

LICENSING COMMITTEE

16 DECEMBER 2014

REPORT OF CORPORATE DIRECTOR (PUBLIC EXPERIENCE)

A.2 REVIEW OF TENDRING DISTRICT COUNCIL'S HACKNEY CARRIAGE AND PRIVATE HIRE DRIVER ENHANCED KNOWLEDGE TEST

(Report prepared by Simon Harvey)

PART 1 – KEY INFORMATION

PURPOSE OF THE REPORT

The Licensing Committee is asked to review the current Hackney Carriage/Private Hire Drivers' Licence enhanced knowledge test and process, following its introduction in April 2012, and also the requirements that accompany this test that all new applicants applying for the grant of a Hackney Carriage/Private Hire Driver's Licence in the Tendring District Council area also pass a Driver, Vehicle Standards Agency (DVSA) Test and obtain a Business Technology Education Council (BTEC), or its equivalent, in passenger handling **prior** to submitting an application for a Driver's Licence.

EXECUTIVE SUMMARY

- The Licensing Committee is asked to review the current Hackney Carriage/Private Hire Drivers' Licence enhanced knowledge test and process following its introduction in April 2012. and also the requirements that accompany this test that all new applicants applying for a grant of a Hackney Carriage/Private Hire Drivers Licence in the Tendring District Council area also pass a Driver, Vehicle Standards Agency (DVSA) Test and obtain a Business Technology Education Council (BTEC), or its equivalent, in passenger handling prior to submitting an application for a Drivers Licence.
- It is asked to do so because the driver knowledge test has been in place for over two years and it is therefore, prudent to undertake a review of its effectiveness and also in light of some recent criticism of the test from a small number of new applicants for driver's licences, existing licence holders and Members. The Committee is asked to determine whether it wishes to see any amendments made to the current process of the test, or whether Members wish to leave the knowledge test and its process as it is.
- The Committee is also asked to review whether or not it wishes to retain the DVSA test and the BTEC, or its equivalent, in passenger handling in light of the costs involved for new applicants in taking and passing these requirements.
- Particularly, in relation to the DVSA test and the BTEC, or its equivalent, in passenger handling **prior** to submitting an application for a Driver's Licence, the Committee is asked to review whether the cost to new applicants is a reasonable and proportionate requirement in helping to ensure that only "fit and proper persons" are granted a Hackney Carriage/Private Hire Driver's Licence in the Tendring District Council area.

- The Committee is also asked to review whether these are still reasonable, appropriate and proportionate pre-licensing requirements, which help to promote and sustain professional and customer-friendly taxi and private hire trades that put passenger safety, protection and service at the forefront of their business and as reasons for holding licences with this Authority, so that the public can have full confidence in licensed Tending drivers, which, in turn, means that the Council can have respected, professional and prosperous taxi and private hire trades in Tending.

RECOMMENDATION(S)

It is recommended to the Licensing Committee that it agrees to:

- (a) Retain the DVSA Taxi Drivers' test and PATS Course as pre-licensing requirements and standards, which must be completed and passed by all new applicants before the grant of a new Hackney Carriage/Private Hire Driver's Licence;
- (b) Only consider the question of 'grandfather rights' for applicants in line with the decision in the stated case of Exeter City Council v Sandle 2011, where only in exceptional circumstances will applications for the renewal of a Hackney Carriage/Private Hire Driver's Licence be considered after a delay of no more than two or three days in applying for such renewal;
- (c) Amend the current policy in relation to suitability and driver knowledge tests to permit a thirty day period in between being able to resit a second and third attempt at the suitability and driver knowledge tests;
- (d) Allow applicants to resit only those modules of the Hackney Carriage/Private Hire Driver's knowledge test that they had previously failed on from the first test onwards;
- (e) Retain the appeal process to the Licensing (General Purposes) Sub-Committee, whereby new applicants for Hackney Carriage and Private Hire Drivers' Licences can appeal to be allowed to take a fourth knowledge test after having failed three tests;
- (f) Permit a maximum timescale of three months from the date of the DBS (CRB) and Medical Certificates to be considered valid at the time of granting a Driver's Licence submitted for all Hackney Carriage and Private Hire Drivers' Licences applications; and
- (g) Not allow new applicants for Hackney Carriage and Private Hire Driver's Licence to resit any further knowledge or suitability tests after having failed three, or four, tests for a period of three months from the date of the last failed test.

PART 2 – IMPLICATIONS OF THE DECISION

DELIVERING PRIORITIES

Our Prosperity

- Promote sustainable economic growth
- Ensure people have the knowledge and skills to secure good employment. –

The suitability and knowledge test for all new applicants applying for a hackney carriage and private hire driver's licence and the accompanying pre-licensing standards of the DVSA test and BTEC, or its equivalent, in passenger handling contributes to the Council's corporate priority by supporting a professional taxi trade and promoting high standards for that trade which sustains large direct and indirect employment in the District.

FINANCE, OTHER RESOURCES AND RISK

Finance and other resources

Staff or time costs for the Licensing team or Council associated with the suitability and driver knowledge tests and their processes would form part of the administration costs of the driver licence that the Council can reasonably recover as per Section 53(2) of the Local Government (Miscellaneous Provisions) Act 1976.

In respect to the BTEC or its equivalent in passenger handling and the DVSA taxi and private hire drivers test, these are arranged separately by the applicant themselves directly with course providers and therefore do not involve any licensing staff time or administration.

Any decision made by the Licensing Committee in regards to matters of grant, renewal, suspension or revocations of licences and its policies or conditions of licence can be further appealed by an appellant to the Magistrates' Court and from there to the Crown Court. In the event of the appeal being allowed by these Courts, the costs of any such hearing could be awarded against the Council. In terms of policy decisions, appeals are most likely to be challenged by way of a Judicial Review to the Queen's Bench Administrative High Court of appeal and again in the event of an appeal being allowed by this Court the costs of the hearing could be awarded against the Council.

Risk

There have been a small number of complaints from new applicants, the existing taxi trade and Members in respect to the knowledge test and its process. It is fair to say that the majority of the complaints have come from those applicants who have failed the test, but nonetheless it is very important that all parties that have an interest in the test have confidence in its necessity and its veracity. A lack of confidence in the test could be damaging to the Council's reputation and may lead to potential challenge.

A review of the driver knowledge test and its processes in particular would help to underpin it and remove a potential for any such loss of confidence.

LEGAL

A Council shall not grant a Hackney Carriage and Private Hire Driver's Licences unless it is satisfied that the applicant is fit and proper person to hold a driver's licence. There is no definition contained within the Act of what constitutes a 'fit and proper' person. However, in the stated case of Leeds City Council v Hussain (2002) Mr Justice Silber gave the closest guidance to date as to what matters might be taken into account when considering whether a person is 'fit and proper' to hold a licence. He ruled that "its purpose therefore is to prevent licences being given to or being used by those who are not suitable people taking into account their driving record, their driving experience, their sobriety, mental and physical fitness, honesty, and that they are people who would not take advantage of their employment to abuse or assault passengers".

In the stated case of R (on the application of Newcastle City Council) v Berwick upon Tweed Council [2008] Christopher Symons QC Deputy High Court Judge said “In my judgement the major purpose behind the 1847 Act and indeed the 1976 Act, is the safety of the public by which I include both the travelling public as passengers and other road users. Thus the scheme of the legislation is directed towards having safe vehicles, fit and proper drivers and appropriate conditions of hire”.

The driver knowledge test and its process is a part of this Council’s criteria for helping to determine that new applicants for Hackney Carriage and Private Hire Drivers Licences are “fit and proper” persons to be granted a Drivers Licence in our District.

Any decision made by the Licensing Committee in regards to matters of grant, renewal, suspension or revocations of licences and its policies or conditions of licence can be further appealed by an appellant to the Magistrates’ Court and from there to the Crown Court.

In the event of the appeal being allowed by these Courts, the costs of any such hearing could be awarded against the Council. In terms of policy decisions, appeals are most likely to be challenged by way of a Judicial Review to the Administrative Court in the High Court and again in the event of an appeal being allowed by this Court the costs of the hearing could be awarded against the Council.

OTHER IMPLICATIONS

Consideration has been given to the implications of the proposed decision in respect of the following and any significant issues are set out below.

Crime and Disorder / Equality and Diversity / Consultation/Public Engagement.

CRIME AND DISORDER

Sections 51 and 59 of the Local Government (Miscellaneous Provisions) Act 1976 places a responsibility on a Council that it shall not grant a Hackney Carriage and Private Hire Driver’s Licences unless it is satisfied that the applicant is fit and proper person to hold a driver’s licence.

EQUALITY AND DIVERSITY

The suitability and driver knowledge tests apply to all new applicants for Hackney Carriage and Private Hire Drivers’ Licences and must be passed by all new applicants.

AREA/WARDS AFFECTED

All

CONSULTATION

As part of this review, consultation has been undertaken by means of a survey with the wider taxi trade in general, which would include all current licensed drivers, proprietors of taxi companies as employers and also members of the Tendring District Taxi Association (TDTA) to ask their opinion on whether they wish to see any amendments made to the current process of the driver knowledge test and, if so, what are they, or whether they wish to leave the knowledge test and its process as it is.

A copy of the survey and the questions that it asked is attached to this report as APPENDIX 1.

The results of this survey, which ran from 5 November to 30 November, are shown attached to this report as APPENDIX 2.

In summary, the majority of those that responded:

- Disagreed that the test is too difficult for new applicants.
- Agreed that it was set at the right level.
- Disagreed that the knowledge test should be made easier to pass
- Agreed with the statement that the Council should not make any alteration to the knowledge test for new applicants.
- Agreed that the Council should continue requiring new applicants to pass a DVSA drivers test.
- Disagreed that the Council should stop requiring new applicants to pass a DVSA drivers test.
- Agreed that the Council should continue requiring new applicants for driver's licences to pass a PATS course.
- Disagreed that the Council should stop requiring new applicants for driver's licences to pass a PATS course.
- Agreed that the Council should require new applicants to pass a PATS course as part of the application and grant of licence process.
- Agreed that applicants who fail the knowledge test to re-sit only those modules that they failed on.
- Agreed that the Council should allow applicants who fail the knowledge test to re-sit a third attempt after 30 days rather than having to wait three months as they have to at present
- Agreed that the same timescale should be applied to the suitability test.

