



North Tyneside Council

Regulation and Review Committee

11 July 2018

Wednesday 18 July 2018 Room 0.02, Council Chamber, Quadrant, The Silverlink North, Cobalt Business Park, North Tyneside **commencing at 6.00pm.**

Agenda Item	Page
1. Apologies for Absence	
To receive apologies for absence from the meeting	
2. Appointment of Substitute Members	
To be notified of the appointment of any Substitute Members.	
3. To Receive any Declarations of Interest and Notification of any Dispensations Granted	
You are invited to declare any registerable and/or non-registerable interests in matters appearing on the agenda, and the nature of that interest.	
Please complete the Declarations of Interests card available at the meeting and return it to the Democratic Services Officer before leaving the meeting.	
You are also invited to disclose any dispensation from the requirement to declare any registerable and/or non-registerable interests that have been granted to you in respect of any matters appearing on the agenda.	

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Agenda Item	Page
4. Minutes	3
<p>To confirm the minutes of the Committee meetings held on 26 October 2017 and 21 March 2018 and to note the minutes of the Panel meetings held on 15 March, 9 April, 19 April, 24 April and 30 April 2018.</p>	
5. Stage Three Corporate Complaints 2017/2018	31
<p>To receive a report on the progress made against recommendations made by the Regulation and Review Committee on Stage Three Corporate Complaints in 2017/18.</p>	
6. Consultation response to proposed amendments to the Hackney Carriage and Private Hire Licensing Policy	33
<p>To consider the consultation responses received on proposals to change the hackney carriage/private hire vehicle licence conditions to permit advertising on the rear screen of vehicles and the use of in-car digital advertising in the seat headrests.</p>	
7. Amendments to the North Tyneside Council Hackney Carriage and Private Hire Licensing Policy	44
<p>To consider a request to consult on amendments to the North Tyneside Council Hackney Carriage and Private Hire Licensing Policy relating to the Knowledge Test.</p>	

To All Members of the Regulation and Review Committee

Councillor Jim Allan
 Councillor Alison Austin
 Councillor Karen Bolger
 Councillor Debbie Cox
 Councillor John Hunter (Deputy Chair)
 Councillor Gary Madden
 Councillor Maureen Madden
 Councillor David McMeekan
 Councillor Janice Mole

Councillor Tommy Mulvenna
 Councillor Kate Osborne
 Councillor John O'Shea
 Councillor Alan Percy
 Councillor Margaret Reynolds
 Councillor Lesley Spillard
 Councillor John Stirling (Chair)
 Councillor Judith Wallace
 Councillor Frances Weetman

Regulation and Review Committee

26 October 2017

Present: Councillor P Earley (Chair)
Councillors A Arkle, D Cox, John Hunter, F Lott, W Lott,
M Madden, D McMeekan, L Miller, T Mulvenna,
J O'Shea, and L Spillard.

RQ44/10/17 Apologies

Apologies for absence were submitted on behalf of Councillors M Huscroft, K Osborne, A Percy and M Reynolds.

RQ45/10/17 Substitute Members

There were no substitute members appointed.

RQ46/10/17 Declarations of Interest

Councillor John Hunter declared a non-registerable personal interest in minute RQ49/10/17 Amendments to the North Tyneside Council Hackney Carriage and Private Hire Licensing Policy as his son was a taxi driver licensed by North Tyneside Council. Councillor Hunter informed the committee that he would leave the meeting for the discussion on this matter.

RQ47/10/17 Minutes

The minutes of the Regulation & Review Committee (Panel) that took place on the 4 August 2017 were circulated to the Committee prior to the start of the meeting and requested to be noted.

Resolved that the minutes of the meeting of the Regulation and Review Committee (Panels) held on 11 July, 4 & 24 August, 14 September and 12 October 2017 be noted and to confirm the minutes of the Regulation & Review Committee (Full) held on 13 July 2017.

RQ48/10/17 Annual Review of the Council Policy on Covert Surveillance

The Committee were reminded that there was a requirement to review its Covert Surveillance Policy on an annual basis. The current Covert surveillance Policy had been approved in December 2016.

The Committee was informed that the current policy remained fit for purpose save for the policy reflecting the amalgamation of the Office of Surveillance Commissioners and the

26 October 2017

Regulation and Review Committee

Interception of the Communications Commissioner's Office into the Investigatory Powers Commissioners Office from 1 September 2017 and therefore no amendments were proposed to the draft policy.

Resolved that (1) the North Tyneside Council draft policy on covert surveillance be noted; and
(2) the proposed policy be recommended to Cabinet for adoption at its meeting on 11 December 2017.

RQ49/10/17 Proposed Amendment to the Hackney Carriage and Private Hire Licensing Policy: Child Sexual Exploitation Awareness Training

The Committee received a report that detailed the outcome of the consultation undertaken in relation to the proposed changes to the Authority's Hackney Carriage and Private Hire Licensing Policy in relation to Child Sexual Exploitation (CSE) Awareness Training.

The consultation requested the views on the need for new applicants for hackney carriage/private hire drivers license to undertake CSE Awareness training prior being issued a license and if existing drivers should undergo additional or refresher CSE Awareness training.

The report detailed that the current policy that came into force on 4 April 2017 required all new licensed drivers to undertake CSE Awareness Training within 3 months of their license being issued.

The report stated that the current policy did not contain any provision for existing drivers to undergo additional training or refresher training.

Those consulted included the hackney carriage and private hire trade, the police and the Authority's Safeguarding Service. The consultation questionnaire was also available on the Authority's website.

There were a total of 61 responses received, 59 electronically with two written responses from A to Z Licensing and the Authority's Local Children's Safeguarding Board, which were appended to the report.

During the discussion on the matter, Members expressed that there was responsibility to ensure it carried out its safeguarding duty to protect the public and the license holders and were in favour for drivers to be trained prior to attaining a license and that regular interval training should be a condition to continue to hold a license.

It was questioned how drivers would be made aware of any changes or new information with regards to CSE.

The officer circulated a leaflet Tackling Sexual Exploitation of Children and Adults, produced by the Police and Crime Commissioner as an example to how information could be produced and provided to drivers.

Members expressed that they believed circulating relevant information through a similar regular leaflet to be beneficial.

26 October 2017

Resolved that (1) to require new applicants for a hackney carriage/private hire driver's licence to undertake CSE Awareness training prior to being issued a licence and amend the Policy and relevant conditions of licence accordingly; and
(2) to require existing hackney carriage/private hire driver's to complete a sexual exploitation awareness package every three years and existing drivers at their next DBS check, with regular updated information leaflets circulated to drivers when required.

Regulation and Review Committee

21 March 2018

Present: Councillor P Earley (Chair)
Councillors John Hunter, M Huscroft, F Lott,
M Madden, D McMeekan, T Mulvenna,
K Osborne, A Percy and M Reynolds.

RQ112/03/18 Apologies

Apologies for absence were submitted on behalf of Councillors J Allan, D Cox, W Lott, J O'Shea, and L Spillard.

RQ113/03/18 Substitute Members

There were no substitute members appointed.

RQ114/03/18 Declarations of Interest

No declarations of interest or dispensations were made.

RQ115/03/18 Minutes

Resolved that the minutes of the meeting of the Regulation and Review Committee Panel meetings held on 16 November, 22 November, 27 November, 29 November, 30 November, 1 December and 14 December 2017 and 25 January and 21 February 2018 be noted.

RQ116/03/18 Child Sexual Exploitation Awareness

The Committee was provided with an update on the implementation of the Child Sexual Exploitation Awareness training that hackney carriage and private hire drivers were required to undertake.

The Committee was reminded that the current requirement that all new applicants for a hackney carriage/private hire driver's licence had to undertake child sexual exploitation awareness training prior to being issued a licence had come into force on 26 October 2017.

The previous Hackney Carriage and Private Hire Licensing Policy that was in force up to 26 October 2017 had required all new licensed drivers to undertake child sexual exploitation awareness training within 3 months of a new licence being granted. The policy also required existing drivers to undertake the training by 1 April 2017; if training was not completed by that date the driver would be referred to Regulation and Review Committee.

Attempts were made to encourage the drivers who had failed to undertake the training to do so and avoid a referral to the Committee but following the last training session on 1 June 2017, sixty four existing drivers were identified as not having completed it.

21 March 2018

Regulation and Review Committee

In compliance with the Authority's Hackney Carriage and Private Hire Licensing Policy that was in force at that time, the drivers were notified that they had been referred to Committee as they had failed to complete the training; in response fourteen drivers undertook the training and their referral to Committee was withdrawn.

Nine meetings of Regulation and Review Committee were arranged to review the licences of the remaining fifty drivers. Prior to the meetings a further thirty four drivers completed the training and one driver surrendered his licence and their referral to Committee was withdrawn.

Seventeen existing drivers remained outstanding and the panel of the Committee established to consider their licences determined to suspend fourteen licences until the training was completed and revoked three licences. The three drivers whose licences were revoked had not appealed the decision and were no longer in the trade. Of the fourteen drivers whose licence had been suspended, three had completed the training and the suspension of their licence has been lifted.

The licence of two of the drivers expired on 31 January 2018 but neither had applied to renew and were no longer in the trade. The licences of the remaining nine drivers remained suspended. None of the drivers had appealed against the Committee's decision to suspend their licence and all were unable to drive a hackney carriage or private hire vehicle until the suspension was lifted upon completion of the training.

Currently all working licensed drivers had completed the sexual exploitation awareness training, approximately 1300 people, and anecdotal reports of drivers reporting incidents of suspected sexual exploitation to the police had been received.

Resolved that the information received on the child sexual awareness training for licensed drivers and the impact the training had appeared to have made be welcomed and noted.

RQ117/03/18 Request to Consult on Proposed Change to Hackney Carriage/Private Hire Vehicle Conditions of Licence

The Committee received a report which requested approval to begin a consultation exercise on proposed amendments to the conditions attached to a hackney carriage proprietor's licence and a private hire vehicle proprietor's licence.

The proposed consultation areas were as follows:

1. to review the area of a vehicle where advertising is permitted, specifically to include the rear screen of vehicles;
2. to consider the use of in-car digital advertising in the seat headrests of licensed vehicles; and
3. to review the policy on tinted windows fitted to hackney carriages and private hire vehicles.

The Committee was informed of the current Policy in relation to the three matters; what had led to the decision to request the Committee considered consulting on the issues; and what example questions might be used in the consultation. If approved, a six week consultation exercise would be undertaken with members of the trade and other interested parties. Details of the consultation would be on the North Tyneside Council internet site and the

21 March 2018

views of the North Tyneside Hackney Carriage and Private Hire Licensing Forum would be considered. At the conclusion of the consultation the responses would be collated and reported to Committee for a decision on whether to amend the conditions of licence.

