

PENALTY POINTS SCHEME

Index

1. Penalty Points Scheme
2. List of Offences/Breach of Vehicle Licence Conditions
3. List of Offences/Breach of Driver Licence Conditions
4. List of Offences/Breach of Operator Licence Conditions
5. County Of Herefordshire District Council Byelaws relating to Hackney Carriages

1. Penalty Points Scheme

- 1.1. Hackney carriage and private hire operators, drivers and vehicles are principally governed by the Town Police Clauses Act 1847 and the Local Government (Miscellaneous Provisions) Act 1976, Council Byelaws (in respect of hackney carriages) and the policy and conditions set by the Council.
- 1.2. The primary objective of the penalty point scheme is to improve the levels of compliance and to help improve the standards, safety and protection of the travelling public without the need for prosecution referrals.
- 1.3. The penalty point scheme works in conjunction with other enforcement options. It provides a formalised stepped enforcement plan. The purpose of the scheme is to record misdemeanours and to act as a record of licensees' behaviour and conduct so as to ascertain whether they remain a safe and suitable person to be a vehicle driver or operator and/or suitable to hold a vehicle licence. It does not prejudice the Council's ability to take other action.
- 1.4. The scheme will be used where operators, drivers or proprietors of vehicles fail to comply with any legislative requirement, commit a criminal offence (under legislation or byelaws) or breach conditions of licence, and following complaints from the public.
- 1.5. Licensees involved will be given the opportunity to respond to the proposed imposition of penalty points with a letter detailing the circumstances that led to the points being considered. The outcome of any investigation may result in officers determining that: no further action be taken; penalty points be imposed; a formal warning be issued, and/or prosecution.

- 1.6. If a licensee wishes to challenge the imposition of penalty points, a first appeal will be referred to the Service Manager or Head of Service to review the information. At that review the officers can remove the penalty points, uphold the penalty points. Further appeal following this decision will be referred to Committee/Panel.
- 1.7. Penalty points remain live or current for twelve months from the date the penalty points were imposed. The 12 month period is on a roll forward basis, so as to allow any older points to be considered as spent and therefore excluded from the running total recorded against any individual licensee. After 12 months the points will be removed from the licence holder's record unless the detail relates to any public safety issue. After 5 years of expiry old points will not be considered relevant and will be permanently removed from the licence holders record.
- 1.8. Where a licensee accumulates more than 12 penalty points in any 12 month period, the matter will be referred to the Taxi Sub Committee for the Committee to decide whether the applicant remains a fit and proper person. The Taxi Panel or the Taxi Sub Committee may then suspend or revoke a licence, or issue a warning to the Licensee, depending upon the circumstances. Periods of suspension of a licence by the Committee will be dependent on the nature of the breaches of the legislation, conditions, behaviour and the compliance history of the individual. Suspension periods will normally vary between 7 to 31 days.
- 1.9. The system will operate without prejudice to the Council's ability to take other action that it is entitled to take under legislation, byelaws and conditions.
- 1.10. If points are issued to a proprietor or driver for a matter which is also a criminal offence which the council could prosecute for e.g. not wearing a driver's badge, failure to maintain operator records, those person(s) will not then be the subject of a prosecution by the Council.

2. List of Offences / Breach of Vehicle Licence Conditions

<u>Offence / Breach</u>	<u>Code</u>	<u>Points</u>
Failure to supply interim MOT test when vehicle is over 6 years of age within specified times	V1	4
Failure to have or maintain illuminated markings at entrances and exits, WAV only	V2	2
Failure to have/maintain grab handles, WAV only	V3	2
Failure to have a means of loading wheelchairs into a wheelchair access vehicle available at all times. Wheel chair vehicles only, WAV only	V4	6
Failure to supply a current mechanical tail lift safety certificate to the Licensing Authority within specified time limits. WAV only	V5	4
Failure to keep a wheelchair access vehicle available without modification at all times. WAV only	V6	6
Failure to provide an annual LPG safety compliance Certificate within specified time limits	V7	4
Failure to maintain seat belts in a safe condition	V8	4
Undertaking alterations to equipment, dimensions or other specification to a licensed vehicle without consent	V9	4
Failure to display approved roof sign	V10	2
Failure to maintain roof sign in working order	V11	2
Failure to display roof sign on the front part of the roof, unless the vehicle type does not facilitate this, in which case it must be as near to the front as possible.	V12	2
Failure to display front door signs.	V13	2
Displaying incorrect signs i.e. wrong wording or magnetic, other than by arrangement with the Licensing Authority for insurance or breakdown replacement vehicles	V14	2
Displaying other sign on front door	V15	2
Private hire vehicles advertising incorrectly	V16	4
Display sign that does not comply	V17	2