The agreements made to the survey are reflected in the recommendations made to the Licensing Committee in this report.

Thirty Two questionnaires were returned along with one accompanying letter. These will be available at the Committee meeting for Members to look through on the evening if they wish to.

Examples of comments received back as part of the survey are shown below and are shown in italics:

This test is only being questioned by the companies that have commission drivers. No one else is complaining. Now they know how owner drivers feel. They can no longer just put any person in their cars and charge cheap rate.

Make the test harder too many taxis already

I think if people who have let their licence lapse should not have to go through all this to regain a licence and should fast track another route. I we need new drivers and have jobs waiting. Frustrated company

If you are a young lady getting a taxi late at night, would it not be reasonable to expect the taxi driver to know exactly where he is going. Also, people over retirement age should not have a say on this issue, as it is the future of working age people at stake

There is no shortage of taxi drivers at this time. Any easing of drivers' tests will only result in falling standards.

Perhaps these people that are complaining have friends or relatives they want to get in the easy way!! I am very much against.

We have enough taxis in the Tendring District now. I think to many

Please don't open the floodgates, if you make the knowledge easy then there will be more taxis going on the road putting all you have done back three years

I think that the Council have got it right. It may seem unfair to those applicants that fail, however the test shows the willingness to succeed as a pro driver that is good! The trade is at a low ebb, if the test was made easier, the trade would be back to square one!

The DSA test is important and should continue, although the pass certificate is only valid for 1 year. By setting a higher level of criteria to obtain a Licence only the more serious people will apply who want to & see the role of a taxi driver as a profession not a pastime

The standard of test needs to be retained at a higher level to ensure a higher calibre of licence holder & to avoid people using taxi-ing as a stop gap

Yes use of sat nav for out of area where they live or are going to work

I agree with making the Tendring District Council Hackney Carriage License more difficult to obtain. However the knowledge test is difficult for the rewards the drivers get when working on circuit. I don't have enough drivers now and next to none coming through. This is now effecting my business. I cant attract new drivers to my business currently working as the standard they work to is very poor. I have refused contract work due to lack of drivers!

Could you please clarify the child under 3 years old law, passengers or not

For companies we have the facility to advise the driver of locations on all trips thru our office. Possible temporary (looks like BANSE or BAWSE) based on working for a firm. Can be discussed if needed.

Clacton and its adjacent areas should be the main areas to be tested on as 90% of people that use taxis from Clacton are going to Clacton, I feel these are the main areas of priority. I also believe applicants should be able to do again the parts they have failed with no disqualification as this is a costly test to take from people who want to work!

I have been driving taxis in Tendring for 15 years and I don't and never will know every street in Tendring area. # Existing drivers shouldn't have to do a BTEC -15 years is enough to learn how to treat customers # Taylor the test to town which driver will work-Harwich desperately needs more drivers and test puts people off.

Most importantly to up the standard of taxis in Tendring. Drivers who know where they going, know regulations & laws (last two re BTEC) and making sure confident & capable driver (re DVSA taxi test). Having done the knowledge yes I found it fine. You have multiple choice so it almost helps. Would you rely want taxi drivers in Tendring who didn't rely know where they going or know highway code. You want professional not cowboys.

PART 3 – SUPPORTING INFORMATION

BACKGROUND

The current enhanced knowledge test for all new drivers was endorsed by the Licensing Committee at its meeting of 1 November 2011 and went live in April 2012. At the same meeting, the Committee also resolved to introduce a policy that all new drivers are to pass a Driver, Vehicle Standards Agency (DVSA) Test and obtain a Business Technology Education Council (BTEC), or its equivalent, in passenger handling as part of the requirement for the grant of a Hackney Carriage/Private Hire Driver's Licence in the Tendring District Council area.

Applicants also have to successfully complete a suitability test prior to being handed a driver application form to complete and submit. The suitability test covers numeracy, literacy, map reading and dates and times.

A copy of the guidance note that accompanies Tendring's suitability test and its driver knowledge test are attached to this report for the information of the Committee, both shown as APPENDIX 3

All of the above criteria have been in place since April 2012 and it would be prudent to review their effectiveness, proportionality and reasonableness in relation to the Council's responsibilities to ensure that all applicants for hackney carriage and private hire drivers' licences are "fit and proper persons" to be granted such a licence.

The suitability test, the driver knowledge test and their processes and the DVSA and BTEC, or equivalent, in passenger handling are all part of this Council's criteria for helping to determine that all new applicants for hackney carriage and private hire drivers' licences are "fit and proper" persons to be granted a Drivers Licence in Tendring District.

These tests will have been introduced by the Licensing Committee in order that the public can have full confidence in licensed Tendring drivers and that the Council has a respected, professional and prosperous taxi trade in Tendring.

Recently however, there have been a small number of complaints and criticism from new applicants, the existing taxi trade and also from a number of elected Members in respect of the driver knowledge test and its process. It is fair to say that the majority of these complaints have come from, or via, those applicants who have failed the test at some stage, although a small proportion of the criticism has, in all fairness, been justified that a limited number of questions on the driver knowledge test could benefit from clarification in the way that they were written and presented in the test. These few matters have been looked into and addressed where necessary by licensing officers who have also carried out a complete audit of the test and all its questions to confirm clarity and accuracy.

In addition, an external audit was undertaken with a random sample of proprietors of taxi companies and vehicles who were invited to complete a test and give their feedback on it.

The checks and audit of the test were undertaken because it is extremely important that all parties that have an interest in the test have confidence in its necessity and its veracity. A lack of confidence in the test could be damaging to the Council's reputation and may lead to potential challenge.

A review of the test and its processes by the Committee is therefore not only timely, but it would also help to underpin it and remove a potential for any such loss of confidence.

CURRENT POSITION

At the time that the BTEC, or its equivalent, in passenger transport handling was adopted by the Licensing Sub-Committee in November 2011, as a pre-licensing standard and requirement for all new applicants for hackney carriage and private hire drivers' licences, there was no cost associated with this course for applicants because BTEC funding was available through central government funds and grants.

This source of funding has, for the most part, been withdrawn and any funding for this now is sporadic and intermittent and may only be available for very short periods of time before being exhausted. There is therefore, no way for applicants or local authorities to be sure when funding might be available.

The nature of the BTEC course, and funding, has also changed since November 2011 in that it is now focussed on under 25 year olds and, in particular, getting under 25 year olds into work or back to work after unemployment. For anyone over 25, the cost of a BTEC is approximately £650 and is an 11- week course to complete. It is also focussed on persons who already are licensed hackney carriage or private hire drivers.

The equivalent Passenger Assistant Training course (PATS) currently costs in the region of £80 including VAT. In 2011, when the Licensing Committee adopted this as a pre-application standard, the cost of this course would have been around £70 or thereabouts unless funded by central government grant.

As a result of funding having been withdrawn for most BTEC courses, the majority of new applicants are completing the PATS course as an alternative. A summary of what the PATS course involves is attached to this report as APPENDIX 4.

Most PATS passenger handling courses will include modules A, B, D and E as part of the curriculum.

The DVSA taxi and private hire drivers' test is approximately £80 to take on a weekday or £96 at a weekend, bank holiday or after 16.30p.m. It is likely that, in 2011, when adopted by the Licensing Committee as a pre-application requirement, the weekday cost to applicants would have been £78. Details of what the DVSA taxi and private hire drivers' test involves are attached to this report as APPENDIX 5.

These details remain the same as shown in the DVSA guidance note, which, in itself, was written in 2010.

Both of these courses are designed to promote and sustain professional and customer-friendly taxi and private hire trades that put passenger safety, protection and service at the forefront of their business so that the public and the Council, as Licensing Authority, can have full confidence in licensed hackney carriage and private hire drivers.

While it is therefore, not recommended that the Council should remove the requirement for new applicants to pass the DVSA taxi and Private Hire drivers' test and also the PATS course or reduce the relevant content of these two requirements, the Committee's attention is drawn however to the fact that the Council's policy in respect of new applicants for Hackney Carriage and Private Hire Drivers' Licences is that they must have completed and passed both the DVSA drivers' test and PATS course *prior* to submitting an application form for the grant of a new Hackney Carriage/Private Hire Driver's Licence.

In light of regular funding for BTEC taxi and private hire courses having been withdrawn by central government, with no likely prospect of reinstatement in the foreseeable future, the Council's policy requirement that new applicants for Hackney Carriage and Private Hire Drivers' Licences must pass a BTEC, or its equivalent, in passenger handling (PATS course) and also a DVSA taxi and private hire drivers' test **prior** to submitting an application form for the grant of a new Hackney Carriage and Private Hire Driver's Licence could be viewed as prohibitive or restrictive.

It may also cause problems for any applicants who ultimately fail the suitability test or driver knowledge test, as under the Council's current policy, they will have had a significant financial outlay to make for the BTEC or PATS equivalent and DVSA taxi and private hire driver test even before they have been able to submit a Hackney Carriage/Private Hire Driver's Licence application form for the grant of a new licence.

In other words, if they do not pass the Council's suitability test and the driver knowledge test, they will have potentially wasted the outlay they have made on the BTEC or PATS equivalent course and the DVSA taxi and private hire drivers' test.

It is therefore, suggested to Members that it may be a more desirable and proportionate option to amend the current policy slightly to say that passing a PATS passenger transport handling course and a DVSA taxi and private hire driver's test is a pre-licensing standard requirement for the grant of all new hackney carriage and private hire licences **before** such a licence can be granted, rather than **prior** to an application being submitted as the policy presently stands.

In respect of the Council's suitability test, one of the complaints made by some applicants who have failed the test is that the Council's current policy restricts an applicant from resitting a further suitability test for at least three months.