During discussion on this matter Members expressed their views in relation to the three proposed changes and clarification was sought on the reasons for an appeal which had been upheld by a Panel of the Committee for tinted rear windows with a light transmittance at 19.5% when the Policy was 34%. Concern was expressed that the Policy on this matter was being reconsidered prematurely as this had been the only appeal for tinted windows which had been successful for some time. The Policy should not be changed by increments but in a more strategic manner as the light transmittance stipulation was an important passenger safety measure. The other proposed amendments did not impact on passenger safety in the same way.

Resolved (1) to reject the request to undertake a consultation exercise to review the policy on tinted windows fitted to hackney carriages and private hire vehicles; and (2) to approve the consultation exercise on the following proposed amendments to the conditions attached to a hackney carriage proprietor's licence and a private hire vehicle proprietor's licence be undertaken with the responses reported back to Committee for their consideration:

1. To review the area of a vehicle where advertising is permitted, specifically to include the rear screen of vehicles.
2. To consider the use of in-car digital advertising in the seat headrests of licensed vehicles.

RQ118/03/18 Amendments to the North Tyneside Council Hackney Carriage and Private Hire Licensing Policy

The Committee received a report seeking agreement to proposed amendments to the North Tyneside Council Hackney Carriage and Private Hire Licensing Policy.

The Committee was informed that the current Hackney Carriage and Private Hire Licensing Policy came into effect on 4 April 2017 with an update agreed in October 2017. A number of further amendments and updates had been identified due to legislative or administrative changes which were minor in nature and did not require consultation prior to consideration. Each proposed amendment was set out in the report with the relevant section of the Policy stated, the rationale for the proposed change and the revised wording for each change. In summary these changes were:

- a) Chapter 2 Vehicles Paragraph 84 Insurance write offs, re-name ABCD Write Off Categories.
- b) Chapter 3 Drivers Paragraph 39 Driver Licences Application Procedure (Renewals), to Include DVLA Mandate to List of Required documents.
- c) Chapter 4 Operators Paragraphs 24 and 25 Convictions and Cautions, to include Directors and Company Secretary to Disclose Convictions.
- d) Chapter 7 Convictions, Cautions, Conduct & Medical Fitness Paragraphs 53 and 54 Medical Fitness of Hackney Carriage/Private Hire Drivers, to include a General Provision to Suspend Licence on Medical Grounds.
- e) Chapter 7 Convictions, Cautions, Conduct and Medical Fitness Appendix K

21 March 2018

Regulation and Review Committee

Schedule of Offences and Guide to DVLA Codes and Endorsements, to update Appendix K.

Members were given the opportunity to ask questions of the officers and make comments.

Resolved that the proposed amendments to the North Tyneside Hackney Carriage and Private Hire Licensing Policy as set out above and in detail in the report be approved.

RQ119/03/18 Hackney Carriage Fare Review 2018

The Committee was reminded that the Authority conducted an annual review of Hackney Carriage fares each year in accordance with the North Tyneside Council Hackney Carriage and Private Hire Policy. The Authority may fix or vary a table of fares for Hackney Carriages by virtue of Section 65 of the Local Government (Miscellaneous Provisions) Act 1976. Under the Authority's Officer Delegation Scheme (ODS) the Head of Environment, Housing and Leisure had the delegated authority to set fares for hackney carriages following the appropriate consultation with the Cabinet Member and Regulation and Review Committee (delegation EHL105, ODS June 2017).

Since 2001 it had been agreed, following consultation with North Tyneside Hackney Carriage Association (NTHCA), that each year a formula would be used to calculate a 'cost per mile' figure for the operation of a Hackney Carriage. The formula took into account vehicle running costs, including insurance, and driver earnings based on average earnings for the region. The figure produced would then be used as the basis for calculating the table of fares. In November 2006 the Committee agreed revisions to the original procedure to provide greater clarity and transparency in setting out the method of applying the formula. The formula itself was retained but in addition the way in which it was applied to a proposed fare table was set out. The revised formula had been used to calculate the 2018 fare revision.

Officers applied the previously agreed formula to produce a 2018 maximum 'cost per mile' figure for the operation of a Hackney Carriage of £2.56.

NTHCA submitted a request that the Authority reviewed its current table of fares for Hackney Carriages with a request to make the following changes:

Tariff one

Reduce the yardage from 178.9 yards or part there of to 173.7 yards or part there of.
Flag fall increased from £1.60 to £1.80

Tariff two

Reduce the yardage from 152.90 yards or part there of to 148.4 yards or part there of.
Flag fall increased from £2.40 to £2.60

Officers had calculated the cost of the above request over a three mile period for tariff one and two to produce an average cost per mile of £2.96.

21 March 2018

The Committee was informed that as this was in excess of the maximum cost per mile of £2.56 as per the agreed formula officers would be recommending to the Head of Environment, Housing and Leisure that the fare table should remain unchanged.

Mr Sneed, the Secretary to the North Tyneside Hackney Carriage Association, was permitted to address the Committee as part of the consultation exercise.

Mr Sneed stated that the request was not asking for a big increase and that the formula should be reviewed to keep the figures up to date as they were out of kilter; for example he disputed that the annual average regional earning was £24,905; that it only cost £20,000 for a Cab, it was more likely to be £50,000; and a driver was lucky to be getting 30p a mile running costs and not the 34.29p per mile quoted in the formula. The formula was an effective way of calculating the fare table but it needed revising to take into account the cost of running a Cab as the cost of tyres and fuel etc. was “unbelievable”, an element of discretion was required. He would be happy to sit down and talk about the figures in the formula table.

In response to questions the Committee was informed that the average earnings information was obtained from the Office of National Statistics which updated their official earning rate yearly and that the cost of petrol and diesel was taken into account when calculating the cost of fuel. The cost of a vehicle was taken from the AA motoring costs table and was an average cost of a vehicle with a supplement to take into account higher insurance premiums.

The officers also answered questions on definitions, the role of and frequency of meeting with the Taxi Forum, whether hackney carriage proprietors could charge below the fares set out in the table and how drivers were informed of the proposed changes.

The Committee was reminded that it was not the decision maker in this matter and it had been bought before them to note the annual review and for it to provide a consultation response to the Head of Environment, Housing and Leisure.

The Committee made the following comments in relation to the review of the Hackney Carriage fares:

- The cost of a vehicle in the formula for calculating hackney carriage fares did appear low.
- Hackney carriages were very good value for money.
- An agreement on the proposed fare between the trade and officers would be preferred.
- Consideration should be given to a review of the formula for calculating hackney carriage fares.
- A review of the formula for calculating hackney carriage fares should be discussed with the Taxi Forum.
- Any new formula should be agreed with the Taxi Forum.

Resolved (1) to note the annual review of the hackney carriage fares and officer's recommendation that the Hackney Carriage fare table should remain unchanged for the 2018/19 period and;

(2) that the comments detailed above be submitted to the Head of Environment, Housing and Leisure as part of the consultation required under delegation EHL105 of the Officer Delegation Scheme.

21 March 2018

Regulation and Review Committee Panel

15 March 2018

Present: Councillor P Earley (Chair)
Councillor John Hunter, M Huscroft, D McMeekan
and T Mulvenna.

RQ103/03/18 Apologies for Absence

No apologies for absence were recorded.

RQ104/03/18 Declarations of Interest and Dispensations

No declarations of interest or dispensations were reported.

RQ105/03/18 Exclusion Resolution

Resolved that under Section 100A (4) of the Local Government Act 1972 (as amended) and having applied a public interest test in accordance with Part 2 of Schedule 12A the press and public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in Paragraph 1 of Part 1 of Schedule 12A to the Act.

RQ106/03/18 Private Hire Vehicle Licence – Appeal

The Committee considered a report by the Senior Client Manager, Technical and Regulatory Services which outlined the background to an appeal by IS and PS against the decision by officers to refuse to issue a licence for eight passengers for a private hire vehicle.

A representative for the Operator of the vehicle in question attended the meeting accompanied by a driver who used the vehicle as his private hire vehicle. Prior to the presentation of the report by the Licensing Officer, Members of the Committee inspected the vehicle in question by sitting in the front and rear seats of the vehicle and also in the rear of another saloon car for comparison.

The Committee was informed by the Licensing Officer that powers relating to the licensing of private hire vehicles was contained in Section 48 of the Local Government (Miscellaneous Provisions) Act 1976. A district council may attach to the grant of a licence under this section any conditions considered reasonably necessary.

Paragraph 4 makes reference to the seating capacity of a vehicle and states:

“The seating capacity of a vehicle will be determined by the Authority. Vehicles will, in general, be licensed for the carriage of up to four passengers, but applications in relation to larger vehicles that can accommodate up to eight passengers will be accepted, provided that there is compliance with the specifications applicable to such vehicles.

15 March 2018

Where the seating in the vehicle does not conform or for other reasons associated with the comfort and safety of passengers, the authority may reduce the permitted number of passengers that may be carried in the vehicle from that specified by the vehicle manufacturer.”

Appendix A of the Hackney Carriage and Private Hire Licensing Policy sets out Hackney Carriage and Private Hire Vehicle specifications and specification 8 under Passenger Comfort states:

“There shall be no obstructions or features in the vehicle (e.g. prominent transmission tunnels, door furniture, vehicle controls, etc.) which in the opinion of the authority materially interferes with the comfort of any passenger.”

On 10 January 2018 an application to licence the vehicle in question as a private hire vehicle was received. The application was accompanied by the relevant documentation and licence fee and included a request to consider allowing two passengers to use the twin seat in the front of the vehicle and licensing the vehicle for eight passengers.

The vehicle was fitted with eight passenger seats including a twin seat in the front. Officers carried out an inspection of the vehicle to re-assess the seating capacity with particular attention to this twin seat. Officers decided that only one passenger should be permitted to be carried in the front of the vehicle, thereby limiting the overall passenger capacity to seven persons. The decision was based on grounds of comfort for the passenger sitting in the middle seat in the front of the vehicle, provided for in section 48 (a) (v) of the Local Government (Miscellaneous Provisions) Act 1976 and the Council’s Hackney Carriage and Private Hire Licensing Policy.

The vehicle met all the requirements set out in the Hackney Carriage and Private Hire Licensing Policy and had been tested at the Authority’s test station. On 11 January 2018 the vehicle was licensed to carry up to seven passengers with a condition stipulating that only one passenger could be seated in the front.

An appeal against the number of licensed passengers permitted to be carried in the vehicle was made.

Before concluding his presentation, the Licensing Officer reminded Committee that it had discretion and may depart from the Policy if it considered there were compelling reasons to do so. The Committee must act in accordance with the law and may only agree to the grant of a licence where it was satisfied that the vehicle was fit to be licensed and that any conditions attached to the grant of the licence were reasonably necessary.

The Operator’s representative and Members asked questions which were answered by the Licensing Officer.

The Operator’s representative and the licensed driver referred to a mistake with the issuing of the plate; that groups of people always seated themselves in any vehicle according to their size; the number of unfulfilled jobs because of the restricted number of vehicles able to take larger groups; the difficulty trying to explain to passengers that whilst there were two seats in the front only one person could sit in the front; and when bookings were taken for larger parties the customer was always informed that it may be that two saloon cars would be sent if a suitable larger vehicle was not available and customers had the option of saying “no” that but everyone said “yes” because they want to get to their destination as soon as possible and not wait until a larger vehicle was available.

