall be held where details of the incident shall be provided to the Sub-Committee in writing and the licence holder will have the opportunity to present evidence and information in support of his/her case.

*In the event that the Sub-Committee upholds the decision of the Senior Officer no greater punishment shall be imposed other than the awarding of the penalty points for that particular breach or requirement.*

8. Action where licence holder has received a previous suspension or suspensions via the Warning Letter System in operation prior to the introduction of the Penalty Points System

8.1 Where a licence holder accumulates 12 penalty points in any period of 12 months, but his/her licence has already been suspended previously within the last 4 years, if the licence had been suspended on one occasion, a further suspension for a period of 28 calendar days shall occur. Where a licence has been suspended on two previous occasions, the last occasion being within the previous 4 years, the drivers licence shall be automatically revoked. This revocation, and the rights of appeal against it, shall be notified in writing to the driver by officers.

## **9. *Appeals to the Magistrates Court in connection with Penalty Points***

9.1 Where a driver receives a period of suspension, that person shall be notified in writing within 14 days of the reason(s) for the suspension, and shall have a right of appeal to the Magistrates' Court within 21 days of being served with a notice of the Councils decision.

9.2 Where a driver's licence is revoked, that person shall be notified in writing within 14 days of the reason(s) for the revocation, and shall have a right of appeal to the Magistrates' Court within 21 days of being served with a notice of the Council's decision.

## **10. Action where a hackney carriage licence is also held**

In the event of the suspension or revocation of a private hire driver's licence an identical suspension or revocation shall apply in respect of any hackney carriage driver's licence held by the same individual. This suspension or revocation and the rights of appeal against it shall be notified in writing to the driver by officers.

## **11. Action following revocation of licence**

A person who has had a private hire vehicle driver's licence revoked under the penalty points system of enforcement shall not be eligible for the issue of a further private hire vehicle driver's or hackney carriage driver's licence until three years have elapsed since the revocation. The Head of Environment & Consumer Services is authorised to refuse any application for a licence in these circumstances.

## **Interpretation of Conditions attached to private hire vehicle driver's licence**

In these conditions, unless the subject or context otherwise requires:

(i) "The Act" means the Local Government (Miscellaneous Provisions) Act 1976.

(ii) "The Borough" means the Borough of Reading.

- (iii) "The Council" means Reading Borough Council.
- (iv) "Driver" means a person holding and acting in accordance with a private hire vehicle driver's licence issued by the Council.
- (v) "Driving" includes parking or leaving a vehicle unattended.
- (vi) "Licence" means private hire vehicle driver's licence.
- (vii) "Penalty Points" means the number of points, which may be attached to your private hire vehicle driver's licence for a breach of the Act or the conditions in this document.

## **Appeal Procedure in respect of conditions attached to licence**

Any person aggrieved by any condition specified in this licence may appeal to a Magistrates' Court.

The procedure shall be by way of complaint for an order, and the Magistrates' Courts Act 1980 (or any re-enactment or amendment thereto) shall apply to the proceedings.

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.



## PART 2 - PRIVATE HIRE VEHICLE DRIVER CONDITIONS

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## CONDITIONS

1. Action where a DVLA Driver's Licence or similar is suspended
  - 1.1 Where a driver has been disqualified from driving by a court, his/her private hire driver's licence will be revoked by the Head of Environment and Consumer Services.
  - 1.2 You must not drive a private hire vehicle if you no longer hold, have had suspended or are disqualified from holding a DVLA, European Economic Area or Northern Ireland driving licence for that type of vehicle. To do so - 6 penalty points.
2. **Requirement to wear/display Reading Borough Council Private Hire Badge**
  - 2.1 You must wear, at all times when driving a private hire vehicle, one of your current private hire driver's badges issued to you. *(Failure to do so - 3 penalty points.*
  - 2.2 All drivers must display in the vehicle, in full view of passenger(s), the other private hire driver's badge issued to you. *Failure to do so - 3 penalty points.*
3. **Requirement to display a private hire vehicle licence plate**
  - 3.1 You must not drive a licensed private hire vehicle without a private hire vehicle plate securely attached to the rear bumper or rear bodywork of the vehicle. *Failure to do so - 3 penalty points.*
  - 3.2 You must not wilfully or negligently cause or suffer the licence plate or identification card allocated to your private hire vehicle, to be concealed from public view or to be so defaced such that it is illegible. *To do so - 3 penalty points.*
  - 3.3 You must not remove a private hire vehicle licence plate from a private hire vehicle, whilst the vehicle remains licensed. *To do so - 3 penalty points.*
4. **Requirement to produce private hire driver's licence**
  - 4.1 You must produce your private hire vehicle driver's licence at the request of an authorised officer of Reading Borough Council and/or a Police officer, either forthwith, or, in the case of an Authorised Officer, at the Civic Offices, Reading and in the case of a Police Constable, the Police Station of your choice within the Borough of Reading within five days of the request. *Failure to do so - 3 penalty points.*
5. **Medical fitness**