In respect of the Council's driver knowledge test, one of the complaints made by some applicants who have failed the test is that the Council's current policy restricts an applicant from resitting a third attempt at taking the test for three months (following a failed second attempt).

The timescale in between an applicant being able to resit the second test (following a failed first attempt) is twenty eight days.

This means that it may take an applicant nearly four months in total before they are able to successfully complete and pass the suitability test or the driver knowledge test.

Applicants that have failed the test, particularly those that are unemployed have said to licensing officers that four months can be a long time to wait and could restrict their opportunities of employment with a taxi company.

It is therefore, suggested to Members that it may be a more desirable and proportionate option to amend the current policy in this regard to permit a thirty day period in between being able to resit a second and third attempt at the suitability and driver knowledge tests. This would amend the total time from its current four months to less than two months of waiting time to resit a failed attempt at either test.

Other suggestions and requests have been made by applicants asking that a resit of the driver knowledge test would only be for those modules that have they have failed on. In other words, the modules that they have passed on are effectively parked as having been answered correctly.

In looking at this issue, licensing officers have researched what other Council's in Essex require in terms of any suitability or driver knowledge test requirements and also any other pre-licensing standard for applicants applying for a new hackney carriage or private hire driver's licence such as the PATS passenger handling course or the DVSA taxi drivers test. A summary of this research is attached to this report as APPENDIX 6.

The Committee will see from this summary that Thurrock and Rochford Councils do allow applicants to only resit those modules that they have failed on.

This does on the face of it seem a fair and proportionate approach to take for the driver knowledge test particularly where the applicant is required to also pass a DVSA taxi driver's test and a PATS course prior to submitting an application for the grant a new hackney carriage and private hire driver's licence as they are at Tendring.

It is considered by the Licensing Manager that a more proportionate approach or alternative to this prerequisite might be to require all new applicants in the Tendring area to pass a DVSA and PATS course **before** the grant of a new Hackney Carriage/Private Hire Driver's Licence. In other words, it becomes a pre-condition that the grant of licence is subject to and dependent on.

This would mean that there would be no possibility of a situation arising whereby an applicant has paid for and passed the DVSA drivers' test and PATS course, but then fails their knowledge test and may have to wait again for several months before being able to resit the test, or even decide that they do not want to resit the test any longer. Under such circumstances, the money that they have paid for the DVSA taxi driver's test and the PATS course is potentially wasted, which is a substantial expenditure, particularly where an applicant is unemployed.

Such a more proportionate approach would also help to ensure that Criminal Records Bureau checks and Medical Certificates are still contemporary and valid at the time of the Hackney Carriage and Private Hire Driver's Licence being granted. At the present time, the Council asks for DBS (CRB) and Medical Certificates to be no more than three months old at the time the Hackney Carriage/Private Hire Driver's Licence is granted.

It is recommended that this requirement be retained across the board for all Hackney Carriage and Private Hire Driver Licence applications and by adopting a more flexible approach to when the DVSA and PATs course can be undertaken, it is more likely that applicants will seek to undergo medical and DBS (CRB) checks at the end of the process making them as up to date as reasonably possible before the grant of the Hackney Carriage/Private Hire Driver's Licence. Such an overall flexibility may also assist those applicants that are unemployed and who wish to obtain the grant of the Driver's Licence as quickly as possible subject of course to satisfying all pre-licensing requirements and standards.

Turning again to the summary shown as APPENDIX 6 to this report, this shows that the pass mark of 68% for Tendring's driver knowledge test is the second lowest amongst the eight Councils that responded to this Council's research. Only Epping Forest requires a lower pass mark.

This would suggest that Tendring's driver knowledge test is not as difficult to pass as some applicants have complained or alleged. Indeed, one applicant complained that he had heard from the local taxi Tendring trade that after the London driver knowledge test, Tendring District Council's knowledge test was the "second hardest in the country". Therefore the research carried out with those Essex Councils that responded to Tendring's

enquiry would seem to suggest that this complaint is not only inaccurate, but it is also wholly exaggerated.

The figures for the number of persons taking the test overall since its inception in April 2012 is 16, of which, seven persons have passed the test. This equates to an overall pass rate for the knowledge test of 44%. Of these seven persons, two passed the test on the first occasion.

From the Essex Councils that responded to Tendring's enquiries, it is also apparent that a number of Councils require new applicants for taxi Drivers' Licences to pass a DVSA taxi driver's test and a PATS test, or at least one of these requirements. This would suggest that Tendring District Council is not alone or unique in requiring all new applicants to take these tests in order to promote and sustain professional and customer-friendly taxi and private hire trades that put passenger safety, protection and service at the forefront of their business.

Licensing Officers have also received a very small number of complaints from applicants who used to hold a Hackney Carriage/Private Hire Driver's Licence with this authority and who let their licence lapse, i.e. they did not renew the licence when sent a reminder to do so. The complainant's opinion was that as they used to hold a Hackney Carriage/Private Hire Driver's Licence then the knowledge test in particular should not apply to them and believed that some form of 'grandfather rights' should apply. In one of these instances, the complainant last held a Hackney Carriage Driver's Licence in 2005 (nine years ago).

However, there is no such concept of 'grandfather rights' that exists within the legislation and this view is entirely at odds with a stated High Court ruling that has set legal precedent on such a question. In 2011, the High Court in a case known as Exeter City Council v Sandle, determined what a reasonable period of time was during which an applicant could reasonably expect a Council to grant a renewal of licence after that licence had expired.

The High Court held that while there was no particular period in which (a licence) would cease to be capable of renewal, but an application received two or three days late would require very good reasons for the delay for it to be entertained by a local authority; **delay beyond that would require exceptional circumstances**. Certainly, an expectation to be able to renew a licence nine years after it expired would be an unreasonable and unrealistic expectation.

To avoid circumstances where a new applicant immediately resubmits an application for a new Hackney Carriage/Private Hire Driver's Licence after having failed four straight driver knowledge tests, it is included in the recommendations of this report that the Council does not accept or process any further new Hackney Carriage/Private Hire Driver Licence applications from the same applicant for a period of three months after the expiry of their last, third or fourth test.

This recommendation is made in order to ensure that the applicant concerned is given a reasonable and appropriate time to familiarise and learn the requirements of various modules of the driver knowledge test before restarting the process and also to minimise further unnecessary administrative work for the Licensing Team. With each test taking one hour to complete, plus the time taken to book applicants in for the test, the administrative demands on licensing staff for the knowledge test and any subsequent resits can be substantial.

The Licensing Committee will see from the responses received to the survey and which are shown under the 'consultations' part of this report, that the recommendations

contained in the report reflect the majority of those responses.

The recommendations also attempt to strike a reasonable and proportionate balance between the requirements of the taxi companies who understandably need to employ new drivers as quickly as possible to the necessity for the taxi and private hire trades and their customers to be assured that taxi driving in the Tendring District is regarded as a professional and customer friendly industry which puts passenger safety, protection and service at the forefront of their business and as reasons for holding licences with this Authority. The fare paying public need to have full confidence in licensed Tendring drivers which, in turn, means that the Council can have and even more respected, professional and prosperous taxi and private hire trade in Tendring.

BACKGROUND PAPERS FOR THE DECISION

Examples of Guidance notes Thurrock and Basildon Council's Driver Knowledge Test.

APPENDICES

APPENDIX 1 – Copy of survey & questionnaire

APPENDIX 2 – Survey Results

APPENDIX 3 – Suitability Test & Knowledge Test Guidance Notes

APPENDIX 4 - Overview of PATS course

APPENDIX 5 – Details of DVSA Taxi Drivers Test

APPENDIX 6 – Summary of Essex Authorities

A.2 APPENDIX 1

Questionnaire

1. Looking at the guidance notes that accompany the knowledge test, is the test too difficult for new applicants? **Agree** **Disagree**
2. Looking at the guidance notes that accompany the knowledge test, is the test set at the right level for new applicants? **Agree** **Disagree**
3. The Council should make the knowledge test for new applicants easier to pass? **Agree** **Disagree**
4. The Council should not make any alterations to the knowledge test for new applicants? **Agree** **Disagree**
5. Should the Council continue requiring new applicants for drivers licences to pass a DVSA taxi drivers test? **Agree** **Disagree**
6. Should the Council stop requiring new applicants for drivers licences to pass a DVSA taxi drivers test? **Agree** **Disagree**
7. Should the Council continue requiring new applicants for drivers licences to obtain a BTEC qualification, or its equivalent in passenger handling (such as a PATS course), prior to making an application? **Agree** **Disagree**
8. Should the Council stop requiring new applicants for drivers licences to obtain a BTEC qualification, or its equivalent in passenger handling (such as a PATS course), **prior** to making an application? **Agree** **Disagree**
9. Should the Council require new applicants for drivers licences to obtain a BTEC qualification, or its equivalent in passenger handling (such as a PATS course), **as part** of the application and grant of licence process? **Agree** **Disagree**
10. Is there any changes or improvements that could be made to the driver knowledge test such as allowing applicants who fail the test to re-sit only those categories/modules that they fail on? **Agree** **Disagree**
11. Is there any changes or improvements that could be made to the driver knowledge test, such as allowing applicants who fail the test to re-sit a third attempt after 30 days, rather than 3 months as they have to at present and also apply the same timescale to the suitability test? **Agree** **Disagree**

Please use the box below if there is any other comments or suggestions that you may wish to make in connection with the Driver knowledge test.