15 March 2018

The Committee was also informed that two neighbouring authorities licensed the vehicle for eight passengers. Northumberland County Council had always done so but Newcastle City Council had initially licensed the vehicle for seven passengers but having licensed one in error had for a number of years licensed the previous and the current model for eight passengers. No complaints had been received by either Authority about these vehicles.

Members asked questions and sought clarification on a number of matters.

The Licensing Officer and Operator's representative then summed up their respective cases.

The Operator's representative stated that the issue was one of comfort and the evidence from Newcastle City Council and Northumberland County Council was that passengers felt the level of comfort in the front seat of the vehicle for two passengers was acceptable and the decision should be based on the evidence.

All parties then left the meeting room to allow the Committee to consider its decision in private.

The Committee had the following options.

- a) Uphold the appeal and permit the vehicle to be licensed to carry eight passengers;
- or
- b) Dismiss the appeal and refuse to licence the vehicle to carry eight passengers.

In determining its response the Committee had regard to the Authority's Hackney Carriage and Private Hire Licensing Policy and considered all that had been presented at the meeting and contained within the papers.

Resolved that the appeal against the refusal to permit two passengers to be carried in the twin seat in the front of the vehicle be dismissed.

Reason: the decision to refuse to licence the vehicle for eight passengers complied with the requirements of section 48 of the Local Government (Miscellaneous Provisions) Act 1976 and the Authority's Private Hire and Hackney Carriage Licensing Policy and no circumstances on this occasion warranted a departure from the Authority's Policy.

It was a proportionate response to limit the front twin seat to one passenger due to the impact the design of the dashboard and position of the gear level would have on the comfort of the passenger seated next to the driver and for the protection of both the driver and passenger from potential inappropriate touching due to the close proximity of the passenger's limbs with the gear stick.

The Committee accepted that both Northumberland County Council and Newcastle City Council licenced such vehicles for eight passengers but each licensing authority had to apply its own policies as it considered appropriate for the safety and comfort of passengers.

RQ107/03/18 Private Hire Vehicle Licence – Appeal

The Committee considered a report by the Senior Client Manager, Technical and Regulatory Services which outlined the background to an appeal by JP against the decision by officers to refuse to issue a private hire vehicle licence for his vehicle.

15 March 2018

The Operator of the vehicle in question attended the meeting. Prior to the presentation of the report by the Licensing Officer, Members of the Committee inspected the vehicle.

The Committee was informed by the Licensing Officer that powers relating to the licensing of private hire vehicles was contained in Section 48 of the Local Government (Miscellaneous Provisions) Act 1976. A district council may attach to the grant of a licence under this section any conditions considered reasonably necessary.

Tinted windows are regulated by the Road Vehicles (Construction and Use) Regulations 1986. These road safety regulations specified the minimum levels of light that must pass through the windscreen and front side windows of all motor vehicles.

Excessively tinted glass fitted to these windows can affect road safety as a driver's vision could be restricted and other road users could not make eye contact with the driver, particularly at night. For this reason, the limits for vehicles first used on or after 1st April 1985 are a minimum of 75% light transmittance for the windscreen and a minimum of 70% light transmittance for the front side windows. There was no minimum legal limit that regulated the remainder of the glass fitted to a vehicle. This meant that rear windows and the rear screen could be fitted with varying degrees of tint.

Chapter 2 of the Authority's Hackney Carriage and Private Hire Licensing Policy made reference to Vehicle Licences. Paragraph 5 references an appendix which sets out the minimum standards which are expected for licensed vehicles. Specification 11 under passenger safety states:

"Glass shall have a minimum light transmittance of 75% for the front windscreen, 70% for the front side windows and 34% for all other vehicle window glass.

Licensing Officers are able to exercise their discretion as to the suitability of a vehicle where the light transmittance of the windows is below 34%. This discretion however does not apply to the front windscreen or the front side windows".

Paragraph 71 of Chapter 2 of the Policy also details these specifications.

An application to licence a vehicle as a private hire vehicle was received. During the application process, officers examined the vehicle and measured the level of tint of the glass fitted to the rear side windows and rear screen using a Tintman Photoptic Window Tint Meter. Officers found that the light transmittance of the rear side windows was 31%. This was below the minimum set out in the Authority's Policy by 3% but officers were satisfied that visibility into the vehicle was sufficient. However, the light transmittance of the rear screen was measured at 19.5% which was far below the level set out in the Policy of 34%. Officers decided that as they could not see clearly into the vehicle they could not use their discretion as set out in the Authority's Policy for this window.

The vehicle was refused a licence as the glass fitted to the rear screen was far below the standard and as such was not of an appropriate design and specification and did not meet the Council's minimum requirements as set out in the Policy which was primarily designed to ensure as far as possible the safety of customers using licensed vehicles. Officers had exercised their discretion in relation to the rear side windows but did not consider there were grounds to depart from the Policy so far for the rear screen.

An appeal against the refusal of the licence was then received.

15 March 2018

Before concluding his presentation, the Licensing Officer reminded Committee that it had discretion and may depart from the Policy if it considered there were compelling reasons to do so. The Committee must act in accordance with the law and may only agree to the grant of a licence where it was satisfied that the vehicle was fit to be licensed and that any conditions attached to the grant of the licence were reasonably necessary.

The Operator and the Members asked questions which were answered by the Licensing Officer.

The Operator then addressed the Committee and referred to visibility from inside the vehicle, the need for the Policy, that adverts were allowed on rear windows, that tinted glass was a safety feature to protect children or pets in the rear seat from the sun and lowered emissions as the cars were cooler and did not require as much air conditioning. As it was a private hire vehicle it would be driven by a well vetted licensed private hire driver and increasingly vehicles came with tinted windows as standard and that changing windows affected insurance as it was classified as changing the manufacturers design for the vehicle.

Members asked questions of the Operator.

The Licensing Officer and Operator then summed up their respective cases.

All parties then left the meeting room to allow the Committee to consider its decision in private.

The Committee had the following options.

- a) Uphold the appeal and issue the vehicle with a private hire vehicle licence; or
- b) Dismiss the appeal and do not issue the vehicle with a private hire vehicle licence.

In determining its response the Committee had regard to the Authority's Hackney Carriage and Private Hire Licensing Policy and considered all that had been presented at the meeting and contained within the papers.

Resolved that the appeal be upheld and the vehicle licensed as a private hire vehicle. Reason: The Committee was satisfied that the vehicle complied with the requirements of section 48 of the Local Government (Miscellaneous Provisions) Act 1976, was safe and that the circumstances and assurances of this particular vehicle and this particular Operator was sufficient to warrant a departure from the Authority's Policy for this one vehicle on this occasion.

(After the discussion on the above matter had been concluded Councillor John Hunter left the meeting room and took no part in the decision making on the remaining items of business.)

RQ108/03/18 Private Hire Vehicle Drivers Licence Appeal – Mr B

The Committee received a report by the Senior Manager, Technical Services which outlined the background to an appeal by Mr B against the decision by the Authority to refuse to issue him a Private Hire Driver's Licence on the grounds that it was not satisfied that he was a fit and proper person to hold such a licence

Mr B was present at the meeting.

A Licensing Officer presented the report to the Committee which included information on Mr B's application, his licensing record and criminal record and what had changed since his last licence had been granted. The report also included the appeal form submitted by Mr B.

Mr B was given the opportunity to ask questions of the Licensing Officer.

Members asked questions of the Licensing Officer.

Mr B then addressed the committee and answered questions from Members.

Following a summing up from the Licensing Officer and Mr B, all parties left the meeting to enable consideration of the matter to be undertaken in private.

The options available to the committee were to:

- a) Uphold the appeal and agree to grant the licence; or
- b) Dismiss the appeal and refuse to issue the licence.

The Committee considered that it was an established principle that a licence was a privilege and not a right and its main concern was the need to maintain high standards amongst licensed drivers and to ensure the protection of the travelling public.

In determining its response the Committee had regard to Section 51 of the Local Government (Miscellaneous Provisions) Act 1976 and the Council's Hackney Carriage and Private Hire Licensing Policy, in particular Chapter 7 which made reference to convictions, cautions, conduct and medical fitness.

Resolved that the appeal be upheld and Mr B's private hire driver's licence be granted. The Committee considered there were sufficient mitigating factors to warrant a departure from the Policy and was satisfied that Mr B was a fit and proper person to hold a licence from this Authority.

RQ109/03/18 Private Hire Driver's Licence Appeal – Mr S

The Committee received a report by the Senior Manager, Technical Services which outlined the background to an appeal by Mr S against the decision by the Authority to refuse to renew his Private Hire Driver's Licence on the grounds that it was not satisfied that he was a fit and proper person to hold such a licence

Mr S was not present at the meeting. The Committee considered whether to proceed in Mr S's absence or defer consideration to a future meeting and give him another opportunity to attend. Mr S had been informed of the date of the meeting on 26 February 2018 and the Licensing Officer produced a certificate of service which showed that a copy of the committee report and another letter inviting him to attend the meeting had been hand delivered to his last known address on 8 March 2018.

The Committee decided to proceed in Mr S's absence as it was satisfied that he had received appropriate notice of the meeting and no indication had been received that he intended to attend the meeting.

15 March 2018

A Licensing Officer presented the report to the Committee which included information on Mr S's renewal application, his licensing record and criminal record and what had changed since his last licence had been granted. The report also included the appeal form submitted by Mr S.

Members asked questions of the Licensing Officer.

Following a summing up from the Licensing Officer he left the meeting to enable consideration of the matter to be undertaken in private.

The options available to the committee were to:

- a) Uphold the appeal and agree to renew the licence; or
- b) Dismiss the appeal and refuse to renew the licence.

The Committee considered that it was an established principle that a licence was a privilege and not a right and its main concern was the need to maintain high standards amongst licensed drivers and to ensure the protection of the travelling public.

In determining its response the Committee had regard to Section 51 of the Local Government (Miscellaneous Provisions) Act 1976 and the Council's Hackney Carriage and Private Hire Licensing Policy, in particular Chapter 7 which made reference to convictions, cautions, conduct and medical fitness.

Resolved that the appeal be dismissed as the Committee was not satisfied that Mr S was a fit and proper person to hold a licence from this Authority.

RQ110/03/18 Private Hire Driver's Licence Disciplinary Referral – Mr A

The Committee considered a report by the Senior Client Manager, Technical and Regulatory Services which outlined the background to a referral relating to the holder of a private hire driver's licence, Mr A.

The Committee was requested to determine whether any disciplinary action was required and to assess Mr A's continued suitability to carry out the duties of a licensed driver.

A Licensing Officer and Mr A accompanied by a friend attended the meeting.

The Licensing Officer presented the report and, after clarifying a number of points from Mr A's representative, answered questions from Members of the Committee.

Mr A's representative then addressed the Committee.