- 5.1 You must undergo a medical examination as prescribed by the Council, confirming your fitness to drive a licensed private hire vehicle as and when required by the Council. The frequencies at which medical examination must usually be undertaken are prior to obtaining your first licence, then at least every 5 years to age 60, then at least every 2 years to age 70 and at least once a year over the age of 70. *Failure to do so - suspension of licence until medical examination passed and 3 penalty points.*
- 5.2 You must not drive a private hire vehicle if you are suffering from any disease or disability which would cause the vehicle being driven by you to be a danger to the public. *To do so - suspension of licence until medical examination passed and 3 penalty points.*
- 5.3 You must ensure that you can, at all times, meet the eyesight requirements specified by the Department of Transport driving test. *Failure to do so - suspension of licence until eyesight requirements met and 3 penalty points.*

## **6. Provision of information to the Council**

- 6.1 You must not, when providing information to the Council, on applying for a private hire vehicle driver's licence knowingly or recklessly make a false statement and/or knowingly omit any material information. *To do so - 6 penalty points.*

## **7. Waiting on a hackney carriage stand**

- 7.1 You must not cause or permit a vehicle to wait on a hackney carriage stand without reasonable excuse. *To do so - 6 penalty points.*

## **8. Prolonging of journeys**

- 8.1 You must not without reasonable cause, unnecessarily prolong in distance or time, the journey for which the vehicle was hired. *To do so - 3 penalty points.*

## **9. Obstruction of authorised officers**

- 9.1 You must not wilfully obstruct an authorised officer of the Council or a police constable acting under the 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. *To do so - 6 penalty points.*

## **10. Copy of licence to be deposited with Operator**

- 10.1 You must deposit the copy of your licence marked "operator copy" with your private hire vehicle operator, who shall retain such licence during the period of your employment with him and shall return it to you when you cease to be employed by or with that operator. *Failure to do so - 3 penalty points.*

## **11. Requirement to use a licensed vehicle and work for a licensed operator**

- 11.1 When licensed as a driver of private hire vehicles by the Council you must only use a private hire vehicle licensed by Reading Borough Council, unless you are appropriately licensed to use a vehicle licensed by another authority. *Failure to do so - 6 penalty points.*
- 11.2 When licensed as a driver of private hire vehicles by the Council you must only work for a private hire vehicle operator who is also licensed by Reading Borough Council, unless you are appropriately licensed to work for an operator licensed by another authority. *Failure to do so - 3 penalty points.*
- 11.3 You must not take bookings from any person other than the licensed private hire vehicle operator for whom you are working. *To do otherwise - 3 penalty points.*
- 11.4 You must not take bookings personally direct from customers. *To do - 3 points.*
- 11.5 If you change the operator that you work for you must notify the Council within 7 days in writing of your new operator. *Failure to do so - 3 penalty points.*

## **12. Requirement to report loss of licence/badge**

- 12.1 You must report the loss of your licence and/or badge(s) to the Council as soon as such loss becomes known. *Failure to do so - 3 penalty points.*

## **13. Conduct of driver**

- 13.1 You must conduct yourself in an orderly and professional manner at all times and be civil towards your passengers, council officers, other road users and police officers. *Failure to do so - 3 penalty points.*
- 13.2 You must comply with every reasonable requirement of your passengers. *Failure to do so - 3 penalty points.*
- 13.3 You must not drink or eat in your vehicle whilst you have a passenger or passengers on board. *Failure to do so - 3 penalty points.*
- 13.4 You must not smoke in a private hire vehicle at any time. *To do so - 3 penalty points*
- 13.5 You must not behave in a sexually offensive manner towards passengers. *To do so - 12 penalty points.*