	Agree	Disagree
1. Looking at the Guidance notes that accompany the knowledge test is the test too difficult of new applicants?	16	21
2. Looking at the guidance notes that accompany the knowledge test, is the test set at the right level for new applicants?	26	11
3. The Council should make the knowledge test for new applicants easier to pass?	14	23
4. The Council should not make any alterations to the knowledge test for new applicants?	21	16
5. Should the council continue requiring new applicants for drivers licenses to pass a DVSA taxi drivers test?	29	8
6. Should the Council stop requiring new applicants for drivers licenses to pass a DVSA taxi drivers test?	11	26
7. Should the Council continue requiring new applicants for drivers licences to obtain a BTEC qualification, or its equivalent in passenger handling (such as a PATS course), prior to making an application	25	12
8. Should the Council stop requiring new applicants for drivers licences to obtain a BTEC qualification, or its equivalent in passenger handling (such as a PATS course), prior to making an application?	12	25
9. Should the Council require new applicants for drivers licences to obtain a BTEC qualification, or its equivalent in passenger handling (such as a PATS course), as part of the application and grant of licence process?	29	8
10. Is there any changes or improvements that could be made to the driver knowledge test such as allowing applicants who fail the test to re-sit only those categories/modules that they fail on?	26	11
11. Is there any changes or improvements that could be made to the driver knowledge test, such as allowing applicants who fail the test to re-sit a third attempt after 30 days, rather than 3 months as they have to at present and also apply the same time scale to the suitability test?	24	13

Please use the box below if there is any other comments or suggestions that you may wish to make in connection with the Driver knowledge test.

Guidelines for Suitability Tests (Effective as of April 2012)

All applicants wishing to apply for a Hackney Carriage and Private Hire Drivers Licence are required to pass a suitability test before they can apply for a full application pack. These notes advise you on what you will need to know to pass the suitability test and how the test is conducted.

The test is computer based and the questions are automatically generated by the computer. The test is time limited and candidates will have a maximum of **25 minutes** to complete it.

The test will consist of:-

- Money & Finance
- Literacy
- Times & Dates
- A-Z (which will be provided at the test)

You will be asked 5 questions from each of the categories and the pass mark is 4 out of 5 per category. Should you fail any of the sub sections listed above you will have failed the complete test. You will not be able to take another test for a minimum of 3 months where a further £30 would be required.

Using the Suitability Test Software

Step 1.

Read the question through **carefully**, and then select your answer from the four options given as demonstrated by the circle below.

The screenshot shows a web-based interface for a suitability test. At the top, it says "Your answer (click anywhere in the answer box)". Below this are four radio button options: Rugby, Football, Tennis, and Cricket. The "Football" option is selected, indicated by a checkmark and a yellow highlight. To the right of the options, there is a "Time Left = 1:40" indicator and three buttons: "Next Question >>", "<< Previous Question", and "Finished". The "Next Question >>" button is circled in red.

Step 2

Once your answer has been selected (it will show a tick in the box next to the answer you have selected, and will be highlighted), press the 'Next Question' button as shown below. Please note that you can change your answer at any time by simply selecting an alternative answer.

This screenshot is identical to the one in Step 1, showing the same question and options. However, the "Next Question >>" button is now circled in red, indicating that it is the button to be clicked after selecting an answer.

Step 3

When you have finished the test it will not be possible to select the 'Next Question' button, and you should click on the button marked 'Finished'. The computer will then ask you if you are sure you have finished and will highlight any questions that you have not selected an answer for. You then have the opportunity to go back and enter an answer for these questions if you wish, or the opportunity to double check your answers. Once you are satisfied with your answers, you should end the test and inform the invigilator.

Guidelines for Knowledge Tests (Effective as of April 2012)

All applicants for a Hackney Carriage and Private Hire Drivers Licence are required to pass a special test before they can be Licensed to drive Hackney Carriages and Private Hire Vehicles Licensed by this authority. In London this test is known as 'The Knowledge' and a similar, though less rigorous test is administered by Tendring District Council. These notes advise you on what you will need to know to pass the knowledge test and how the test is conducted.

Applicants will be expected to have a reasonable understanding of the streets and main buildings within the entire District of Tendring. Therefore, the test will incorporate all of the main areas of Tendring such as Clacton, Harwich, Manningtree, Frinton, Walton, Brightlingsea, Great Bentley and the surrounding areas as shown on the map below.



An applicant will be expected to have knowledge of the law in relation to Hackney Carriage / Private Hire Driver and Vehicles as well as the Licensing Conditions adopted by Tendring District Council. Applicants should also be familiar with and have studied the Highway Code.

The test is computer based and the questions are automatically generated by the computer. The test is time limited and candidates will have a maximum of **60 minutes** to complete it.

The test will consist of:-

- Signage
- Highway Code
- Routes of roads within the Tendring area
- Places of Interest and local knowledge
- Conditions, Law and Equality

Test Information

A candidate must achieve a pass mark in each of the sections to satisfactorily pass the test. The number of questions and the pass mark in each category is:

- Signage - Answer 5 out of 5 questions correctly
- Highway Code - Answer 5 out of 5 questions correctly
- Routes – Surrounding areas - Answer 1 of 2 questions correctly in each group
(Clacton / Holland / St Osyth / Jaywick)
(Harwich / Dovercourt / Parkeston)
(Walton / Frinton / Thorpe / Weeley)
(Manningtree / Wix / Mistlely)
(Brightlingsea / Thorrington / Great Bentley)
- Places of Interest / Local Knowledge –
Surrounding area - Answer 3 of 5 questions correctly in each group
(Clacton / Holland / St Osyth / Jaywick)
(Harwich / Dovercourt / Parkeston / Manningtree / Wix)
(Walton / Frinton / Thorpe / Weeley)
(Brightlingsea / Thorrington / Great Bentley)
- Conditions, Law and Equality - Answer 4 of 5 questions correctly.

Should you fail any of the sub sections listed above you will have failed the complete test and be required to return at a later date to undergo the test again. You will be permitted to undertake the knowledge test 3 times. Should you not have completed the test after 3 attempts your application will be terminated. The following timescales apply if you fail the test:

- Fail first attempt - Wait for a minimum of 28 days before retest.
- Fail second attempt - Wait for a minimum of 3 months before retest.
- Fail third attempt - Your application will be terminated.

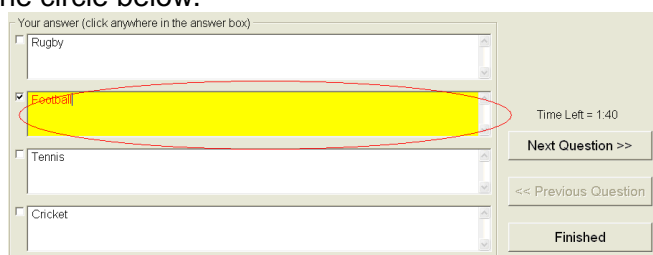
It is strongly recommended that anybody wishing to be licensed as a new driver should take the time therefore, to familiarise themselves with the highway code, and the law relating to the driving of Hackney Carriage and Private Hire Vehicles, Tendring District Council Vehicle Licensing Conditions, Tendring District Council Hackney Carriage / Private Hire Driving Licence Conditions.

The knowledge test will be administered in English. Assistance may be given, should an applicant have any difficulty in undertaking this test. Additional information is enclosed with this guidance to assist you.

Using the Knowledge Test Software

Step 1.

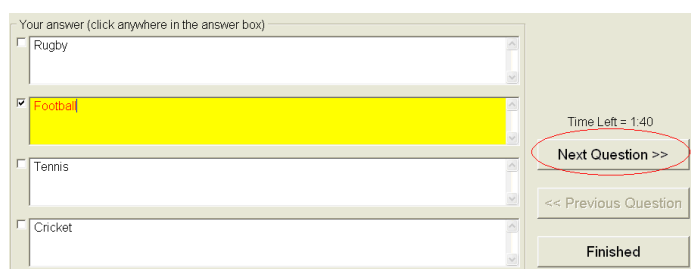
Read the question through **carefully**, and then select your answer from the four options given as demonstrated by the circle below.



The screenshot shows a software interface for a knowledge test. On the left, there is a list of four options: Rugby, Football, Tennis, and Cricket. Each option is preceded by a small square checkbox. The 'Football' option is selected, indicated by a checkmark in the checkbox and a yellow highlight behind the text. A red circle is drawn around the 'Football' option. On the right side of the interface, there is a 'Time Left = 1:40' indicator, a 'Next Question >>' button, a '<< Previous Question' button, and a 'Finished' button.

Step 2

Once your answer has been selected (it will show a tick in the box next to the answer you have selected, and will be highlighted), press the 'Next Question' button as shown below. Please note that you can change your answer at any time by simply selecting an alternative answer.



This screenshot is similar to the one in Step 1, but now the 'Football' option is selected and highlighted. The 'Next Question >>' button on the right is circled in red, indicating it should be pressed. The 'Time Left = 1:40' indicator and other buttons remain visible.

Step 3

When you have finished the test it will not be possible to select the 'Next Question' button, and you should click on the button marked 'Finished'. The computer will then ask you if you are sure you have finished and will highlight any questions that you have not selected an answer for. You then have the opportunity to go back and enter an answer for these questions if you wish, or the opportunity to double check your answers. Once you are satisfied with your answers, you should end the test and inform the invigilator.

Guidance to the Knowledge Test (points to study)

There are no lists of roads, routes or places of interest to assist you in learning the area of Tendring. Experience has shown that an applicant could sit down and learn the list without knowing the area in which they will be working. In this day and age of GPS navigation it could be said that there is no requirement for a driver to learn the area as the device will take him or her to the destination. This is not the case. There can be no substitute for having a working knowledge of the area that you intend to drive. It conveys a wrong impression to the customer and is unprofessional when a driver has to fumble with his GPS before setting off on the journey. In undertaking the knowledge test there is no substitute for studying the area and where necessary driving around to familiarise yourself with the location.

In this test you will be required to identify public buildings such as Police Stations, Courts, Job Centres, Social Services buildings, Hospitals, Hospice, Schools and Colleges, Cemeteries and Crematoriums. You should be able to identify all Pubs, Restaurants, Shops and Supermarkets, Hotels, Nightclubs and Places of Entertainment within the District together with Local Football and Rugby Clubs, Parks and Open Spaces, Golf Courses, Sports and Leisure Centres. You should be able to identify large businesses within the District and the industrial estates that they are located on. The list of places of interest is not exhaustive and applicants should actively research the area using such aids as the Yellow Pages, Thompsons Local Directories and the internet. Where any doubt exists a visit to the area may be of benefit.

