



CODE OF CONDUCT FOR LICENSED DRIVERS

This Code of Conduct should be read in conjunction with other statutory and policy requirements that apply to your license. License holders shall endeavor to promote the image of the hackney carriage and private hire trade by:

RESPONSIBILITIES OF THE TRADE:

- Comply with this Code of Good Conduct and sign to say it is understood.
- Comply with all the Conditions of their License and the Council's Hackney Carriage and Private Hire Licensing Policy.
- Behave in a civil, orderly and responsible manner at all times.

RESPONSIBILITY TO CHILDREN & VULNERABLE ADULTS:

- **All complaints, information or any other concern brought to the Councils attention regarding a child or vulnerable adult will result in the immediate investigation of any licensed driver or operator and this may lead to suspension of license pending the outcome.**
- **Ryedale District Council shall follow its Safeguarding Children & Vulnerable Adults Policy when responding to any complaints/concerns.**

DO...

- Treat all children and vulnerable adults with respect.
- Be aware that verbal interaction with children or vulnerable adults may be interpreted by them as offensive or harassment, even if this was not your intention.
- Report to Ryedale District Council any unacceptable behaviour from a child or vulnerable adult.
- Report to Ryedale District Council any safeguarding concerns including allegations of abuse or suspicion of abuse.
- Be aware that contact made outside of a school environment or any other care institute, as a result of you coming into contact with a child/vulnerable adult whilst you are working, is considered inappropriate and is discouraged and may have an impact on your future employment as a licensed driver.

DO NOT...

- Instigate any verbal or physical contact with children/vulnerable adults that is not part of the normal customer and client relationship (this applies both at work and whilst not at work.)
- Respond to any verbal or physical contact from children or vulnerable adults that is not part of the normal customer and client relationship (this applies both at work and whilst not at work). If you are approached or contacted, or you have any other concerns about the person's behaviour then you should report it immediately to your employer or to another responsible body. If you are unsure who to report it to please contact the Taxi Licensing Officer.
- Give any personal information to any child or vulnerable adult, for example your name, address, telephone or mobile number or email address.
- Accept or respond to a child or vulnerable adult attempting to give you personal information, for example their name, address, telephone or mobile number or email address.
- Engage with children or vulnerable adults via internet chatrooms, instant messaging services e.g. MSN Messenger, or social networking sites e.g. Facebook, Bebo or MySpace.
- Accept physical or verbal abuse from a child or vulnerable adult. DO NOT respond yourself, but report it immediately to someone in the school office or to Ryedale District Council.
- Make promises to keep any disclosure confidential from relevant authorities.
- Allow any allegations go unreported or trivialise any abuse issues.
- Start any investigation after an allegation or concern has been raised. You just need to record the facts and report these to Ryedale District Council.
- Show favouritism to anyone or threaten to carry out any form of physical punishment.

NEVER:

- **Initiate or engage in sexually provocative conversation or activity or allow the use of inappropriate language to go unchallenged. Never do things of a personal/intimate nature that individuals can do for themselves.**

RESPONSIBILITY TO ALL CLIENTS:

- Maintain your vehicles in a safe and satisfactory condition at all times.
- Keep your vehicles clean and suitable for hire to the public at all times.
- Attend punctually when undertaking pre-booked hiring.
- Assist, where necessary, passengers into and out of vehicles.
- Offer passengers reasonable assistance with luggage.
- All hackney and private hire vehicles will be smoke-free areas at all times. This includes whether the vehicle is working or not.
- Obey all traffic regulations.
- Not consume alcohol immediately before or at any time whilst driving or being in charge of a hackney carriage or private hire vehicle.
- Not drive while having misused legal or illegal drugs.
- Fulfill your responsibility to ensure compliance with legislation regarding the length of working hours.
- Do not eat or drink in the vehicle in the presence of customers.

RESPONSIBILITY TO RESIDENTS:

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

- Not sound the vehicle's horn illegally.
- Keep the volume of radio/cassette/CD/MP3 players and VHF radios to a minimum.
- Switch off the engine if required to wait.
- Take whatever additional action is necessary to avoid disturbance to residents in the neighbourhood.

AT TAXI RANKS AND OTHER PLACES WHERE HACKNEY CARRIAGES PLY FOR HIRE BY FORMING QUEUES, DRIVERS SHALL, IN ADDITION TO THE REQUIREMENTS ABOVE:

- Rank in an orderly manner and proceed along the rank in order and promptly.
- Remain in the vehicle.

AT PRIVATE HIRE OFFICES A LICENCE HOLDER SHALL:

- Not undertake servicing or repairs of vehicles.
- Not allow their radio/cassette/CD/MP3 players or VHF radios to cause disturbance to residents of the neighbourhood.
- Take whatever additional action is necessary to avoid disturbance to residents of the neighbourhood, which might arise from the conduct of their business.

DRESS CODE FOR LICENSED DRIVERS

The Council is committed to encouraging the professional image of the trade. The Council considers that drivers should conform to a smart standard of dress to raise and maintain the profile of the licensed trade. The Council does not impose such standards by way of conditions to any license. It is expected, however, that such standards will be maintained at all times. Examples are set out below:

Acceptable Standards of Dress within this code:

- Tops, Shirts, blouses, T-shirts, or sweat tops should cover the shoulders and be capable of being worn inside trousers or shorts.
- Shirts or blouses can be worn with a tie or open-necked.
- Trousers/Shorts/Skirts - Shorts should be tailored.
- It is recommended that female drivers do not wear short skirts for personal safety reasons.
- Footwear should fit around the heel of the foot. (Safety shoes with protected toecaps are recommended.)

Unacceptable Standards of Dress within this Code:

- Bare chests.
- Clothing or footwear which is unclean or damaged.
- Clothing printed with words, logos or graphics, which might offend.
- Sports shirts or shorts e.g. football, rugby or cricket tops or track suits.
- Studs or sharp-edged clothing.
- Beach-type footwear (e.g. flip-flops or mules).
- Footwear with pronounced heels.
- Baseball caps.