- 13.6 Without prejudice to the generality of condition 13.5, you are not permitted to have sexual intercourse with passengers whilst on duty or in a licensed vehicle. *To do so - 36 penalty points resulting in licence revocation.*
- 13.7 Without prejudice to the generality of condition 13.5, you are not permitted to have sexual contact, including intimate kissing, touching of private parts, or similar activity, with passengers whilst on duty or in a licensed vehicle. *To do so - 12 penalty points.*
- 13.8 Without prejudice to the generality of condition 13.5, you must not engage in any discussion of a sexual nature or about a sexual relationship with a passenger, be it past present or future relationship. *To do so - 12 penalty points*
14. Carriage of luggage
- 14.1 You must convey a reasonable quantity of luggage. *Failure to do so - 3 penalty points.*
- 14.2 You must give reasonable assistance in removing luggage to or from the entrance of any building, station or place when picking up or setting down a passenger. *Failure to do so - 3 penalty points.*
15. Carriage of guide/assistance dogs
- 15.1 You must carry a guide dog, or assistance dog belonging to and accompanying a passenger, free of charge, unless you have a proven medical condition that would preclude such action. *Failure to do so - 6 penalty points.*
- 15.2 You must inform your operator in writing, of any medical condition that precludes you from carrying a guide dog or assistance dog. *Failure to do so - 3 penalty points.*
- 15.3 You must advise the Council in writing of any medical condition which would preclude you from carrying a guide dog or assistance dog. *Failure to do so - 3 penalty points.*
- 15.4 You must not charge a higher price for any journey, for a person with a disability than would otherwise be charged for a person without such a disability for the same journey. *Failure to do so - 6 penalty points*

16. Provision of receipts

- 16.1 You must, if requested by your hirer/passenger, give a receipt of the operator for whom you work, in respect of the fare paid. The receipt must state the operating company, fare paid, date, time and driver badge number. *Failure to do so - 3 penalty points.*

17. Lost Property

- 17.1 You must search your vehicle at the end of each hiring or as soon as possible afterwards for any property which may have been left there. Any property accidentally left in your vehicle, if not claimed by the owner, must be taken to the Lost Property Office at Reading Police Station within 24 hours. *Failure to do so - 3 penalty points.*
- 17.2 Where within the first 24 hours, the property owner contacts you or your operator and the operator informs you that he/she has been contacted, an agreement should be reached in respect of the return of the property. This may be by the property being lodged at Reading Police Station, the owner/loser collecting the property from you or your operating base, the property being delivered to the owner/loser as soon as possible or by the property being returned by post/courier or similar. If agreement cannot be reached in respect of the return of the property then the property must be taken without delay to the Lost Property Office at Reading Police Station. *Failure to do so - 3 penalty points.*
- 17.3 Where the owner/loser of the property collects the property from you or your operator base, no charge may be made for the return of that property. *Failure to do so - 3 penalty points.*
- 17.4 Where an agreement has been reached that the property will be returned either by posting, by courier, or by similar means no charge over and above the postage cost, courier cost or similar may be made for the return of the property. *To do so - 3 penalty points.*
- 17.5 Where the property is returned to the owner/loser by private hire vehicle, the normal charge for the journey may be made, but the charge must be agreed to by the owner/loser in advance of the journey being made. *Failure to do so - 3 penalty points.*

18. Suitability of vehicles

- 18.1 You must not drive a private hire vehicle if the vehicle does not comply with the Road Vehicles (Construction and Use) Regulations 1986 as amended. *To do so - 3 penalty points.*
- 18.2 You must, before commencing work each day, ensure that the vehicle is maintained in a clean, comfortable, safe, watertight and mechanically sound condition and is in all other respects suitable for the purpose for which it is intended. *Failure to do so - 3 penalty points.*

18.3 You must ensure that any private hire vehicle you drive complies with the Council's requirements in relation to tinted windows at all times. Windscreens must allow at least 75% of light to be transmitted through, front side windows must allow at least 70% of light to be transmitted through and rear windows and screen must allow at least 65% of light to be transmitted through. *Failure to do so - 3 penalty points.*

## 19. Requirement to notify Council of change of address or a conviction

19.1 You must notify the Council within 14 days in writing of any change of address from that shown on your licence. *Failure to do so - 3 penalty points.*