The licence conditions and bye laws have been attached to these notes; however you should obtain the latest copy of the Official Highway Code and familiarise yourself with the Local Government (Miscellaneous Provisions) Act 1976 and the Town Police Clauses Act 1847.

Hackney Carriage and Private Hire Licence Conditions and Guidance

- The driver shall ensure that the Vehicle Licence Plate is clear and legible at all times.
- The driver shall keep the dial of the taximeter lit during all hirings within the period of lighting-up time and any other time when required to do so.
- The driver of a Hackney Carriage shall when plying for hire in any street and not actually hired:-
 - i. proceed with reasonable speed to one of the stands fixed for the purpose;
 - ii. if a stand is occupied by the full number of carriages authorised to occupy it, proceed to another stand;
 - iii. on arriving at a stand not full, position the carriage behind the rearmost carriage, facing the same direction, and move forward when the carriage in front is moved forward or has driven off.
- The driver when standing or plying for hire shall not, by calling out or otherwise, importune any person to hire such carriage and shall not make use of the services of any other person for the purpose.
- The driver shall behave in a civil and orderly manner and shall take all reasonable precautions to ensure the safety of persons conveyed in or entering or alighting from the vehicle.
- Where a vehicle has been hired to be in attendance at an appointed time or place, the driver thereof shall, unless delayed or prevented by some sufficient cause, punctually attend with the vehicle at such appointed time or place.
- The driver when hired to drive to any particular destination shall, subject to any directions given by the hirer, proceed to that destination by the shortest available route.
- The driver shall not convey in the vehicle a greater number of passengers than the number of persons specified on the plate affixed to the outside of the vehicle, provided that for the purposes of ascertaining the number of persons travelling in the vehicle, children under the age of three years shall not be counted and such children must at all times be under the supervision of a responsible adult other than the driver of the vehicle.
- If a badge has been provided by the Council and delivered to the driver of a Hackney Carriage / Private Hire he shall, when standing or plying for hire, and when hired, wear that badge in such a position and manner as to be plainly visible. If you lose your badge, you need to notify the Police and Licensing Office.
- The driver of a Hackney Carriage / Private Hire constructed or adapted so as to carry luggage shall, when requested by any persons hiring the carriage:-
 - i. convey a reasonable quantity of luggage;
 - ii. afford reasonable assistance in loading and unloading;
 - iii. afford reasonable assistance in removing it to or from the entrance of any building or place at which he may take up or set down such person.
- Every driver who shall knowingly convey in the carriage the dead body of any person shall immediately thereafter notify the fact to the Chief Environmental Health Officer of the Council and shall not further use the vehicle for public hire without the consent of that Officer.
- The driver shall ensure that the fare table is unobscured and legible at all times.
- The driver shall behave in a civil and orderly manner.
- The driver shall immediately after the termination of any hiring or as soon as practicable thereafter carefully search the vehicle for any property which may have been accidentally left therein.
- The driver shall if any property accidentally left in the vehicle by any persons who may have been conveyed in the vehicle be found or handed to him:-
 - i. as soon as possible and in any event within 72 hours, return it to its owner or if not known to the nearest Council Office and obtain a receipt for the property;

- ii. be entitled to receive from any person to whom the property shall be redelivered an amount equal to five pence in the pound of its estimated value (or the fare for the distance from the place of finding to the Council Offices, whichever be the greater) but not more than five pounds.
- The driver shall notify the Council in writing within a period of seven days of any change in his permanent address and produce his licence for the change to be recorded thereon.
 - The driver shall notify the Council in writing within a period of seven days of any caution/conviction (whether criminal or motoring) being imposed upon him or her during the period of this Licence or within a period of seven days of any fixed penalty offence (as defined in Section 51 of the Road Traffic Offenders Act 1988) being endorsed upon his or her driving licence during the period of this licence.
 - Upon reaching the age of 65 and thereafter on an annual basis any driver wishing to continue to hold his/her licence or apply for a new or renewed licence shall provide to the Council a medical certificate in a format prescribed by the Council duly signed by a recognised General Practitioner certifying that the licence holder/applicant is fit to drive a Hackney Carriage / Private Hire Vehicle. That in the case of existing licensed drivers the medical certificate shall be supplied to the Council within fourteen days of their 65th birthday and thereafter annually within the same period of time. In the event of no medical certificate being provided within the prescribed period, or if the General Practitioner certifies that the driver is not fit to drive, the licence shall be revoked forthwith.
 - Unless medically exempt the driver shall carry, free of charge, guide dogs, hearing and certain other assistance dogs as may be prescribed from time to time, accompanying disabled people.
 - A minimum dress code to include collared shirts, tailored trousers/shorts, plain jumpers/jackets, blouses with tailored skirt or trousers for women, no hoodies, no inappropriate slogans or adverts on clothing, and appropriate footwear i.e. no flip-flops or unsafe footwear.
 - You must not smoke in your vehicle at any time and you must display “no smoking” signs on the vehicle.
 - The vehicle shall be suitable in type, size and design, for the purpose of public hire.
 - The Council's Licence Plate shall be affixed to the rear of the vehicle by the use of the plate platform and/or bracket provided in a position so that the details shown on the plate may be seen clearly and are not illegible, defaced or concealed from public view except where provided for by Statute. Such plate shall be affixed by use of the bracket beneath the registration number plate in accordance with the instructions provided or, in cases where this is not practical, by riveting the plate platform to the bodywork of the vehicle on the rear right hand side on, or just above, the bumper. The vehicle may not be used for the purpose authorised by the vehicle licence without such plate being so affixed.
 - No signs, notices, advertisements, plates, marks, numbers, letters, figures, symbols, emblems or devices whatsoever shall be displayed on, in, or from the vehicle, except as may be required by any statutory provision or required or permitted by these conditions, provided however, that this condition shall not apply to any indication on a taxi meter fitted to the vehicle.
 - The proprietor of a Hackney Carriage Vehicle shall cause to be affixed and maintained on the roof of the vehicle a sign which will be lit during the time when it is obligatory to use side or head lamps which reads ‘Taxi’. This condition does not apply when the vehicle is an FX4 (London Cab). This condition only applies to Hackney Carriage Vehicles and not Private Hire.
 - The proprietor may display such signs, etc., as may from time to time be approved by the Council.
 - The vehicle shall:-
 - (a) be equipped with sufficient means by which any person in the vehicle may communicate with the driver;
 - (b) be equipped with any necessary windows and a means of opening and closing not less than one window each side;
 - (c) be kept weatherproof;
 - (d) be equipped with properly upholstered seats;

- (e) be equipped with proper floor covering;
- (f) be kept in a clean condition, well maintained and in every way fit for service;
- (g) be equipped with means for securing luggage, if the vehicle is constructed or adapted to carry luggage;
- (h) be equipped with an efficient fire extinguisher (British Standards Approved) which shall be kept in such a position as to be readily available for use;
- (i) be equipped with at least two doors for the use of persons being conveyed in the vehicle and a separate means of entry and an exit for the driver.
- A Hackney Carriage vehicle will be equipped with a taximeter which is so constructed, attached and maintained as to comply with the following requirements:-
 - (a) The taximeter should be fitted with a key, flag, button or other device the operation of which will bring the taximeter into action and caused the word 'Hired' to appear on the face of the taximeter;
 - (b) Such device should be capable of being locked or operated in such a position or way that the taximeter is not in action and no fare is recorded on the face of the taximeter;
 - (c) When the taximeter is in action there should be recorded on the face of the taximeter in clearly legible figures a fare not exceeding the rate or fare which the proprietor or driver is entitled to demand and take for the hire of the carriage by time as well as for distance in pursuance of the tariff fixed by the Council in that behalf;
 - (d) The word 'Fare' should be printed on the face of the taximeter in plain letters so as clearly to apply to the fare recorded thereon;
 - (e) The taximeter should be so placed that all letters and figures on the face thereof are at all times plainly visible to any persons being conveyed in the carriage, and for that purpose the letters and figures should be capable of being suitably illuminated during any period of hiring;
 - (f) The taximeter and fittings thereof should be so affixed to the carriage that it should not be practicable for any person to tamper with them except by breaking, damaging or permanently displacing the fixings.
- If seals are fitted or attached to the meter the Council should be notified forthwith if such a seal is broken through any cause.
- A statement of the fares fixed by the Council shall be exhibited inside the vehicle and shall not be concealed or rendered illegible at any time whilst the vehicle is plying or being used for public hire.
- The vehicle shall not be used for the conveyance of any fare which has been importuned in any way.
- These conditions may be added to or varied by the Council at any time.

A.2 APPENDIX 4

Overview of PATS

PATS is an acronym for **P**assenger **A**ssistant **T**raining **S**cheme. It has been developed out of MiDAS, the **M**inibus **D**river **A**wareness **S**cheme.

MiDAS is a nationally recognised training programme developed in the early 1990s for minibus drivers. The aim of both PATS and MiDAS is to improve safety standards for people who need assistance, care and supervision on the move.

What is meant by Passenger Assistant?

PATS has been developed for those people who undertake the role of passenger assistant. The people we are calling passenger assistants are sometimes called escorts, passenger carers, care assistants, chaperons or helpers or, other similar job titles.

Passenger assistants work on various types of vehicles, depending on the needs of their passengers. The PATS programme is relevant for passenger assistants working in cars, minicab, taxis, minibuses, large buses and coaches.

PATS is open to any organisation that employs, uses or supplies passenger assistants. An organisation does not have to be a member of the MiDAS training scheme in order to use the Passenger Assistant Training Scheme. It is also open to any organisation that uses volunteers as passenger assistants.

Objectives of PATS

The general aim of the passenger assistant training programme is to enable passenger assistants to carry out their responsibilities safely and effectively. The general objectives of PATs are that passenger assistants will.

- Be aware of the legal, practical and safety issues surrounding the passenger assistant role.
- Be given help, where necessary, to improve their skills
- Receive training in how to meet the specific needs of their passenger groups
- Pass a theory assessment to ensure their knowledge and understanding is of an acceptable standard.
- Receive a certificate that is accepted by other PATs members throughout the country.