<u>Offence / Breach</u>	<u>Code</u>	<u>Points</u>
Display web site address large lettering than permitted	V18	2
Failure to display three or more "no smoking" signs in the vehicle	V19	2
Private hire displaying the word "taxi"	V20	6
Incorrectly displaying licence plate	V21	4
Failure to return plate on expiry of licence if requested to do so by Licensing Staff	V22	4
Failure to report loss or damage of a vehicle plate, following discovery of loss or damage.	V23	2
Failure to surrender vehicle licence and plate if proprietor does not wish to retain vehicle licence	V24	2
Advertising on vehicle without written authorisation from the Licensing Authority	V25	2
Failure to submit taximeter for testing when requested to do so by Licensing Authority	V26	4
Tampering or allowing an unauthorised person to tamper with taximeter	V27	4
Failure to display a statement of fares inside the HC	V28	2
Wilfully or neglectfully causing letters or figures in the statement to be obscured	V29	2
Failure to notify Licensing of accidents or damage affecting the safety or performance of the vehicle	V30	4
Failure to supply steering geometry and alignment reports following an accident if required	V31	12
Failure to get authorisation for a temporary transfer insurance vehicle or leaving the vehicle on for more than twelve weeks without prior consent from the Licensing Authority	V32	12
Failure to have insurance for the licensed vehicle at any time during the licence period	V33	12
Failure to keep a record of insurance/cover note in the vehicle	V34	2

<u>Offence / Breach</u>	<u>Code</u>	<u>Points</u>
Failure to notify Licensing Authority of change of insurer or particulars within specified time	V35	4
Failure to produce details to the Licensing Authority of drivers permitted to drive within specified time	V36	2
Failure to notify change of drivers within specified time	V37	2
Failure to notify Licensing Authority of change of address or other contact details within specified time	V38	2
Failure to carry a suitably marked approved fire extinguisher within the vehicle	V39	4
Failure to carry marked first aid equipment as specified in conditions	V40	2
Failure to obtain written permission to use trailers on Licensed vehicles	V41	6
Failure to present vehicle and trailer for inspection when requested	V42	12
Using a driver without the appropriate DVLA category code to tow a trailer	V43	12
Failure to maintain radio equipment in safe condition which poses a risk of injury to passengers	V44	2
Proprietor/Operator allowing a greater number of persons to be conveyed than is specified on the licence	V45	12
Failure to maintain a reasonable standard of behaviour	V46	4
Failure to provide information requested by an authorised officer	V47	4
Failure to provide reasonable assistance to an authorised officer who is asking for information regarding matter/matters relating to the licence held.	V48	4
Using CCTV equipment not in accordance with the provisions of the conditions and the data protection act	V49	4
Fail to have 3 CCTV signs	V50	2
Fail to check CCTV weekly	V51	2

<u>Offence / Breach</u>	<i>Code</i>	<i>Points</i>
Disconnecting CCTV system	V52	4
Obstructing CCTV Camera	V53	4
Providing alcoholic drinks not in accordance with the sale or supply of alcohol legislation	V54	12
Failure to provide evidence of insurance or interim MOT or compliance test	V55	6

Failure to provide evidence of insurance or interim MOT or compliance test	O26	6
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3. List of Offences/Breaches of Driver Licence Conditions