19.2 You must notify the Council within 28 days in writing of any criminal or motoring conviction (this includes fixed penalty notices). *Failure to do so - 3 penalty points.*

19.3 You must notify the Council within 28 days in writing of any caution(s) received. *Failure to do so - 3 penalty points.*

## 20. Insurance

20.1 You must not drive a private hire vehicle if you are not insured to do so. *To do so - 6 penalty points.*

20.2 You must provide the Licensing Section of the Council with the original, valid certificate of insurance in respect of third party risks which must cover your vehicle for private hire purposes. *Failure to do so - 3 penalty points.*

## 21. Leaving the address shown on your licence for more than 28 days

21.1 You must notify the Council in advance, in writing, if you are to be away from the address shown on your licence for a period of more than 28 days. *Failure to do so - 3 penalty points.*

21.2 If you are to be away from your home address for a period of more than 28 days and someone else is to use your private hire vehicle whilst you are away you must provide the name, address and home telephone number of that person to the Council prior to going away. *Failure to do so - 3 penalty points.*

## 22. Road traffic accidents and other incidents

22.1 Following a road traffic accident or any other incident involving a private hire vehicle driven by you where there is a likelihood of any dispute over damage or injury, you must give full details of yourself, the owner of the vehicle and the insurance for the vehicle to any person reasonably requesting the information within seven days of such a request being made. *Failure to do so - 3 penalty points.*

22.2 If you are not the owner of the private hire vehicle that is involved in a road traffic accident or any other incident while being driven by you, you must notify the owner of the vehicle as soon as is reasonably practicable, and in any case within 72 hours of the incident. *Failure to do so - 3 penalty points*

22.3 If a private hire vehicle driven by you is involved in an accident which causes damage which materially affects the safety, performance or appearance of the vehicle or comfort or convenience of the passengers you must report the damage to the Council as soon as reasonably practicable or in any case within 72 hours of the accident. *Failure to do so - 3 penalty points.*

### 23. *Theft or loss of licence plate*

23.1 You must report the loss or theft of any private hire vehicle licence plate, private hire vehicle licence or internal vehicle licence plate, to the Police and the Council, as soon as the loss becomes known and in the event of ceasing to use the vehicle for private hire purposes shall return the external and internal licence plates, to the council within seven days. *Failure to do so - 3 penalty points.*

### 24. **Action whilst not engaged in carriage of customers**

24.1 At any time when not engaged in the carriage of passengers or goods, you must proceed without delay to either the nearest lawful parking area e.g. lawful car park, a road or street without any parking restriction or your operator base, provided sufficient legal parking exists. *Failure to do so - 3 penalty points.*

### 25. **School Transport Drivers**

25.1 If you work as a school transport vehicle driver you shall also comply with the conditions applicable to drivers of school transport vehicles and the code of conduct for drivers of school transport vehicles. *Failure to do so - 6 penalty points.*

25.2 You shall not undertake school transport work without first having had an enhanced criminal record check and being notified of a satisfactory outcome of this check by the Licensing Section. *To do so - 6 penalty points.*

### 26. **Plying for hire**

26.1 At any time when driving a private hire vehicle you must not cause or permit the vehicle to stand or ply for hire or otherwise be used so as to suggest that it is a hackney carriage vehicle. *Contravention during a test purchase operation by Reading Borough Council - 12 penalty points, all other cases - 6 penalty points.*

26.2 You must not, by calling out or otherwise, invite any person to hire such vehicle and shall not make use of the services of any other person for such purpose. *To do so - 12 penalty points.*



27. *Bus stops and lanes*

- 27.1 At any time when driving a private hire vehicle you must not cause or permit the vehicle to stand at any bus stop or in any bus lay-by. *To do so - 3 penalty points*
- 27.2 At any time when driving a private hire vehicle you must not permit the vehicle to be driven in any bus lane, with the exception of bus lanes that specifically permit use by private hire vehicles. *To do so - 3 penalty points*

28. *Disabled bays*

- 28.1 At any time when driving a private hire vehicle you must not cause or permit the vehicle to stand in a disabled bay without displaying the appropriate badge or other lawful authority. *To do so - 3 penalty points.*

29. *Dangerous parking*

- 29.1 At any time when driving a private hire vehicle you must not cause or permit the vehicle to be parked in such a position so as to cause an unnecessary obstruction or be in a dangerous position (e.g. double parked, parked at or close to a road junction). *To do so - 3 penalty points.*
- 29.2 At any time when driving a private hire vehicle you must not cause or permit the vehicle to be driven on or become stationary on a footway. *To do so - 3 penalty points.*