Potential Benefits of PATS

PATS will help passenger assistants:

- Improve their own and their passengers' safety

- Help to improve their passengers' comfort
- Meet their legal and contractual responsibilities
- Understand and meet the needs of their passengers
- Develop additional skills and a wider knowledge of their work
- Increase their confidence at work and reduce any stress involved
- Enhance the image of their organisation
- Gain formal accreditation for the work they do

How the Training Programme Works

PATs is a modular training programme, that means the training is delivered in separate sections called modules.

- **Module A: The Role of the Passenger Assistant.** A foundation module that will help passenger assistants understand the role and responsibilities of a passenger assistant.
- **Module B: Assisting Passenger with Disabilities.** This module helps passenger assistants who work with passengers who have disabilities, learning difficulties or **behaviour difficulties**.
- **Module C1: Supervising Children/Young People with Special Needs.** Passenger assistants who supervise children or young people with special needs will also then attend Module C1.
- **Module C2: Working with Adults Who Require Care & Supervision.** Passenger assistants who work with adults who need care and supervision will also then attend Module C2

Modules D, E, and F are additional and may be relevant to different passenger assistants working in various types of organisations.

Passenger assistants may attend training on specialist topics at any time. They do not need to have first completed other modules.

- Module D: Emergency Aid (Sometimes called Basic First Aid)
- Module E: Manual Handling
- Module F: Safely Managing Challenging Behaviour.

Passenger assistants (PAs) need only attend those modules that are relevant to their work, for example:

- Youth workers Modules A and D
- Staff at Mainstream Schools Modules A and D
- Staff at Special Schools Modules A, B, C1, D, E & F
- Home-to-School PAs Modules A, B, C1, D, E & F
- Social Services PAs Modules A, B, C2, D, E, F
- Community Transport Modules A, B,

PAs

- Age Concern PAs

C1, C2, D, E, F
Modules A, B,
C2, D, E, F



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- 11 Important Information about your Assessment
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- 17 Annex 2: Cabology Questions

Introduction

The Driving Standards Agency is committed to improving driving standards through its testing and assessment activities. All drivers must take responsibility for developing the correct attitude and approach towards safe and considerate driving. This, combined with a sound knowledge of defensive driving will make our roads safer; a safer environment for all road users.

As a professional driver you have a special responsibility to ensure that your passengers have a safe, comfortable and enjoyable journey. You may have years of driving experience and will be able to demonstrate a good standard of driving on the taxi assessment.

The principles of good driving practice are set out in our official publication *The Official DSA Guide to Driving - the essential skills*. Study these principles and by putting them

into practice you can demonstrate to your passengers and other road users that you are a professional driver.

There are millions of journeys made every year by Hackney Carriage and Private Hire Vehicles. Consider taking on board good sound advice. This will result in these journeys being completed in safety and in comfort by your passengers. This will ensure a service delivered by professional taxi drivers who take pride in their driving and the service they give to their customers.

Rosemary Thew

Driving Standards Agency -
Chief Executive



The Role of the Driving Standards Agency (DSA)

DSA is the only agency in Great Britain charged with setting driving standards and delivering the consistently high quality required to ensure safe driving practice. DSA has a wealth of experience in assessing all types of drivers. It is responsible for 1.6 million driving tests taken in Great Britain each year on cars, motorcycles, LGVs, PCVs and other special vehicles. DSA also trains, tests and monitors the performance of all examiners, sets the standards and syllabus against which all Approved Driving Instructors teach and authorises motorcycle training bodies to provide Compulsory Basic Training.

Your Hackney Carriage/Private Hire Assessment

Before you are issued with a Hackney Carriage or Private Hire Driver's Licence you must pass an assessment. It is recommended that you familiarise yourself with the contents of the assessment; these are set out on the following pages. We strongly recommend that you take professional instruction prior to taking the assessment.

Preparing for your assessment

As a professional driver you have a special responsibility to set an example to other road users by driving with courtesy and consideration.

The official range of books from DSA provide expert advice on best driving practices to ensure that you and your passengers have a safe, comfortable and enjoyable journey.



The Official DSA Guide to Learning to Drive

ISBN 9780115528583 Price £7.99

The only official guide which explains the standards required to pass today's practical driving test and assessment for taxi drivers. This latest edition includes references to the current version of *The Official Highway Code*. The book includes information about the 24 key skills examined and the level of ability you need to demonstrate, as a professional driver.

A section on the assessment for taxi drivers covers:

- licensing requirements
- key skills; including taxi manoeuvring exercise and stopping at the side of the road
- what to expect at your assessment and the wheelchair exercise.

The Official DSA Guide to Driving – the essential skills

ISBN 9780115528170 Price £12.99

This indispensable driving manual is packed with advice to help you become a safer driver. A section devoted to taxi drivers covers:

- first steps to becoming a taxi driver – regulations and medical checks
- passenger care – passenger comfort, seat belts and dealing with lost property
- professional driving – skills, environmental consideration, awareness, communication, tiredness and distractions
- driving taxis – stopping at the roadside, manoeuvring
- passengers with special needs and requirements.



The Official Highway Code

ISBN: 9780115528149 Price: £2.50

Essential reading for all road-users in England, Scotland and Wales. This updated edition of the only *Official Highway Code* contains the very latest rules of the road. Many of these rules are legal requirements and must be adhered to in order to avoid penalty - fines, penalty points, disqualification or even prison. *The Official Highway Code* reflects the most up-to-date legislation that road-users must adhere to, advice on road safety and best practice.

Rheolau'r Ffordd Fawr Swyddogol (Welsh Language version)

ISBN: 9780115528606 Price: £2.50

Northern Ireland Highway Code

ISBN: 9780337088865 Price: £2.50

The Official Highway Code Interactive CD-ROM

ISBN: 9780115528460 Price: £9.78

The CD-ROM version of *The Official Highway Code* provides an innovative and interactive alternative for users. It is an engaging, fun, and educational product aimed at accelerating the learning process and providing a thorough understanding of road safety and best practice.

Know Your Traffic Signs

ISBN: 9780115528552 Price: £4.99

Your taxi assessment will include five questions on traffic signs, so pick up the latest edition of this comprehensive guide which explains the vast majority of traffic signs that any driver is likely to encounter. A valuable reference for professional drivers, even those with years of experience.



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Orders from TSO are subject to a handling charge of £3.50 per order for books and £4.03 for orders including CD-ROMs and DVDs as subject to VAT.

Booking your Assessment

Booking your assessment

Remember, it is important to book your assessment early. The more flexible you can be in selecting a driving test centre where you wish to take your assessment, the earlier we can book you an appointment. Secure an appointment even before your police check or your medical.

Practical assessments are available at some test centres on Saturdays, Sundays and in the summer, on weekday evenings.

Booking online or by telephone

You can book your assessment by either of these methods and you'll be given the date and time of your assessment immediately.

You can book online at www.businesslink.gov.uk/transport

To book by telephone, call 0300 200 1122. If you are a Welsh speaker call 0300 200 1133. If you are deaf and need a minicom machine call 0300 200 1144 to book your assessment.

When booking you'll need to explain that you want to take a taxi assessment and provide

- your UK driver number (from your licence)
- credit or debit card details. Please note that the card holder must be present.

Booking by post

Fill in the application form for the type of assessment you wish to take and send it, together with the correct fee, to the address shown on the back of the form. You can get application forms from driving test centres, your instructor or by phoning 0300 200 1122.

You may pay by cheque, postal order or with a credit/debit card. Postal orders or cheques should be made payable to the Driving Standards Agency. Please do not send cash. You'll receive an appointment letter within 10 days.

Appointment letter

Whether you book your assessment online, by telephone or by post you will receive an appointment letter or e-mail to take with you when you go for your assessment. It will include:

- the time and place of your assessment
- the address of the test centre.

Taxi assessment fees

You can change or cancel your assessment online at www.businesslink.gov.uk/transport. Alternatively, you can change or cancel an assessment appointment by calling 0300 200 1122.

You need to give at least three clear working days notice for change or cancellation of an assessment, not counting the day DSA receives your request and the day of the assessment (Saturday is counted as a working day). If you don't give enough notice you'll lose your fee.

The assessment is intended to fulfil one of the requirements under local Council taxi licensing procedures. The assessment will be carried out in accordance with the criteria drawn up by DSA to meet the Local Authorities Service Standards. A certificate will be issued when you pass the assessment and there is no further fee for this.

Taxi assessment fees

		Normal Hours	Out of Hours
Z	Hackney Saloon / Private Hire Saloon Highway Code / Traffic Signs / Cabology Questions.	£78.00	£94.00
Z1	Hackney Wheelchair enhanced Wheelchair Accessible Vehicles Highway Code / Traffic Signs Cabology Questions.	£91.00	£110.00
Z2	Wheelchair Exercise	£26.00	£31.99

Note: Assessment fees are correct at time of publication (1st January 2010) but please check at time of booking.

Taxi fees include VAT.

At the Driving Test Centre

You must bring the following items to your assessment:

- an appropriately insured and taxed / licensed vehicle suitable for the assessment
- your appointment letter
- a UK/NI photo card licence. Both parts of the licence (photo card and paper counterpart) must be presented

OR

- a full British old style paper licence and current passport
- current recognisable EU licence with a UK paper counterpart (and current passport if there is no photo on the licence).

If you do not bring your documents, your assessment may not be conducted and you may lose your fee.

REMEMBER
NO LICENCE - NO PHOTO
NO ASSESSMENT
YOU WILL LOSE YOUR FEE!

If your car has a front passenger seat you will need to provide an adjustable interior mirror for the use of the examiner.

Important information about your assessment

To pass you are permitted to accumulate up to 9 driving faults. If you accumulate 10 or more driving faults you will fail. Any serious or dangerous fault will be immediately recorded as a failure but the assessment will still continue, finally returning to the driving test centre. The taxi assessment is reflective of modern driving practices and the standard is set at a level suitable for full driving licence holders. It is important that you do not adjust your driving to what you may feel the examiner would expect to see, do not drive in an unnatural manner.