Members of the Committee asked questions of Mr A and his representative and sought clarification on a number of matters.

Following a summing up from the Licensing Officer and Mr A's representative, all parties left the meeting room to enable consideration of the matter to be undertaken in private.

The options available to the Committee were to:

- take no action;
- issue a warning as to the driver's future conduct;
- suspend the driver's licence; or
- revoke the driver's licence.

The Committee considered that it was an established principle that a licence was a privilege and not a right and seriously considered all the options available to it.

In determining its response the Committee took into account all that had been presented and contained within the papers submitted to the meeting and had regard to Section 61 of the Local Government (Miscellaneous Provisions) Act 1976 and the Council's Hackney Carriage and Private Hire Licensing Policy, in particular chapter 7 which makes reference to convictions, cautions, conduct and medical fitness.

The Committee determined that due to the circumstances of the case, a suspension of six weeks was the most appropriate sanction as it was an effective way of giving Mr A time to reflect on the implications his actions could have for his licence.

Resolved that Mr A's private hire driver's licence be suspended for a period of six weeks weeks.

RQ111/03/18 Private Hire Driver's Licence Disciplinary Referral – Mr M

The Committee considered a report by the Senior Manager, Technical and Regulatory Services which concerned a licensed driver, Mr M, who had been referred to the Committee for failing to complete the Child Sexual Exploitation (CSE) Awareness training as required by the North Tyneside Hackney Carriage and Private Hire Policy. The Committee was requested to determine whether any disciplinary action was required and to assess Mr M's continued suitability to carry out the duties of a licensed driver.

A Licensing Officer attended the meeting.

Mr M was not present at the meeting. The Committee considered whether to proceed in Mr M's absence or defer consideration to a future meeting and give him another opportunity to attend. Mr M had been informed of the date of the meeting on 5 February 2018 and the Licensing Officer produced a certificate of service which showed that a copy of the committee report and a letter inviting him to attend the meeting had been hand delivered to his last known address on 8 March 2018 and he had been spoken to by the officer.

The Committee decided to proceed in Mr M's absence as it was satisfied that he had received appropriate notice of the meeting and no indication had been received that he intended to attend the meeting.

The Committee was informed that child sexual exploitation (CSE) was 'everybody's business' and the Authority was committed to working in partnership with and supporting local businesses to raise awareness of this issue. As licensed drivers may see, hear or recognise situations or behaviour that may be of concern as well as being in a position of trust they played an important role in helping to safeguard vulnerable people.

It was therefore important that licensed drivers and applicants underwent awareness training to assist in the prevention of sexual exploitation and to know how to report it. By key agencies working together and sharing information, sexual exploitation could be prevented, children and young people protected and perpetrators of sexual offences prosecuted.

The Hackney Carriage and Private Hire Licensing Policy in force at the time Mr M's licence was issued required all new licensed drivers to undertake child sexual exploitation awareness training within 3 months of a licence being granted. If training was not undertaken within 3 months the driver would be referred to Regulation and Review Committee.

An on-line training account had been set up for Mr M to enable him to undertake the required training at the time his licence was issued and after three months a reminder was sent which also warned that failure to complete the training would result in a referral to the Committee.

No response to any of the correspondence relating to the need to complete the training or with information relating to the committee meeting had been received and the training was still uncompleted.

Members of the Committee asked questions of the officer.

Following a summing up from the Licensing Officer he left the meeting room to enable consideration of the matter to be undertaken in private.

The options available to the Committee were to:

- take no action;
- issue a warning as to the driver's future conduct;
- suspend the driver's licence; or
- revoke the driver's licence.

In determining its response the Committee had regard to Section 61 of the Local Government (Miscellaneous Provisions) Act 1976 and the Council's Hackney Carriage and Private Hire Licensing Policy, in particular Chapter 7 which makes reference to convictions, cautions, conduct and medical fitness.

The Committee considered that it was an established principle that a licence was a privilege and not a right and seriously considered all the options available to it.

Resolved that Mr M's Private Hire Drivers' Licence be suspended until he completes the required Child Sexual Awareness training.

Reason: the revocation of Mr M's licence would be a disproportionate sanction in the circumstances and a suspension until the required training was completed was the most appropriate as it would broaden Mr M's understanding of the issue and satisfy the Committee that he remained a fit and proper person to hold a licence.

**Regulation and Review Committee
Panel**

9 April 2018

Present: Councillor P Earley (Chair)
Councillors John Hunter, T Mulvenna and J O'Shea.

RQ120/04/18 Apologies for Absence

There were no apologies for absence reported.

RQ121/04/18 Declarations of Interest and Dispensations

There were no declarations of interest or dispensations reported.

RQ122/04/18 Exclusion Resolution

Resolved that under Section 100A(4) of the Local Government Act 1972 (as amended) and having applied a public interest test in accordance with Part 2 of Schedule 12A the press and public be excluded from the meeting for the following item of business on the grounds that it involves the likely disclosure of exempt information as defined in Paragraph 1 of Part 1 of Schedule 12A to the Act.

RQ123/04/18 Stage Three Corporate Complaint - Ref: 102158142

The committee met to consider a complaint submitted against the Council's Children, Young People and Learning Service. The complainant had requested that the complaint proceed to Stage 3 of the Council's Corporate Complaints Procedure, which involved a hearing by the committee.

The officers in attendance were Jodie Henderson, Senior Manager Looked After Children, Leaving Care and Performance and Yvette Monaghan, Senior Manager Customer, Governance and Registration. Another officer from the Customer Liaison Team was also in attendance (in an observation capacity).

The complainants had indicated prior to the meeting that they would not be attending. The committee members had been provided with a copy of the service area and complainant submission.

On behalf of the Children, Young People and Learning Service, Ms Henderson set out the basis of the complaint which related to an appeal of the financial assessment made in relation to care arrangements for the complainants nephew and failures to provide responses and documentation within a reasonable timeframe. Ms Henderson also set out the aspects of the complaint that had been resolved and matters that the complaints felt had still not been addressed.

9 April 2018

Members also asked questions of the officer and sought clarification on a number of points.

In the absence of the complainant, Ms Monaghan set out key parts of their submission.

Following the conclusion of questioning, officers left the meeting to enable the committee to determine the complaint in private.

The committee considered all the evidence presented at the meeting both written and verbal and noted the steps that had been taken to resolve the complaint at stages 1 and 2 of the complaints process.

Resolved that (1) the complaint against the Health, Education, Care and Safeguarding Service be upheld in part; and
(2) the Senior Manager, Customer, Governance and Registration be instructed to arrange for the Children, Young People and Learning Service to make a payment of £500 in recognition of the length of time taken to deal with the appeal and subsequent complaint and the impact this had.
(3) a further letter be sent from the service area to the complainant providing an explanation of several outstanding issues relating to sharing of information and delays in the process.

Regulation and Review Committee Panel

19 April 2018

Present: Councillor P Earley (Chair)
Councillor L Spillard, J O'Shea, D McMeekan
and W Lott.

RQ124/04/18 Apologies for Absence

No apologies for absence were recorded.

RQ125/04/18 Declarations of Interest and Dispensations

Councillor P Earley declared that in his role as Chair of the Committee he had been part of the decision making process to revoke with immediate effect the licence of one of the drivers before the committee today (see minute RQ128/04/18) and as such would leave the meeting room for that item of business.

RQ126/04/18 Exclusion Resolution

Resolved that under Section 100A (4) of the Local Government Act 1972 (as amended) and having applied a public interest test in accordance with Part 2 of Schedule 12A the press and public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in Paragraph 1 of Part 1 of Schedule 12A to the Act.

[At this point Councillor P Earley left the meeting room.]

RQ127/04/18 Election of Chair

Resolved that Councillor J O'Shea serve as the Chair for the following item of business.

[Councillor J O'Shea in the Chair]

RQ128/04/18 Combined Hackney Carriage/Private Hire Driver's Licence Appeal – Mr CLW

The Committee met to consider an appeal by Mr CLW against the Licensing Authority's decision to revoke his Combined Hackney Carriage/Private Hire Driver's Licence with immediate effect. Before the presentation of the report from the Licensing Officer, the Chair allowed Mr CLW's representative to make a request of the Committee.

Mr CLW's representative requested that the determination of the appeal be adjourned to another date when the investigation into the allegation which had resulted in the revocation of Mr CLW's licence had been completed. At this moment in time there was no additional

19 April 2018

information to offer the Committee that had not been available to the Officers taking the decision to revoke with immediate effect and waiting until the investigation was concluded would allow the panel to consider the appeal with the results of a considered view of the allegation.

The Licensing Officer and the Licensing Co-ordinator for Northumbria Police in attendance at the meeting were asked for their opinion on the request.

All parties then left the meeting room to allow the Committee to consider the request.

Resolved that Mr CLW's appeal be deferred until the investigation into the matter was concluded. In reaching this decision the Committee took into account:

- a) that Mr CLW was unable to drive a licensed vehicle in North Tyneside because his licence had been revoked;
- b) that as Mr CLW was unable to drive a licensed vehicle a deferral did not put the safety of the travelling public at risk;
- c) that Mr CLW had made the request and the delay to concluding the appeal against the decision of the Authority to revoke his combined hackney carriage/private hire driver's licence with immediate effect had been at his instigation; and
- d) in the circumstances it was a reasonable request.

**RQ129/04/18 Combined Hackney Carriage/Private Hire Drivers Licence Appeal
– Mr J**

[Prior to the commencement of the presentation on this matter Councillor Earley returned to the meeting room and resumed the Chair.]

The Committee met to consider an appeal by Mr J against the Licensing Authority's decision not to renew his Combined Hackney Carriage/Private Hire Driver's Licence. Before the presentation of the report from the Licensing Officer, the Chair allowed Mr J's representative to make a request of the Committee.

Mr J's representative requested that the hearing of the appeal be adjourned to another date to allow the Court's decision on whether to re-open the case for "special reasons" to be known as any change to the penalty imposed by the Court was relevant as that determined whether something was considered as a minor or major traffic offence under the Authority's Hackney Carriage and Private Hire Licensing Policy. The application to re-open had been listed at Newcastle Magistrates Court although it was unknown whether the Magistrates would then go on to determine the case there and then.

The Licensing Officer was asked for his opinion on the request.

All parties then left the meeting room to allow the Committee to consider the request.

Resolved that Mr J's appeal be deferred until after the date when the application to re-open the case had been listed at Newcastle Magistrates Court, the actual date of the hearing to be arranged in consultation with the Chair of the Committee.

Reason: the Committee concluded that the circumstances and type of offences Mr J had been convicted of, and his acceptance that he had committed them, assured it that he was

not a danger to the travelling public and it was reasonable to wait until the Courts had ruled on the application to re-open the case before determining the appeal.

RQ130/04/18 Combined Hackney Carriage/Private Hire Drivers Licence Disciplinary Referral – Mr JDW

The Committee considered a report by the Senior Client Manager, Technical and Regulatory Services which outlined the background to a referral relating to the holder of a Combined Hackney Carriage/Private Hire Vehicle Licence, Mr JDW.