<u>Offence / Breach</u>	<u>Code</u>	<u>Points</u>
Driver not clean and respectable in their dress	D1	2
Driver not complying with the Driver Dress Code	D2	2
Driver not behaving in a civil and orderly manner	D3	2
Driver allowing noise from radio or other similar equipment to be a source of nuisance or annoyance to any person inside or outside the vehicle	D4	2
Driver smoking/vaping/similar whilst in the vehicle	D5	4
PH drivers parking in a position or location which gives the appearance of being for hire, whilst not on a pre booking	D6	4
Driver of PH vehicle plying for hire	D7	4
Driver calling out or influencing person to travel in the vehicle for gain without a prior appointment	D8	2
Fail to have in possession driver badge whilst driving a licensed vehicle	D9	6
Not wearing driver badge which is visible to passengers being conveyed in the vehicle	D10	2
Failure to surrender driver badge to the Licensing Authority upon expiry, revocation or suspension of their licence when requested by Licensing Staff	D11	2
Failure to supply annual self-declaration and fee before expiry (1 st Occasion)	D12	6
Failure to supply annual self-declaration and fee for a consecutive year before expiry (2 nd occasion)	D13	12
Failure to carry evidence of insurance cover, this can be a cover note, in the vehicle whilst on duty	D14	2

<u>Offence / Breach</u>	<u>Code</u>	<u>Points</u>
Failure of driver to check vehicle proprietor has insurance on the vehicle	D15	2
Driver carrying greater number of persons than the number specified on the licence	D16	12
Carrying other persons in the vehicle without the consent of the hirer	D17	2
Carry a member of family/friend in a licensed vehicle when it is for hire/hired without the consent of the hirer when the vehicle is hired.	D18	2
Failing to carry or ensure safety of passenger luggage	D19	4
Failing to offer reasonable assistance with luggage	D20	2
Failing to take steps to ensure passenger safety	D21	6
Failing to ensure passengers are dropped off safely, at the correct destination	D22	6
Fail to search vehicle after journey	D23	2
Fail to operate taxi meter correctly	D24	4
Tampering or allowing tampering of a taximeter	D25	6
Cancelling the fare or concealing the fare on meter before the hirer has agreed the fare	D26	2
Demanding more than the previously agreed fare	D27	6
Demanding more than the fare shown on the taxi meter or scale of charges on the tariff sheet	D28	6
Starting the fare before the hirer enters the vehicle unless specified in the tariff sheet	D29	4
Failure to notify proprietor of complaints made by the passengers	D30	2
Failure to notify passengers of their right to refer their complaint to the Licensing Authority	D31	2
Failure to attend at appointed time or place without sufficient cause	D32	2
Unnecessarily prolonging journey in distance or time	D33	4

<u>Offence / Breach</u>	<u>Code</u>	<u>Points</u>
Failure to provide copy of driver licence to operator	D34	2
Failure to notify Licensing Authority of change of address/telephone number within 7 days	D35	4
Failure to notify Licensing Authority of motoring offences over 3 penalty points issued at one time during the period of licence	D36	6
Failure to notify Licensing Authority of criminal conviction/s during the period of the licence	D37	12
Failure to notify Licensing Authority of motoring offences upon renewal of the licence	D38	6
Failure to notify Licensing Authority of the licence holders involvement in incidents which the Police are involved and may lead to a caution/criminal conviction being imposed on them	D39	6
Failure to notify Licensing Authority within specified times of serious injury or illness which affects your ability to drive. This can be by telephone if the applicant cannot notify us in writing, and can be notified by a relative/friend/employer if required	D40	12
Failure to notify the Licensing Authority of a DVLA notifiable condition.	D41	12
Failure to carry assistance dog without exemption	D42	4
Making additional charge for carrying assistance dog	D43	4
Failure to apply for or provide an exemption certificate on medical grounds for not being medically fit to carry an assistance dog	D44	4
Not using mobile phone in accordance with The Road Vehicle (construction and use) (Amendment) (No.4) Regulation 2003	D45	6
Failure to keep vehicle reasonably clean	D46	2

<u>Offence / Breach</u>	<u>Code</u>	<u>Points</u>
Failure to notify Licensing Authority of vehicle damage within specified times or present vehicle if requested to do so	D47	4
Failure to provide a written receipt for the fare paid if requested to do so by the passenger	D48	2
Failure to co-operate with any authorised officer of the Licensing Authority, Constable or any other clearly identifiable person nominated by the Licensing Authority	D49	6
Failure to comply the regulations governing the wearing of seat belts	D50	6
Refusing a fare without reasonable excuse	D51	6