- You may be asked to complete an emergency stop, i.e demonstrate that you can stop the vehicle as in an emergency, promptly and under control (avoid skidding).
- You will be asked to carry out two manoeuvres one of which will be your own choice, e.g reverse around a corner. In both cases you will be expected to demonstrate your ability to manoeuvre your vehicle under control and with good all-round effective observations, giving consideration to other road users and pedestrians.
- You will be asked on a number of occasions to pull up on the left at a safe and convenient place, as if a fare is either going to get in or out of your vehicle. Avoid parking next to lampposts and trees - this could be potentially hazardous for your passenger.
- Whenever you have been stationary at the side of the road, remember your important safety check - check your blind spot (look over your right shoulder) before pulling away.
- You need to use all your mirrors effectively (interior and exterior) and at the appropriate times. You should demonstrate that you are aware of what is happening around your vehicle at all times.
- You need to signal correctly and in good time to let other road users know your intention - other road users need to see and understand what you plan to do.
- You will be expected to understand and comply with traffic signs and road markings, as they are there to help you anticipate and plan your journey. You will also need to see and react to signals given by the police, traffic wardens etc. and signals given by other road users.
- You must be able to demonstrate your ability to make progress when the speed signs and the road and traffic conditions dictate it is safe to do so. Equally it is important to demonstrate that you recognise and comply when in lower speed limit areas.
- You need to watch your separation distance from the vehicle in front and also your separation distance from parked cars.
- You need to use sound judgement and planning when overtaking, meeting oncoming vehicles and when turning right in front of oncoming traffic. At no time be in a situation where you cause another vehicle to brake or swerve to avoid you
- You should demonstrate that you are aware of other road users at all times; plan ahead, predict how the actions of others will affect your driving and react in good time. Be aware of vulnerable road users such as pedestrians, cyclists, motorcyclists etc. and act in good time, rather than at the last moment

- You will be asked a few questions on the Highway Code, some general cabology questions and asked to identify a few traffic signs. This may include such questions as the length, width or height, tyre pressures, what to do if you found an item of lost property in your cab.

It is important that you read *The Highway Code* and be familiar with your vehicle. It is strongly advisable to consider taking professional instruction prior to taking the assessment.

Wheelchair Accessible Vehicles

You should demonstrate your ability to

- securely erect the wheelchair ramps (whatever style of ramp is fitted to your vehicle)
- safely install the wheelchair in your vehicle, backing the chair to the fold down seats, then securing both wheelchair brakes
- secure seat belts/safety harness and also secure wheel belts/clamps if fitted to your vehicle
- satisfy yourself that the wheelchair is secure, as if to start a journey.
Then reverse the entire procedure.

It is important that you can demonstrate all the principles of safety and security - if seat belts, wheel belts or wheel clamps etc. are fitted then they should be in good working order and applied, whatever style of wheelchair accessible vehicle you bring on assessment.



Assessment Explained

1a Eyesight test

At the start of the assessment the examiner asked you to read a vehicle registration number. If you need glasses or contact lenses, you must wear them whenever you drive. If you had problems with the eyesight test, perhaps you should consider consulting an optician.

1b Highway Code Safety

You will be asked questions on *The Highway Code*, traffic signs and 'Cabology' (General questions relating to taxis and taxi driving).

2 Controlled stop

You will need to be able to display a high level of skill in bringing your vehicle to a stop, safely, promptly and under full control, avoiding locking the wheels. Remember that in wet weather it can take twice as long to stop safely.

3, 4 and 5 Reverse exercises

You will need to display the ability to control the vehicle safely whilst reversing to the left, right, when parking on the road or into a parking bay.

You must take good effective all-round observation throughout the manoeuvre and show consideration to other road users.

6 Turn in the road

You will need to display the low speed control and observation skills necessary to carry out this exercise safely with due regard for other road users and pedestrians.

7 Vehicle Checks

Not applicable

8 Taxi manoeuvre

You must be able to display the ability to turn your car around by whatever means available, making sure you take effective, all-round observation, showing consideration to other road users and pedestrians.

You should control your vehicle smoothly, making proper use of the clutch, accelerator, brakes and steering. You should not use a driveway or allow your vehicle to mount the pavement as this could damage your vehicle.

9 Taxi wheelchair

You should be able to securely erect wheelchair ramps, safely install the wheelchair and an imaginary wheelchair occupant into your vehicle, ensuring the wheelchair and its occupant are secured in readiness for the journey, then reverse the entire process.

10 Vehicle and trailer combinations

Not applicable

11 Precautions

Before you start the engine make sure that you are comfortably seated and all controls can be safely operated.

12 Control

This section covers, where appropriate, the safe and controlled use of accelerator, clutch, gears, footbrake, parking brake and steering.

Always try and use the vehicle controls as smoothly as possible. This means less wear and tear on your vehicle and a smoother ride for your passengers. Make proper use of your accelerator and clutch to make a smooth start. Always depress the clutch just before you stop. Select the correct gear to match the road and traffic conditions. Change gear in good time but not too soon before a hazard. Do not allow the vehicle to coast by running on in neutral or with the clutch depressed.

There should be no need to look down at the gear lever when changing gear. Use the footbrake smoothly and progressively. Brake in plenty of time for any hazard. Make full use of the parking brake whenever it would help you to prevent the vehicle rolling backwards or forwards, and if you are parking. Steer the vehicle as smoothly as possible.

Avoid harsh steering, or steering too early or too late as it may cause you to hit the kerb or swing out towards another road user.

13 Move off

You will need to demonstrate your ability to move off smoothly and safely on the level, on a gradient and at an angle, taking the correct precautionary observations.

14 Use of mirrors - Rear observations

Use all the mirrors fitted to your vehicle safely and effectively. You must always check carefully before signalling, changing direction or changing speed. Use the Mirrors-Signal-Manoeuvre (MSM) routine effectively.

15 Signals

You must signal clearly to let others know what you intend to do. You should only use the signals shown in *The Highway Code* if it would help other road users (including pedestrians).

Always signal in good time and ensure that the signal has been cancelled after the manoeuvre has been completed. Do not beckon to pedestrians to cross the road.

16 Clearance to obstructions

Allow plenty of room to pass stationary vehicles, obstructions and be prepared to slow down or stop. A door may open, a child may run out or a vehicle may pull out without warning.

17 Response to signs/signals

You should understand and be able to react to all traffic signs and road markings. You must act correctly at traffic lights, and check that the road is clear before proceeding when the green light shows. Obey signals given by police officers, traffic wardens and school crossing patrols. Look out for signals given by other road users, including people in charge of animals, and be ready to act accordingly.

18 Use of speed

You should make safe, reasonable progress along the road bearing in mind the road, traffic and

weather conditions and the road signs and speed limits. Make sure that you can stop safely, well within the distance you can see to be clear. Do not speed.

19 Following distance

Always keep a safe distance between yourself and other vehicles. Remember, on wet or slippery roads it takes much longer to stop. When you stop in traffic queues leave sufficient space to pull out if the vehicle in front has problems.

20 Maintain progress

In order to pass your assessment you must show that you can drive at a realistic speed appropriate to the road and traffic conditions. You should approach all hazards at a safe, controlled speed, without being over-cautious or interfering with the progress of other traffic. Always be ready to move away from junctions as soon as it is safe and correct to do so; driving excessively slowly can create dangers for yourself and other drivers.

21 Junctions (including roundabouts)

You should be able to judge the correct speed of approach so that you can enter a junction safely and stop if necessary. Position your vehicle correctly. Use the correct lane - if you are turning right, keep as near to the centre of the road as is safe. Avoid cutting the corner when turning right. If turning left, keep over to the left and do not swing out. Watch out for cyclists and motorcyclists coming up on your left and pedestrians who are crossing. You must take effective observation before moving into a junction and make sure it is safe before proceeding.

22 Judgements

Only overtake when it is safe to do so. Allow enough room when you are overtaking another vehicle. Cyclists and motorcyclists need as much space as other vehicles; they can wobble or swerve suddenly. Do not cut in too quickly after overtaking. Take care when the width of the road is restricted or when the road narrows. If there is an obstruction on your side or not enough room for two vehicles to pass safely, be prepared to wait and let the approaching vehicles through.

When you turn right across the path of an

approaching vehicle, make sure you can do so safely. Other vehicles should not have to stop, slow down or swerve to allow you to complete your turn.

23 Positioning

You should position your vehicle sensibly, normally well to the left. Keep clear of parked vehicles and position correctly for the direction that you intend to take. Where lanes are marked, keep to the middle of the lane and avoid straddling lane markings. Do not change lanes unless necessary.

24 Pedestrian Crossings

You should be able to recognise the different types of pedestrian crossing and show courtesy and consideration towards pedestrians. At all crossings you should slow down and stop if there is anyone on the crossing. At zebra crossings you should slow down and be prepared to stop if there is anyone waiting to cross. Give way to any pedestrians on a pelican crossing when the amber lights are flashing. You should give way to cyclists as well as pedestrians on a toucan crossing and act correctly at puffin crossings (refer to *The Highway Code*).

25 Position / Normal Stops

Choose a safe, legal and convenient place to stop, close to the edge of the road, where you will not obstruct the road and create a hazard. You should know how and where to stop without causing danger to other road users. See bullet 3 page 95, Learning to Drive.

26 Planning

You must be aware of other road users at all times. You should always think and plan ahead so you can judge what other road users are going to do, predict how their actions will affect you and react in good time. Take particular care to consider the actions of the more vulnerable groups of road users such as pedestrians, cyclists, motorcyclists and horse riders. Anticipate road and traffic conditions, and act in good time, rather than reacting to them at the last moment.

27 Ancillary Controls

You should understand the function of all the controls and switches, especially those that have a bearing on road safety. These include indicators, lights, windscreen wipers, demisters and heaters. You should be able to find these controls and operate them correctly when necessary, without looking down.