30. *Parking on yellow lines/contravening traffic laws*

- 30.1 At any time when driving a private hire vehicle you must not cause or permit the vehicle to be stationary on double yellow lines, other than to allow passengers to board or alight from your vehicle. *To do so - 3 penalty points.*
- 30.2 At any time when driving a private hire vehicle you must not cause or permit the vehicle to be stationary on a single yellow line, in contravention of the notices displayed, other than to allow passengers to board or alight from your vehicle. *To do so - 3 penalty points.*
- 30.3 At any time when driving a private hire vehicle you must not contravene any traffic laws, regulations, orders or guidance outlined in the current highway code. *To do so - 3 penalty points.*

31. *Sounding of horn*

- 31.1 You must not sound the horn of the vehicle you are driving, whilst it is stationary, to signify the vehicle is waiting for passengers. *To do so - 3 penalty points.*

32. *Number of passengers carried*

- 32.1 In the event of a parent or guardian of a child asking you to carry a child in your vehicle when a suitable child restraint is not available, you may carry the child provided the following arrangements are adhered to;
- (a) if the child is under 3 years old the child must travel unrestrained (not held in the standard adult seat belt of your car) in the rear of your vehicle; or
  - (b) if the child is 3 years or older the child must use the adult seat belt in the rear of your vehicle.

**Failure to do so – 6 penalty points**

- 32.2 You must not carry more persons than specified on the vehicle licence plate. One child under the age of 3, carried in accordance with condition 32.1(a) above does not count towards the total number of persons permitted to be carried. *To do so - 3 penalty points.*
- 32.3 You must not carry more persons than the number of seats with seat belts fitted. One child under the age of 3, carried in accordance with condition 32.1(a) above does not count towards this total. *To do so - 6 penalty points.*
- 32.4 You must not carry any other person in your vehicle without the permission of the hirer. *To do so - 3 penalty points.*

33. *Giving or lending of vehicle or licence to others*

- 33.1 You must not lend or give your licence to any other person, other than the copy of your licence that you are required by these conditions to give to your operator. *To do so - 6 penalty points.*
- 33.2 You must not permit any other person who is not a Reading Borough Council licensed private hire vehicle driver to drive your licensed private hire vehicle. *To do so - 6 penalty points.*

34. *Playing of radio or similar*

- 34.1 You must not play a radio or any other sound producing device to the annoyance or discomfort of your passengers. *To do so - 3 penalty points.*

35. *Use of hand held communication, navigation or similar device*

- 35.1 You must not use a hand held communications or navigation device or similar (such as mobile telephone, two way radio, satellite navigation device or personal digital assistant) whilst driving. *To do so - 3 penalty points.*

## 36. Signs

- 36.1 You must display on your vehicle, at all times when you are working as a private hire driver, a roof sign in accordance with the Council's approved specification as detailed below, unless your vehicle is fitted with side identification panels in accordance with the Council's approved specification. *Failure to do so - 3 penalty points.*

Roof signs must be of Aero design, coloured white, not illuminated, have magnetic fittings, be no less than 152mm high and no more than 165mm high, be no less than 457mm wide and no more than 470mm wide, the depth of the base front to back must be no less than 165mm and no more than 178mm. Lettering must be black 31mm high. The front of the sign must contain the following wording from top to bottom "Advanced Bookings Only" (in negative white letters on black background), telephone number of private hire vehicle operator and the name of the operator. The back of the sign shall contain the following from top to bottom, "Advanced Bookings Only" (in negative white letters on black background), telephone number of private hire vehicle operator, vehicle registration (to the left of the sign) and private hire vehicle plate number (to the right of the sign).