The Committee was requested to determine whether any disciplinary action was required and to assess Mr JDW's continued suitability to carry out the duties of a licensed driver.

A Licensing Officer and Mr JDW accompanied by a representative attended the meeting.

The Licensing Officer presented the report and answered questions from Members of the Committee.

Mr JDW was given the opportunity to ask questions of the Licensing Officer.

Mr JDW's representative then addressed the Committee.

Mr JDW then addressed the Committee.

Members of the Committee asked questions of Mr JDW and his representative and sought clarification on a number of matters.

Following a summing up from the Licensing Officer and Mr JDW, all parties left the meeting room to enable consideration of the matter to be undertaken in private.

The options available to the Committee were to:

- take no action;
- issue a warning as to the driver's future conduct;
- suspend the driver's licence; or
- revoke the driver's licence.

The Committee considered that it was an established principle that a licence was a privilege and not a right and seriously considered all the options available to it.

In determining its response the Committee took into account all that had been presented and contained within the papers submitted to the meeting and had regard to Section 61 of the Local Government (Miscellaneous Provisions) Act 1976 and the Council's Hackney Carriage and Private Hire Licensing Policy, in particular chapter 7 which makes reference to convictions, cautions, conduct and medical fitness.

The Committee determined that due to the circumstances of the case no further action was required.

Resolved that no further action against Mr JDW's Combined Hackney Carriage/Private Hire Vehicle Licence be taken.

RQ131/04/18 Private Hire Vehicle Drivers Licence Appeal – Mr UH

The Committee received a report by the Senior Manager, Technical Services which outlined the background to an appeal by Mr UH against the decision by the Authority to refuse to issue him a Private Hire Driver's Licence on the grounds that it was not satisfied that he was a fit and proper person to hold such a licence

Mr UH was present at the meeting accompanied by his wife.

A Licensing Officer presented the report to the Committee which included information on Mr UH's application, his licensing record and criminal record and what had changed since his last licence had been granted. The report also included the appeal form submitted by Mr U and supporting evidence submitted by him.

Mr UH was given the opportunity to ask questions of the Licensing Officer.

Members asked questions of the Licensing Officer.

Mr UH then addressed the committee and answered questions from Members. Mrs UH then addressed the Committee.

Following a summing up from the Licensing Officer and Mr UH, all parties left the meeting to enable consideration of the matter to be undertaken in private.

The options available to the committee were to:

- a) Uphold the appeal and agree to grant the licence; or
- b) Dismiss the appeal and refuse to issue the licence.

The Committee considered that it was an established principle that a licence was a privilege and not a right and its main concern was the need to maintain high standards amongst licensed drivers and to ensure the protection of the travelling public.

In determining its response the Committee had regard to Section 51 of the Local Government (Miscellaneous Provisions) Act 1976 and the Council's Hackney Carriage and Private Hire Licensing Policy, in particular Chapter 7 which made reference to convictions, cautions, conduct and medical fitness.

Resolved that the appeal be dismissed as the Committee was not satisfied that Mr UH was a fit and proper person to hold a licence from this Authority.

RQ132/04/18 Private Hire Driver's Licence Disciplinary Referral – Mr S

The Committee considered a report by the Senior Client Manager, Technical and Regulatory Services which outlined the background to a referral relating to the holder of a private hire driver's licence, Mr S.

The Committee was requested to determine whether any disciplinary action was required and to assess Mr S's continued suitability to carry out the duties of a licensed driver.

A Licensing Officer and Mr S accompanied by a representative, Mr W, attended the meeting.

19 April 2018

Prior to the presentation of the report a video of the incident which had led to the referral to this Committee was viewed. The Licensing Officer then presented the report and, after clarifying a number of points from Mr W, answered questions from Members of the Committee.

Mr W and Mr S then addressed the Committee.

Members of the Committee asked questions of Mr S and Mr W and sought clarification on a number of matters.

Following a summing up from the Licensing Officer and Mr W, all parties left the meeting room to enable consideration of the matter to be undertaken in private.

The options available to the Committee were to:

- take no action;
- issue a warning as to the driver's future conduct;
- suspend the driver's licence; or
- revoke the driver's licence.

The Committee considered that it was an established principle that a licence was a privilege and not a right and seriously considered all the options available to it.

In determining its response the Committee took into account all that had been presented and contained within the papers submitted to the meeting and had regard to Section 61 of the Local Government (Miscellaneous Provisions) Act 1976 and the Council's Hackney Carriage and Private Hire Licensing Policy, in particular chapter 7 which makes reference to convictions, cautions, conduct and medical fitness.

The Committee determined that due to the circumstances of the case, a warning was the most appropriate sanction and would be sufficient deterrent to avoid repetition.

Resolved that Mr S be issued with a written warning and reminded of the responsibilities which come with holding a Private Hire Drivers Licence.

**Regulation and Review Committee
Panel**

24 April 2018

Present: Councillor P Earley (Chair)
Councillors John Hunter, F Lott and L Spillard.

RQ133/04/18 Apologies for Absence

There were no apologies for absence reported.

RQ134/04/18 Declarations of Interest and Dispensations

There were no declarations of interest or dispensations reported.

RQ135/04/18 Exclusion Resolution

Resolved that under Section 100A(4) of the Local Government Act 1972 (as amended) and having applied a public interest test in accordance with Part 2 of Schedule 12A the press and public be excluded from the meeting for the following item of business on the grounds that it involves the likely disclosure of exempt information as defined in Paragraph 1 of Part 1 of Schedule 12A to the Act.

RQ136/04/18 Appeal Against Dismissal

The Committee considered an appeal lodged by Mr C against the decision of the Disciplinary meeting that took place on 20 March 2018.

Mr C was in attendance and accompanied by his Union representative at the appeal hearing to present his case.

A representative from the Council's Environment, Housing and Leisure Service set out the background to the case and the reasons for the decision to terminate Mr C's contract of employment with the Council.

Mr C, his union representative and Members of the Committee then were given an opportunity to ask questions of the Service's representative.

The Committee then heard representatives on behalf of Mr C.

The representatives of the Environment, Housing and Leisure Services, the Human Resources Advisor and Members of the Committee were then given an opportunity to ask questions of Mr C.

Both parties were given the opportunity to sum up their cases and then withdrew from the meeting to allow the Committee to consider and make a decision.

24 April 2018

RESOLVED: that the appeal against the decision of the Formal Improvement Meeting held on the 20th March 2018 to terminate Mr C's employment with the Council be upheld and Mr C's employment to be reinstated with a Final Written Warning in place.

**Regulation and Review Committee
Panel**

30 April 2018

Present: Councillor P Earley (Chair)
Councillors T Mulvenna and L Spillard.

RQ137/04/18 Apologies for Absence

There were no apologies for absence reported.

RQ138/04/18 Declarations of Interest and Dispensations

There were no declarations of interest or dispensations reported.

RQ139/04/18 Exclusion Resolution

Resolved that under Section 100A(4) of the Local Government Act 1972 (as amended) and having applied a public interest test in accordance with Part 2 of Schedule 12A the press and public be excluded from the meeting for the following item of business on the grounds that it involves the likely disclosure of exempt information as defined in Paragraph 1 of Part 1 of Schedule 12A to the Act.

RQ140/04/18 Stage Three Corporate Complaint - Ref: 102262592/102256107

The committee met to consider a complaint submitted against the Council's Planning and Building Control departments. The complainant had requested that the complaint proceed to Stage 3 of the Council's Corporate Complaints Procedure, which involved a hearing by the committee.

The officers in attendance were Jackie Palmer – Planning Manager, Craig Gill – Building Surveying Manager, Judith Hetherington – Customer and Member Liaison and Emma Fagan, Democratic Support Officer.

The complainant was in attendance at the meeting. The committee members had been provided with a copy of the service area and complainant submission.

Ms Palmer and Mr Gill set out the basis of the complaint, along with the responses so far from the Council, which related to works being undertaken at a neighbouring property to the complainants.

Members asked questions of the officer and sought clarification on a number of points.

Ms H set out the basis of her complaint and the resolution that she would like to see from the Council.

30 April 2018

Following the conclusion of questioning, officers left the meeting to enable the committee to determine the complaint in private.

The committee considered all the evidence presented at the meeting both written and verbal and noted the steps that had been taken to resolve the complaint at stages 1 and 2 of the complaints process.

Resolved that (1) there was no further actions that the Council could take within its remit to resolve the issues the complainant had experienced; and
(2) any further available evidence relating to Building Control assessments should be shared with the complainant.

North Tyneside Council Report to Regulation and Review Committee Date: 18 July 2018

ITEM 5

Title: Update on Stage
Three Corporate
Complaint Hearings

Report from Service Area: Law and Governance

Responsible Officer: Emma Rothery (Tel: 0191 643 5361)

Wards affected: All

1.1 Purpose

To inform Regulation and Review Committee of the complaints received by the Authority and progress in relation to the two corporate complaints they have considered during 2017-18.

1.2 Recommendation

1. Note the actions taken.
2. Refer any dissatisfaction regarding progress to the Head of Service of the responding Department.

1.3 Information

1.3.1 Corporate complaint relating to a Special Guardianship Order Payment Committee Date: 4 August 2017

The complaint related to the financial assessment and allowance paid to the complainant for the care she was providing for her granddaughter.

The complainant should have been paid an allowance at the rate of a connected person's carer. The committee was advised that arrangements would be made for the amended rate to be paid to the complainant.

The committee noted that during the meeting the service area had acknowledged the outstanding issues relating to the complaint and had offered a solution which was acceptable to the complainant. The remedy was an increased fortnightly payment.

The committee resolved that the Senior Manager, Customer, Governance and Registration be instructed to arrange for the Health, Education, Care and Safeguarding Service to make a payment of £200 to the complainant as a thank you for bringing the issue to the attention of the service area and as an acknowledgement that the service received was below the expected standard.

The payment, which included the above £200 was authorised by the Director of Children's Services on Monday 18 September 2017.

1.3.2 Corporate complaint 102158142 relating to a Special Guardianship Order Payment Committee Date: 9 April 2018

The complaint related to an appeal of the financial assessment made in relation to care arrangements for the complainant's nephew and failures to provide responses and documentation within a reasonable timeframe.

The committee resolved that (1) the complaint against the Health, Education, Care and Safeguarding Service be upheld in part; and (2) the Senior Manager, Customer, Governance and Registration be instructed to arrange for the Children, Young People and Learning Service to make a payment of £500 in recognition of the length of time taken to deal with the appeal and subsequent complaint and the impact this had (3) a further letter be sent from the service area to the complainant providing an explanation of several outstanding issues relating to sharing of information and delays in the process.

Letter providing full explanation was sent to complainant on 19 April 2018. Complainant accepted offer of £500 on 14 May 2018 and payment was made.

1.4 Appendices

There are no appendices.