28 Eco-safe Driving

Driving skills should demonstrate recognition of the principles of Eco-safe Driving, including appropriate use of the vehicle controls.

Annex 1

Driving Test Centres

Driving Test Centres listed below in bold are able to do the Wheelchair Assessment.

Aldershot (Farnborough)	Eastbourne	North Allerton
Ashford (Kent)	Enfield	Norwich
Aylesbury	Exeter	Nottingham (Chalfont Drive)
Ayr	Farnborough (Aldershot)	Nottingham (Colwick)
Barnet	Folkestone	Nuneaton
Barnsley	Gillingham LGV	Peterborough
Basildon	Girvan	Pontefract
Basingstoke	Glasgow (Shieldhall)	Poole LGV
Barry	Goodmayes	Portsmouth
Bedford	Grantham	Preston
Birmingham (Shirley)	Gravesend	Reading
Birmingham (South Yardley)	Guildford LGV	Redditch
Bishop Auckland	Halifax	Reigate
Bishop Stortford	Hastings	Rotherham
Blackburn	Heckmondwike	Sevenoaks
Bletchley	Hendon	Sheffield (Handsworth)
Blyth	Herne Bay MPTC	Skipton
Borehamwood	High Wycombe (Bucks)	Slough
Bradford (Eccleshill)	Hinckley	Southampton (Forest Hills)
Bradford (Heaton)	Horsforth	Southampton (Maybush)
Bridgend	Huddersfield	St Albans
Bridlington	Hull	St Helens
Bristol Multi Purpose Test Centre)	Kilmarnock	Stevenage
Bristol (Brislington)	Isleworth	Swansea
Bristol (Southmead)	Keighley	Taunton
Burgess Hill	Lee on the Solent	Telford
Burton-On-Trent	Leeds (Harehills)	Tolworth
Bury St Edmunds, Suffolk	Leicester (Gipsy Lane)	Tunbridge Wells
Bury, Lancs	Leicester (Welford Road)	Wakefield
Cambridge (Chesterton Road)	Leicester (Wigston)	Warwick
Cambridge (Cowley Road)	Letchworth	Watford
Cannock	Lincoln	Wednesbury
Canterbury	Longbenton	Weston-Super-Mare
Cardiff (Fairwater)	Loughborough	Widnes
Carlisle	Lower Gornal	Winchester
Chelmsford	Luton	Wisbech
Chertsey	Maidstone	Wolverhampton
Coventry (Bayton Road)	Merthyr Tydfil	Workington
Crawley	Middlesbrough	Worthing
Croydon	Nelson	Yeovil
Derby (Sinfin Lane)	Newbury	
Darlington	Newport	
Doncaster	Newton Abbott	

Note: Taxi Assessment Centres were correct at time of press but are subject to change, please check at the time of booking.

Annex 2

Cabology Questions

Only the questions in **bold** print will be used on Black Cab style taxi tests.

Example questions:

Q. What is the length, width and/or height of the cab you are now with?

A. See page 26

Q. What are the correct tyre pressures for the cab you are now with?

A. See page 26

Q. Whilst driving a taxicab, how would you know if the rear automatic door locking system became inoperative?

A. The warning light on the dashboard will illuminate (green with black key icon)

Q. If the tyre pressures of the vehicle you are driving are 35psi at the front and 40psi at the rear, what would you consider the correct pressure for the spare to be?

A. 40psi, because it would be easier to deflate than inflate a tyre at the roadside

Q. As a Hackney Carriage driver, what is your main responsibility?

A. The safety and comfort of your passengers.

Q. How would you show consideration for passengers alighting from your vehicle?

A. Stop close to the kerb and avoid proximity to obstructions (street furniture, trees etc).

Q. As a licensed driver, what must you wear and display conspicuously with you at all times?

A. The Taxi driver's badge.

Q. If you found an item of lost property left in your taxicab, what would you do with it?

A. Either hand it into a Police Station or Local licensing Office within 24 hours, depending on local regulations.

Q. What is the minimum legal requirement of a tyre tread depth?

A. 1.6mm.

Q. If the tyre pressures of the vehicle you are driving are 35psi at the front and 40psi at the rear, what would you consider the correct pressure for the spare to be?

A. 40psi; because it would be easier to deflate than inflate a tyre at the roadside.

Q. As a Private Hire taxi driver, what is your main responsibility?

A. The safety and comfort of your passengers.

Q. How would you show consideration for passengers alighting from your vehicle?

A. Stop close to the kerb and avoid proximity to obstructions (street furniture, trees etc).

1. TAXI SPECIFICATIONS

TX1:

Length 4580m/m 180.45in

Width (mirrors out) 2036m/m 80.22in

Height 1834m/m 72.26in

Tyre pressures: front 35psi rear 40psi

TX11:

As for TX1 except for length, which is: 4575mm
180.00in

LT1. FX4 Fairway:

Length 4580m/m 180.45in

Width 1750m/m 69.00in

Height 1755m/m 69.50in

Tyre pressures: front 35psi front 36psi

Metrocab series 3 & TTT:

Length 4505m/m 177.38in

Width 1770m/m 69.69in

Height 1755m/m 69.50in

Tyre pressures: front 38psi front 38psi



Passed your DSA test?

You could qualify for a **discount**
on **insurance** from
Swinton Taxi Division

Passing your DSA Hackney Carriage Private Hire Assessment test is a fantastic achievement. One of the added benefits is that we could give you a discount on your insurance policy, subject to terms and conditions. The team at Swinton Taxi Division can arrange your insurance quickly and efficiently, so you can get on the road and start running fares.

Swinton Taxi Division can offer:

- same-day document turnaround
- specialist cover for private and public hire vehicles
- cover for MPVs, executive hire and coaches
- 3, 6 and 12 month policies available

Terms and conditions apply



“ I switched to Swinton Taxi Division shortly after my broker shut up shop. I'm over the moon with their service and the £350 I've saved on my insurance policy since. ”

Jan Gillett, Castle Taxi, Rochdale

Need Fleet Cover?

The dedicated Fleet Management team could get you a great quote and tailored cover! Call our team today on **0800 197 0684**

To find out more
and get a great deal on your insurance call



0800 197 2970

or go online to www.swinton.co.uk/taxi



Useful Contacts

Booking practical taxi assessments

Website:

www.businesslink.gov.uk/transport

Phone: 0300 200 1122

Minicom: 0300 200 1166

Driving Standards Agency
PO Box 280
Newcastle Upon Tyne
NE99 1FP

Customer enquiry unit

Email: customer.services@dsa.gsi.gov.uk

Phone: 0300 200 1122

Fax: 0300 200 1155

Driving Standards Agency
PO Box 280
Newcastle Upon Tyne
NE99 1FP

Information about Customer service and
Eco Safe driving can be obtained from
www.dsa.gov.uk

The Driving Standards Agency
recognises and values its
customers. We will treat all our
customers with respect, and
deliver our services in an
objective, polite and fair way.

www.businesslink.gov.uk/transport



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Department for
Transport

A.2 APPENDIX 6

Summary of Essex Council Requirements New Driver Applications

Council	Diamond/Electronic Other/Paper	Criteria/Modules	Number of Questions	Total Pass Mark	Other Criteria E.G. Suitability/DVSA/PATS
Tendring Applies to all new HC/PH driver applicants	Diamond	5 = Signage; Highway Code; Routes; Places of Interest; Licence Conditions (includes Law & Equality)	45 (31 to be correct) 1 Hour to complete Max 3 tests- Fourth test permitted with agreement of Gen Purposes Sub Committee	68%	Suitability; DVSA & PATS
Colchester Applies to all new HC/PH driver applicants	Paper	6 = Conditions; Route; Highway Code; Road Signs; Map Reference; Money	25 (20 to be correct) 30 Minutes to complete Max 3 tests-Third fail no re-sit for 3 months	80%	Suitability & PATS for HC Drivers

Braintree Applies to all new HC/PH driver applicants	Diamond	7 = Points of interest, Routes, Customer Care, Law & Policy, Highway Code, Road Signs, Numeracy	60 (51 to be correct) 1 Hour 15 Minutes Unlimited re-sits	85%	
Chelmsford Applies to all new HC/PH driver applicants	Diamond	Unknown	Unknown Unknown Max 4 tests-if fail cannot re-sit for 1 year.	Unknown	PATS
Rochford Applies to all new HC/PH driver applicants	Diamond	5 =Roads, Routes, Places of Interest, Highway Code, Licence Conditions	54 (Flexible on number of questions to be passed) 35 Minutes Max 4 tests- after second attempt allowed to re-sit only modules that were failed	Unknown	DVSA
Epping Forest Applies to all new	Diamond	8= Knowledge General, Knowledge	50 (32 to be correct)	64%	

HC/PH driver applicants		Schools, Knowledge Councils, Knowledge Leisure Facilities, Licence Conditions, Equality, Highway Code, Road Signs	1 Hour 30 Minutes Unknown		
Basildon Applies to all new HC/PH driver applicants	Diamond	7= Identify 5 Main Roads, Identify 5 Through Roads, Identify 5 Minor Roads, Identify 5 Correct Routes from A to B, Identify 5 Places of Interest, 5 Highway Code, 5 Law & Licence Conditions	35 Questions (30 to be correct) 35 Minutes Max 4 tests- cannot re-sit for 4 months if all failed	85%	DVSA & PATS
Thurrock	Diamond	6= Highway Code, Road Signs, Places of Interest, Routes (HC Drivers Only), Licence Conditions and Law, Numeracy	55 Questions HC Knowledge Test (50 to be correct) 50 Minutes 40 Questions PH Knowledge Test (35 to be correct)	91% 87.5%	PATS

			40 Minutes Max 4 tests - allowed to re-sit only modules that were failed		
Castle Point	Diamond	5= Highway Code & Signage, Licence Conditions, Numeracy, Road Ends, Routes and Places of Interest	Unknown Unknown Unlimited tests within first 6 months with two week gap between tests.	80%	PATS & DVSA