- 36.2 Where from time to time changes are necessary to the private hire vehicle roof sign due to a change of vehicle, operator or plate number the amendment must be carried out by a professional sign writer and must be the same printed material, colour and design as the remainder of the printing on the roof sign. *Failure to do so - 3 penalty points.*
- 36.3 You must not permit any private hire vehicle you are driving to display any signs or advertisements of any nature on the exterior of the vehicle apart from the licence plate for the vehicle, Council approved side identification panels or approved roof sign or advertisements approved in accordance with the Council's private hire vehicle and operator licence conditions. *To do so - 3 penalty points.*

## 37. Drivers of Executive Private Hire Vehicles

*When a driver is using a Private Hire Vehicle that has been licensed as an Executive Private Hire Vehicle the following conditions shall apply, notwithstanding that they may be in conflict with the conditions stated above.*

- 37.1 You must display the private hire vehicle licence identification disc issued by the Council within the nearside of the front windscreen at all times. *Failure to do so- 3 penalty points.*
- 37.2 You must carry within the vehicle the 'Exemption Notification' issued by the Council in respect of the licensed private hire vehicle and driver, at all times, which you must present for inspection at the request of an Authorised Officer of the Council, a Police Constable or the hirer. *Failure to do so - 3 penalty points*
- 37.3 The private hire vehicle licence identification plate issued by the Council, shall not be affixed to the vehicle and shall not be displayed in, on or from the vehicle at any time, except as provided in condition 37.5 (ii). *To do so - 6 penalty points*

37.4 The vehicle shall not be fitted with a roof sign at any time. *To do so - 6 penalty points.*

37.5 You must ensure that the private hire vehicle licence identification plate issued by the Council, shall be;

(i) Carried within the boot of vehicle at all times;

(ii) Fixed in the boot in a manner in which it can be easily inspected and not cause damage to any luggage carried;

(iii) Produced for inspection, upon the request of:

(a) an authorised officer of the council;

(b) a police officer (including traffic wardens);

(c) the hirer.

*Failure to do so - 3 penalty points.*

37.6 You shall convey within the vehicle at all times, but are not obliged to wear, your private hire driver's identification badge issued by the Council. *To fail to do so - 3 penalty points*

37.7 The driver of an executive private hire vehicle shall be appropriately dressed in a smart business or morning suit when the vehicle is hired. *To fail to do so - 3 penalty points*

37.8 You must not carry more than four passengers, unless it is a stretched limousine, which is specifically designed or adapted and licensed to carry a maximum of eight passengers. *To do so - 6 penalty points.*

37.9 You must not settle accounts and/or tender direct payment by any method, including, credit card, debit card, cheque or cash from passengers. Payment may only be made to the operator's office either before or after the journey. *To do so - 3 penalty points.*

## PRIVATE HIRE VEHICLE CONDITIONS

### SECOND SCHEDULE

Laws relevant to the PROPRIETORS of private hire vehicles in the Borough of Reading.

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

You must not use or permit the use of a vehicle without a private hire vehicle licence. (Section 46)

You must not employ a person who is not the holder of a private hire vehicle driver's licence to drive such a vehicle. (Section 46)

You must display the licence plates issued to the vehicle in the manner prescribed by the council. (Section 48)

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

You must present the vehicle for inspection and testing and produce a certificate of insurance when required by the council. (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. (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. (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 private hire vehicle;
- (b) any offence or non-compliance with the laws and conditions controlling the private hire 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)

#### CONDITIONS ATTACHED TO PRIVATE HIRE VEHICLE LICENCES

In these conditions, unless the subject or context otherwise requires "The Act" means the Local Government (Miscellaneous Provisions) Act 1976, "The Council" means Reading Borough Council, "the licence" means a Private Hire Vehicle Licence issued by the council and the terms "authorised officer" and "proprietor" have the same meaning as in section 80 of the above Act.

1. The owner shall ensure that:
  - (a) the vehicle is maintained in a clean comfortable, safe, water tight and mechanically sound condition and is in all other respects suitable for the purpose for which it is intended;
  - (b) the vehicle is provided with a suitable AFFF (Aqueous Film Forming Foam) fire extinguisher of 1litre or greater capacity. The extinguisher shall be located in a position readily available for use by the driver. The licence number shall be painted on the extinguisher.
2. Subject to section 75 of the Act and to any notice thereunder given by the Council, the owner shall at all times:
  - (a) permanently display the licence plate issued by the Council securely on the rear exterior of the vehicle by fixing the plate backing bracket to the vehicle and attaching the plate to the bracket with the fixing clips, or

in accordance with the reasonable instructions of an authorised officer;