1.5 Contact officers

Emma Rothery – Senior Complaints Officer
Nik Flavell – Senior Manager Safeguarding and Children's Services
Jodie Henderson - Senior Manager Safeguarding and Children's Services

1.6 Background information

The following background papers/information have been used in the compilation of this report and are available at the office of the author:

- North Tyneside Council Constitution
- Minutes of Regulation and Review Committee

**North Tyneside Council
Report to Regulation and
Review Committee
Date: 18 July 2018**

ITEM 6

Title: Report on outcome of consultation on proposed changes to Hackney Carriage/Private Hire Vehicle Proprietor Conditions of Licence (advertising on rear screen of vehicles and use of in-car digital advertising in seat headrests).

Report from Service Area: Environment, Housing and Leisure

Report Authors:

Colin MacDonald Senior Manager, Technical & Regulatory Services	Tel: (0191) 643 6620
Joanne Lee Public Protection Manager	Tel: (0191) 643 6901

Wards affected: All

PART 1

1.0 Purpose

The purpose of the report is to advise Committee of the outcome of the consultation exercise undertaken by Officers in relation to proposed changes to the Authority's Hackney Carriage/Private Hire Vehicle Proprietor's Conditions of Licence, and where appropriate the Hackney Carriage/Private Hire Licensing Policy, and to invite Committee to determine if changes should be made to these.

The consultation first requested views on whether or not the name and/or the telephone number of the firm operating a licensed vehicle should be extended to include the rear screen of vehicles, and, second, to consider the use of in-car digital advertising in the seat headrests of licensed vehicles.

1.1 Recommendations

Committee is recommended to consider the outcome of the consultation and decide whether or not to amend the Hackney Carriage/Private Hire Vehicle Proprietor Conditions of Licence, and where appropriate the Hackney Carriage/Private Hire Licensing Policy, with respect to the display of advertising on the rear window of licensed vehicles and the use of in-car digital advertising in seat headrests.

1.2 Background Information

- 1.2.1 Currently, both Hackney Carriage Proprietor Vehicle Licences and Private Hire Vehicle Proprietor Licences are granted with conditions that set out where on a licensed vehicle it is permissible to display signs, notices, advertisements etc.
- 1.2.2 As well as being attached to each licence, the condition is set out in full in the Authority's Hackney Carriage and Private Hire Licensing Policy (the Policy).

Condition 7 in Appendix B of the Policy refers to “Signs, Notices etc.” and states:

“No signs, notices, advertisements, video or audio display etc or other markings shall be displayed on, in or from the vehicle subject to the following exceptions:

- Any sign, notice or other marking required to be displayed by legislation or any condition attached to this licence
- Advertising on the rear doors, rear wings and boot area of the vehicle (of two-dimensional insignia type) approved by the Authority
- Advertising along the top 8 cm strip of the windscreen of the vehicle provided that it is not illuminated and it bears only the name and/or telephone number in block letters of the firm operating the vehicle.

Signs, notices, advertisements, video or audio display etc. must not be of a content that the Licensing Officer deems to be offensive or abusive.

A sign must be affixed to the inside of the vehicle indicating that smoking is prohibited in the vehicle.”

1.2.3 This condition of licence does not permit advertising to be displayed on the rear screen of licensed vehicles, nor does it permit the use of in car digital advertising in seat headrests.

1.3 Request for Public Consultation

1.3.1 At its meeting on 21 March 2018 Committee considered a request from Officers to carry out public consultation on proposed changes to the Hackney Carriage/Private Hire Vehicle Proprietor’s Conditions of Licence, and where appropriate the Hackney Carriage and Private Hire Licensing Policy, in respect to the above.

1.3.2 This followed a number of enquiries Officers had received from the trade to consider extending the advertising on a licensed hackney carriage or private hire vehicle to include the rear screen of their vehicles and to permit the use of in-car digital advertising in seat headrests. The reason given for the enquiries was previous decisions by Committee where it had departed from policy and had permitted these.

1.3.3 As the proposed changes would constitute a change to the existing Hackney Carriage and Private Hire Licensing Policy, Committee considered that it would be appropriate to undertake public consultation on these proposed changes to the conditions of licence and instructed Officers to arrange for such consultation to take place and to report back to Committee at the conclusion of the consultation exercise.

1.3.4 That consultation has now ended and the outcome is reported below.

1.4 Consultation Exercise

1.4.1 The consultation exercise took place between 25 June 2018 and 25 July 2018.

1.4.2 Those consulted included the hackney carriage and private hire trade, the police and the Authority’s Safeguarding Service. The consultation questionnaire was also available on the Authority’s website during this period.

1.4.3 The list of questions asked, together with the responses received, is attached at **Appendix 1** of this report and should be read in conjunction with the Summary of Responses set out below.

1.5 Summary of Responses

Overall ninety four responses were received (Appendix 1). In addition one response was received electronically and this is attached at Appendix 2.

1.5.1 Question: To what extent do you agree or disagree that North Tyneside Council should permit the name and/or the telephone number of the firm operating the vehicle to be advertised on any area of the rear screen of Hackney Carriages

Ninety responses were received for this question. Seventy two respondents (80%) strongly disagreed or tended to disagree that the Authority should permit advertising on the rear screen of hackney carriages. The response received electronically also disagreed with the proposal. Seventeen respondents strongly agreed or tended to agree with the proposal. One respondent neither agreed nor disagreed with the proposal.

1.5.2 Question: To what extent do you agree or disagree that North Tyneside Council should permit the name and/or the telephone number of the firm operating the vehicle to be advertised on any area of the rear screen of Private Hire Vehicles

Eighty nine responses were received to this question. Seventy two respondents (81%) strongly disagreed or tended to disagree that the Authority should permit advertising on the rear screen of private hire vehicles. The response received electronically also disagreed with the proposal. Fifteen respondents strongly agreed or tended to agree with the proposal. Two respondents neither agreed nor disagreed with the proposal.

1.5.3 There is therefore strong evidence that the proposal for advertising the name and/or the telephone number of the firm operating the vehicle on the rear screen of either type of licensed vehicle is not supported by the licensed trade or members of the public.

1.5.4 If advertising the name and/or the telephone number of the firm operating the vehicle was to be permitted on the rear screen of licensed vehicles, however, of fifty three respondents, more than half (53%) stated a preference for a strip at the top of the screen; 34% stated a preference for the whole screen; 23% for a bottom strip and 2% for a central strip.

1.5.5 Of eighty five respondents, over three quarters (80%) agreed that any rear screen advertising should comply with the Authority's policy on light transmittance; 12% disagreed with this and 8% neither agreed nor disagreed.

1.5.6 With respect to the type of vehicle that advertising on the rear screen be permitted, just over half of sixty respondents stated that it should apply to minibuses only; 42% stated that it should apply to all vehicles (saloons etc).

1.5.7 Question: To What extent do you agree or disagree with the proposal that North Tyneside Council permit in-car digital advertising in seat headrests in licensed vehicles?

Ninety two responses were received for this question. Seventy five respondents (81%) strongly disagreed or tended to disagree with the proposal that the Authority should permit in-car digital advertising in seat headrests of licensed vehicles. The response received electronically also disagreed with the proposal. Thirteen respondents strongly agreed or tended to agree with the proposal. Four respondents neither agreed nor disagreed with the proposal.

- 1.5.8 There is therefore strong evidence that the proposal for the use of in-car digital advertising to be permitted in seat headrests of licensed vehicles is not supported by the licensed trade or members of the public.
- 1.5.9 If in-car digital advertising in seat headrests of licensed vehicles was permitted there was strong evidence that any advertising should comply with a range of legislative and operational conditions. This is set out in Appendix 1.
- 1.5.10 Having now undertaken consultation on these proposals Committee is requested to consider the consultation responses received and decide whether or not to amend Condition 7 of the Hackney Carriage/Private Hire Vehicle Proprietor's Licence Conditions of Licence and where appropriate, the Hackney Carriage and Private Hire Licensing Policy.

1.4 Decision Options

1.4.1 (1) Advertising on Rear Screen of Vehicles

Option 1

Take no action and leave Condition 7 of the Hackney Carriage/Private Hire Vehicle Proprietor's Licence Conditions of Licence unchanged whereby advertising would not be permitted to be displayed on the rear screen of vehicles. This is the recommended option as over 80% of respondents confirmed this position.

Option 2

Amend Condition 7 of the Hackney Carriage/Private Hire Vehicle Proprietor's Licence Conditions of Licence and permit advertising to be displayed on the rear screen of vehicles.

If Committee decides upon this option it may want to consider the consultation responses in Appendix 1 relating to the type of licensed vehicle that it should apply to (hackney carriage, private hire vehicle, or both), the type of vehicle that it should apply to (minibus, saloon, or both), the area of the rear screen advertising should be permitted (top, centre, bottom or whole screen) and whether or not advertising should comply with the Authority's policy on tinted glass which (i.e minimum light transmittance of 34%).

Option 3

Request that officers undertake further work on this issue.

1.4.2 (2) Use of In-Car Digital Advertising

Option 1.

Take no action and leave Condition 7 of the Hackney Carriage/Private Hire Vehicle Proprietor's Licence Conditions of Licence unchanged whereby in-car digital advertising would not be permitted to be displayed in the headrests of licensed vehicles. This is the recommended option as over 81% of respondents confirmed this position.

Option 2

Amend Condition 7 of the Hackney Carriage/Private Hire Vehicle Proprietor's Licence Conditions of Licence and permit in-car digital advertising to be displayed in the headrests of licensed vehicles.

If Committee decides upon this option it may want to consider the consultation responses in Appendix 1 relating to the conditions that in-car digital advertising must meet.

Option 3

Request that officers undertake further work on this issue.

1.4 Appendices:

Appendix 1 - Summary of Consultation on Advertising
Appendix 2 - Written response from Mr Snedden

1.5 Contact Officers:

- 1.5.1** Colin MacDonald, Senior Manager, Technical & Regulatory Services, Tel: 0191 643 6620
Joanne Lee, Public Protection Manager, Tel: 0191 643 6901
Alan Burnett, Principal Trading Standards & Licensing Officer, Tel: 0191 643 6621

1.6 Background Information:

- 1.6.1** The following background papers have been used in the compilation of this report and are available for inspection at the offices of the author of the report.

1. Local Government (Miscellaneous Provisions) Act 1976
2. [North Tyneside Council Hackney Carriage and Private Hire Licensing Policy](#)

PART 2 – COMPLIANCE WITH PRINCIPLES OF DECISION MAKING

2.1 Finance and Other Resources:

There are no financial implications for the Authority arising directly from this report.

2.2 Legal

2.2.1 Legislative Framework

The Local Government (Miscellaneous Provisions) Act 1976 makes provision for the licensing authority to issue licences for hackney carriage and private hire drivers, vehicles, and operators.

Local authority Hackney Carriage and Private Hire licensing activity is governed by legislation and best practice guidance, including the Town Police Clauses Acts of 1847, the Local Government (Miscellaneous Provisions) Act of 1976 and the Transports Acts of 1980 and 1985.