4. Offences / Breaches of Operator Licence Conditions - Private Hire

<u>Offence</u>	<u>Code</u>	<u>Points</u>
Operating more vehicles than stated on licence	O1	6
Failure to obtain and maintain insurance on vehicle	O2	12
Fail to provide valid insurance on expiry for any premises where the public have access	O3	6
Failure to notify the Licensing Authority of change of insurer within specified times	O4	2
Fail to provide evidence of public liability insurance for premises	O5	12
Failure to operate the business in a manner which does not cause a nuisance to the public	O6	4
Failure to provide a prompt, efficient or reliable service without reasonable excuse	O7	4
Failure to attend a booking at appointed time or place without sufficient cause	O8	6
Knowingly allowing a greater number of persons in the licensed vehicle than is prescribed on the licence	O9	12
Operating the business from a premises outside the County of Herefordshire	O10	12
Failure to keep booking or waiting areas which the public have access, clean, adequately heated, ventilated and lit	O11	2
Failure to provide seating facilities in waiting areas	O12	2
Failure to comply with planning permission or licence conditions for number of vehicles permitted	O13	4
Failure to supply written confirmation within specified time of changes to the particulars shown on the application form relating to the licence	O14	4

<u>Offence</u>	<u>Code</u>	<u>Points</u>
Fail to notify Licensing Authority of change of address within specified time	O15	2
Failure to notify the Licensing Authority within specified time of any criminal conviction imposed on them, during the period of the licence	O16	12
Failure to keep proper records for a period of not less than six months	O17	4
Fail to keep entries correctly	O18	2
Fail to keep records of private hire vehicles operated	O19	2
Displaying the word Taxi or Cab on a private hire vehicle	O20	4
Failure to keep records of all drivers employed or failure to produce details of the drivers	O21	4
Failure to notify Licensing Authority within specified time of the particulars of any driver who is no longer employed by the operator	O22	2
Failure to maintain telephone or radio equipment in good condition or failure to repair defects promptly	O23	2
Using unlicensed drivers to drive a Herefordshire Licensing Authority licensed vehicle	O24	12
Failure to keep a written record of all complaints or failure to make available to the Licensing Authority	O25	4
Failure to provide evidence of insurance or interim MOT or compliance test	O26	6
Failure to carry out or provide the required DBS checks on dispatch staff	O27	6
Failure to record, maintain or provide details of checks on dispatch staff in a register	O28	6
Failure to make appropriate checks of any operator for which work is outsourced	O29	6

<u>Offence</u>	<u>Code</u>	<u>Points</u>
Failure to establish, maintain or provide a policy on employing ex-offenders to the licensing authority	O30	12
Failure to require notification of criminal conviction as part of the contract of employment	O31	12
Failure to notify licensing authority of any criminal conviction information relating to booking and dispatch staff in accordance with condition	O32	12

5. Breaches of County of Herefordshire District Council Byelaws Relating To Hackney Carriages

<u>Byelaw number</u>	<u>Offence</u>	<u>Code</u>	<u>Points</u>
2 (b) (i)	Wilfully or negligently causing licence number to be concealed from public view while the carriage is standing or plying for hire	B1	4
2 (b) (ii)	Causing or permitting the carriage to stand or ply for hire with an illegible plate	B2	4
3	Failure to furnish the hackney carriage in accordance with requirements of the Byelaw	B3	4
4.	Failure to provide a taximeter in accordance with the requirements of the Byelaw	B4	12
5.	Failure to operate taximeter in accordance with requirements of the Byelaw.	B5	4
6.	Driver or proprietor tampering with meter or permitting any unauthorised person to tamper with meter	B6	6
7. (b)	Failure to proceed to another rank when at the time of arrival rank is full	B7	2
7. (c) (d)	Failure to station or move the carriage immediately behind the carriage or carriages in front on the rank	B8	2
8.	A proprietor or driver using the services of a person to importune a person to hire the vehicle	B9	2
10.	Failure by driver to take reasonable precautions to ensure the safety of passengers	B10	4
11.	Driver or proprietor allowing more persons to be conveyed than the licence allows	B11	12
12.	Failure by driver to wear the badge provided by the Licensing Authority when plying for hire	B12	2
13.	Failure to provide when requested reasonable assistance with luggage	B13	2
15.	Failure to display statement of fares inside the carriage in a legible state	B14	2

Appendix 1 of Taxi and Private Hire Policy

<u>Byelaw number</u>	<u>Offence</u>	<u>Code</u>	<u>Points</u>
17.	Failure to deal appropriately with lost property	B15	2