- (b) display the interior identification card issued by the Council in a position where it can be readily seen by all passengers;
  - (c) the owner shall not wilfully or negligently allow the plate or identification card attached to the vehicle in pursuance of this condition, to become concealed from public view or to become illegible in any way.
3. The owner shall report the loss of any plate, licence or card to the Council as soon as the loss becomes known and in the event of ceasing to use the vehicle for private hire purposes shall return the licence plate and interior identification card to the Council within seven days.
  4. In the event of a licence plate being stolen, lost, damaged or destroyed, the full cost of replacement shall be payable by the owner.
  5. The owner of a private hire vehicle shall not by calling out or otherwise invite any person to hire such vehicle and shall not make use of the services of any person for such purpose.
  6. The owner shall not carry or permit to be carried in such vehicle any more persons than the vehicle is licensed to carry.
  7. The owner of the vehicle, or the driver if he is not the owner, shall before commencing employment deposit the vehicle licence and a copy of the certificate of insurance with the vehicle operator for retention by him until such time as the vehicle ceases to be operated by him.
  8. Where an owner surrenders his vehicle licence and plate to the Council a refund will be made equivalent in accordance with the Council's refund policy.
  9. The owner shall notify the council in writing within 14 days of the following:
    - (a) any change of address from that shown on the licence;
    - (b) any change in the engine capacity, colour, registration mark or internal features of the vehicle.
  10. With effect from 1 April 2006, a private hire vehicle must display at all times during the duration of the licence either side identification

panels (see condition 12 (b)), or a roof sign which is in accordance with the following:

- (a) Aero design, colour white, not illuminated, magnetic fittings.
  - (b) Height: No less than 6" (152mm), no more than 6 ½ " (165mm)
  - (c) Width: No less than 18" (457mm), no more than 18 ½ " (470mm)
  - (d) Depth of base, front to back: No less than 6 ½ " (165mm), no more than 7" (178mm).
  - (e) Black lettering and numbers, all of which should be 31mm in height.
  - (f) The front shall contain the following from top to bottom of the sign:  
"Advance Bookings Only" (in negative, white letters on black background)  
Telephone number of private hire vehicle operator  
Name of private hire vehicle operator (currently working for)
  - (g) The back shall contain the following from top to bottom of the sign:  
"Advance Bookings Only" (in negative, white letters on black background)  
Telephone number of private hire vehicle operator  
(Left) Vehicle registration number  
(Right) Private hire vehicle plate number
  - (h) The sign shall be attached to the roof in such a manner so that the contents of the sign are visible either from directly in front of or to the rear or from either side of the vehicle and shall be displayed at all times during the validity of the vehicle licence.
11. Where from time to time changes are necessary to the private hire vehicle roof sign or side panel, by reason of a change of vehicle, or plate number, the amendment must be carried out by an approved sign writer and must be of the same printed material, colour and design as the remainder of the printing on the roof sign or side panel.
  12. A private hire vehicle shall not carry or display any signs or advertisements of any nature on the exterior of the vehicle apart from:
    - (a) the licence plate issued to the vehicle;
    - (b) side identification panels on the rear doors of the vehicle with the words "Private Hire, Advance Bookings Only" in letters not less than 1" (2.5cm) in height and the vehicle registration

- and plate number in letters not less than 5/8" (16mm) in height;
- (c) Operator advertisement or livery approved by the Council.
13. Without prejudice to the generality of conditions 10-12 a private hire vehicle shall **not** display any sign or notice:
- (a) which consists of or includes the word "taxi" or "cab" whether in the singular or plural and whether alone or as part of another word; or
- (b) which consists of the words "for hire" or the form of wording of which is in any way such as to suggest that the vehicle on which it is displayed is presently available for hire or would be so available if not already hired.
14. Nothing shall be done to the vehicle which will alter its design or appearance so as to lead any person to believe that the vehicle is a hackney carriage.
15. At all times during the currency of the licence the owner shall keep in force in relation to that vehicle a policy of insurance complying with the requirement of parts VI of the Road Traffic Act 1988.
16. You must, following a road traffic accident or any other incident involving a licensed Hackney Carriage or Private Hire Vehicle owned by you, give full details of yourself, the driver of the vehicle at the time of the incident, and of the insurance for the vehicle to any person reasonably requesting the information within seven days of such a request being made.

#### **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 21 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.



# 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.

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**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: .....

.....

Plate No: .....

Badge No: .....

**Details of payment:** Cash

Cheque   
PO

- Driver
- Operator
- Vehicle
- Other

	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	