In line with case law and in an effort to ensure consistency in decision making when discharging its licensing functions, the Authority has developed its Hackney Carriage and Private Hire Licensing Policy. The Policy is reviewed on a regular basis and changes made to it when considered appropriate.

2.3 Consultation/Community Engagement:

The results of the consultation have been circulated to the Taxi Forum.

2.4 Human Rights:

The economic interests connected to the use of a licence may be considered to be a possession belonging to existing licensees and as such are afforded protection under Article 1 of Protocol 1 of the European Convention on Human Rights.

2.5 Equalities and Diversity:

There are no equality and diversity implications arising from this report. The North Tyneside Council Hackney Carriage and Licensing Policy has been the subject of an Equality Impact Assessment.

2.6 Risk Management:

There are no significant risk management implications to the Authority arising directly from this report.

2.7 Crime and Disorder:

It is not considered that there are any crime and disorder implications arising directly from this report.

2.8 Environment and Sustainability:

It is not considered that there are any environment and sustainability implications arising directly from this report.

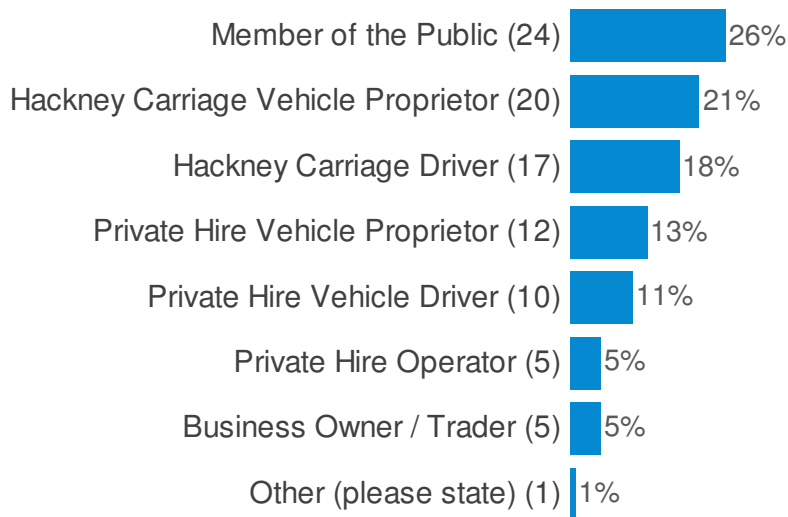
Hackney Carriage and Private Hire Advertising Display

Hackney Carriage and Private Hire Advertising Display

This report was generated on 25/06/18. Overall 94 respondents completed this questionnaire. The report has been filtered to show the responses for 'All Respondents'.

The following charts are restricted to the top 12 codes. Lists are restricted to the most recent 100 rows.

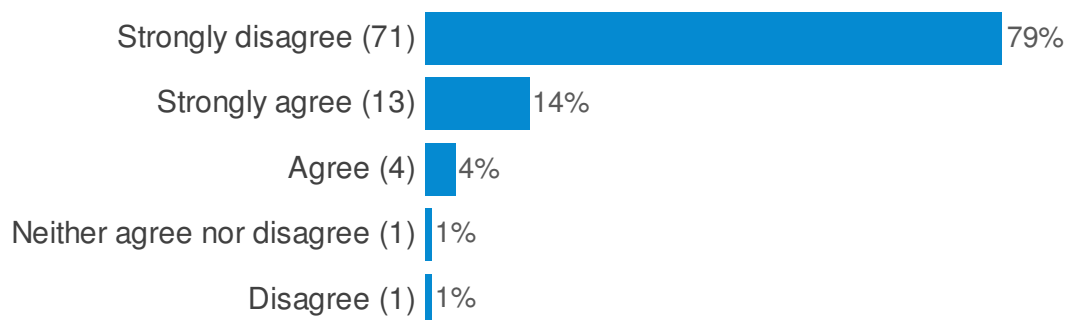
Which of the following best describes you? (Please tick as applicable)



Please State:

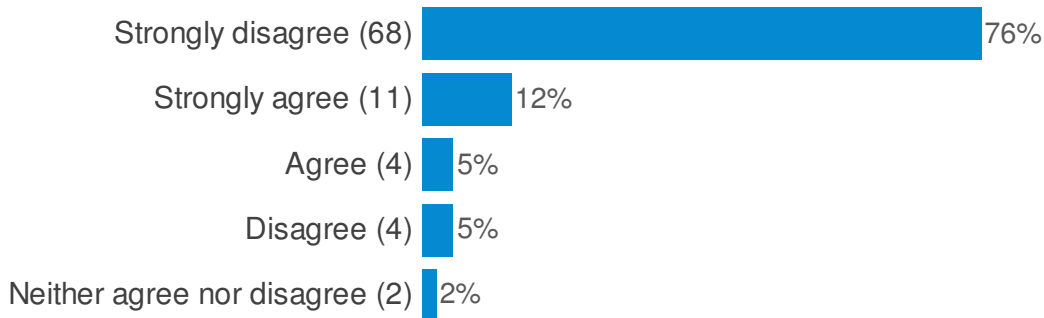
policeman

To what extent do you agree or disagree that North Tyneside Council should permit the name and/or the telephone number of the firm operating the vehicle to be advertised on any area of the rear screen of: (Hackney carriages?)

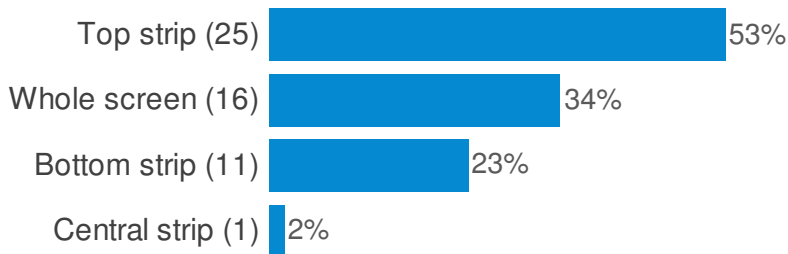


Hackney Carriage and Private Hire Advertising Display

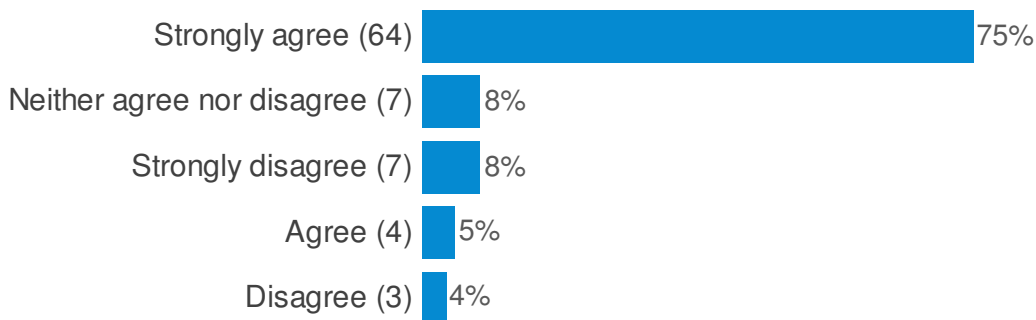
To what extent do you agree or disagree that North Tyneside Council should permit the name and/or the telephone number of the firm operating the vehicle to be advertised on any area of the rear screen of: (Private hire vehicles?)



If advertising is permitted on any licensed vehicles which part of the rear screen should it apply to? Tick any that apply: ((tick all that apply))



To what extent do you agree or disagree that rear screen advertising should comply with the minimum light transmittance of 34%? ()

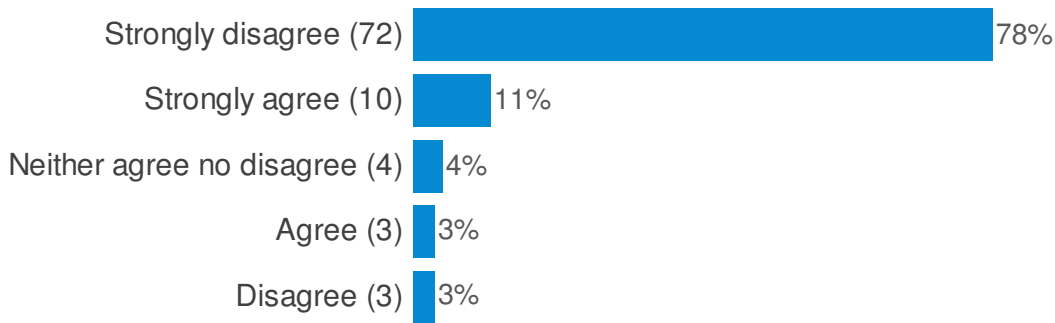


If advertising is permitted on any licensed vehicles should it be restricted to minibuses or should it also apply to all types of vehicles? ((tick one))

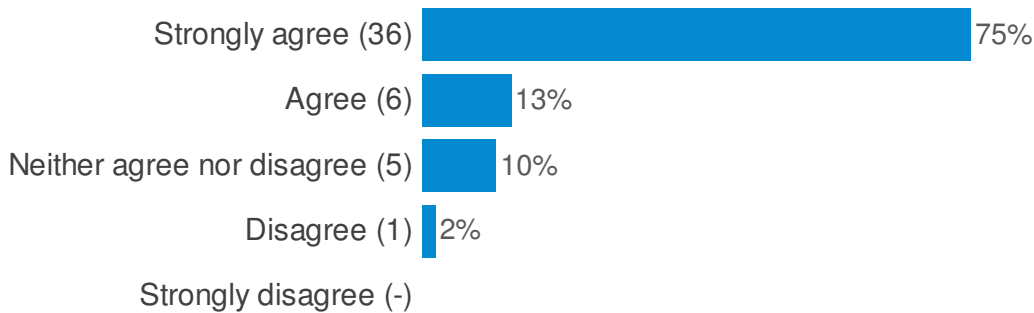


Hackney Carriage and Private Hire Advertising Display

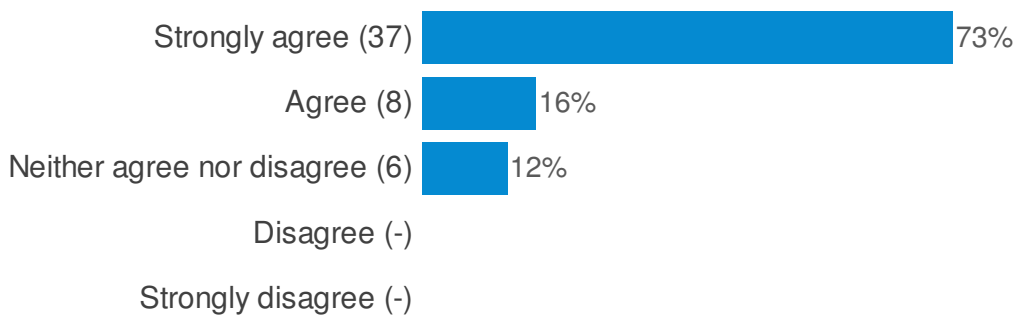
To what extent do you agree or disagree with the proposal that North Tyneside Council permit in-car digital advertising in seat headrests in licensed vehicles? ((tick one))



If in-car digital advertising was implemented then to what extent do you agree or disagree with the introduction of the following conditions: (advertising must comply with the Advertising Standards Agency or have Trading Standard's approval;)

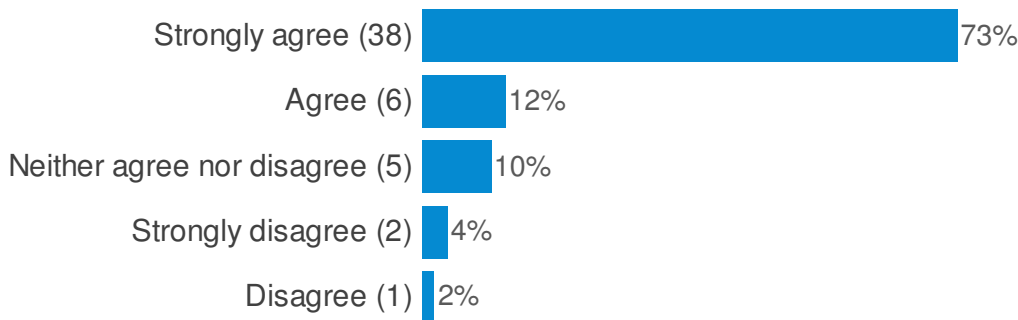


If in-car digital advertising was implemented then to what extent do you agree or disagree with the introduction of the following conditions: (equipment complies with any legislative requirements in respect of Construction and Use Regulations;)

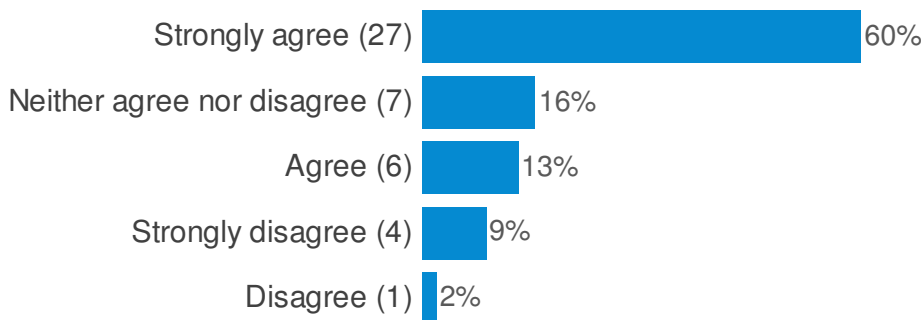


Hackney Carriage and Private Hire Advertising Display

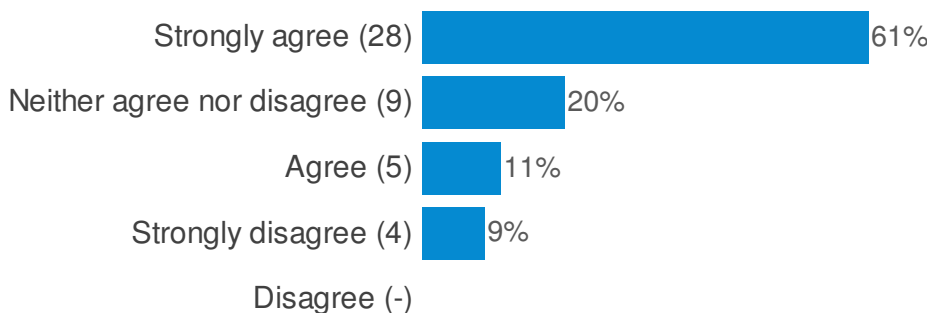
If in-car digital advertising was implemented then to what extent do you agree or disagree with the introduction of the following conditions: (no age restricted products would be advertised;)



If in-car digital advertising was implemented then to what extent do you agree or disagree with the introduction of the following conditions: (the driver should have an override and passengers should also have the ability to switch off the system at any and all times;)



If in-car digital advertising was implemented then to what extent do you agree or disagree with the introduction of the following conditions: (the driver should have an override and passengers should be able to control the volume or mute the system;)



From: Bob Snedden

To: Alan Burnett <alan.burnett@northtyneside.gov.uk>

Sent: Monday, 25 June 2018, 00:13:46 BST

Subject: consultation on proposals for advertising on licensed vehicles

Dear Mr. Burnett,

As Public Safety is the 1st obligation in the licensing of TAXI(hackney carriage) and Private Hire vehicles no advertising what so ever should be allowed on any windows of the licensed vehicle, unobstructed vision into the vehicle from all sides must be maintained at all times in the interests of Public Safety.

No in car digital advertising should be allowed as this could be a major distraction to other road users.

Section 48 (1)(ii) Misc. Provisions Act.1976 states Private hire vehicles "Not of such design and appearance as to lead any person to believe that the vehicle is a Hackney Carriage"

The only signage allowed on a Private hire vehicle should be of type described in Paragraph 38 of the TAXI and Private Hire Vehicle Licensing: Best Practice Guidance.

There should not be any signage on a TAXI(hackney carriage) offering the services of a private hire operator as this again leads a person to believe that a private hire vehicle is a hackney carriage trying to make vehicles look of similar appearance.

We request speaking rights when these proposed changes are to be considered by the R&R Committee.

Yours sincerely,

Bob Snedden (secretary N.T.H.C.A.)

Vice Chair, National Taxi Association.

North Tyneside Council
Report to Regulation and
Review Committee
Date: 18 July 2018

ITEM 7

Title: Request to Consult on
Hackney Carriage and Private
Hire Licensing Policy – Review
of Knowledge Test

Report from Service Area: Environment, Housing and Leisure

Report Authors: **Colin MacDonald**
Senior Manager
Technical & Regulatory Services **Tel: (0191) 643 6620**

Joanne Lee
Public Protection Manager **Tel: (0191) 643 6901**

Wards affected: All

PART 1

1.0 Purpose

The purpose of the report is to seek Committee's approval to carry out a consultation exercise in connection with a review of the Authority's Knowledge Test that is undertaken by new applicants for a Hackney Carriage or Private Hire Driver's licence.

1.1 Recommendations

Committee is asked to:

1. Consider the Authority's current position with respect to the knowledge test as set out in the report, and
2. Consider a request by Officers to carry out public consultation on a review of the scheme and to report the outcome back to Committee.

1.2 Legal Background

Sections 51, 57 and 59 of the Local Government (Miscellaneous Provisions) Act 1976 collectively bar an Authority from granting either a Hackney Carriage or Private Hire Driver's Licence to an applicant unless it is satisfied that the applicant is a "fit and proper person" to hold such a licence.

Under these provisions an applicant must provide the following to satisfy the Authority that an applicant meets the fit and proper person test:

- Fully completed application form
- A Medical Certificate completed by applicant's own GP or one who has had access to the applicant's full medical history and/or any relevant electronic medical records held or evidence provided that a DVLA Group 2 licence is held.
- Criminal Record Check
- Knowledge Test
- Driving Licence

- Evidence of a right to reside and work in the UK
- Evidence of completion of CSE awareness training
- Any additional information requested by the Licensing Section

1.3 Hackney Carriage and Private Hire Licensing Policy

1.3.1 Chapter 3 of the current Hackney Carriage and Private Hire Licensing Policy refers to drivers.

“In order to determine the fitness of a person to hold a licence, all new applicants are required to sit and pass a test on their knowledge of the local geography, driver conduct, licensing legislation and the highway code.

No driver’s licence will be issued without the applicant first gaining a knowledge test pass certificate. If a driver does not apply for the initial licence and 12 months elapses before re-applying you will be required to sit a further knowledge test.

The Authority views candidates who cheat, or attempt to cheat during the test to be acting dishonestly. Any candidate found cheating, therefore, will be disqualified and the test fee will be forfeited. In addition in such cases, the candidate’s conduct will be taken into consideration when determining their application for a licence.”

1.3.2 Paragraph 36 of the Policy refers to the application procedure for new applicants for a driver’s licence and includes a requirement that all new applicants sit and pass the knowledge test before an application is determined.

1.4 Current Format of the Test

1.4.1 The Knowledge Test was introduced as part of the application process for new applicants for a hackney carriage or private hire driver’s licence around twenty years ago and was intended to test an applicant’s knowledge on licensing law and local geography.

1.4.2 The test is a written, multi-choice paper split into three sections: In Section One applicants are asked twenty five questions relating to Driver Conduct, Licensing Law, Conditions of Licence, Prevention of Child Sexual Exploitation and the Highway Code where it is particularly relevant to licensed drivers. Each of these questions is worth two marks. To assist with this part of the test guidance notes and copies of the current conditions of licence relating to drivers, vehicle proprietors and operators are included in the application pack provided to new applicants.

1.4.3 Section Two asks applicants to identify the location of forty well known places such as pubs, clubs, night clubs and other places of entertainment or leisure, shopping centres, transport facilities, hospitals, specialist schools and colleges, public buildings and various other places of interest in North Tyneside and the surrounding area. Each of these questions is worth one mark. The questions asked are drawn from a list of over two hundred locations included in the application pack. Unless otherwise indicated the location is within the boundaries of North Tyneside.

1.4.4 Section Three requires applicants to select the shortest route between two points for a total of ten routes. Each of these questions is worth one mark. The list of routes the questions are drawn from are also included in the application pack. In each case the most direct route rather than the quickest should be selected from the options given. The pass mark for the test is 90 out of 100.

1.4.5 A copy of the Knowledge Test Application Pack is attached at Appendix 1.

1.5 Challenges to the Test

- 1.5.1 In recent years Officers have been challenged as to whether or not the test remains a necessary pre-requisite to obtaining a licence, in particular whether or not the geographical parts of the test are necessary for those applying for a private hire driver's licence.
- 1.5.2 This has come about due to the widespread availability of satellite navigation systems in vehicles, the findings of a Law Commission Review of hackney carriage and private hire licensing in 2014 and following the introduction of the Deregulation Act 2015 which has had an impact on the way in which private hire bookings are carried out and a resultant reduction in the number of new applications for a driver's licence that the Authority has received over the last two years.

1.6 Deregulation Act 2015

- 1.6.1 Prior to the introduction of the Deregulation Act 2015 Private Hire Operators could only sub-contract bookings to operators within and licensed by the same Authority. Following the introduction of the Act operators were permitted to sub-contract bookings to private hire operator's licensed in other districts.
- 1.6.2 A consequence of this locally was that rather than pass/sub-contract bookings on to what were effectively competitors in other districts, some operators in the region, particularly the large operators, took out operator licences in multiple districts and began operating fleets of vehicles and drivers licensed by a number of different authorities. As a result new applicants for a driver's licence were given more choice in which Authority to apply to become licensed whilst not restricting the areas in which they could work.
- 1.6.3 Not surprisingly those Authorities with more restrictive provisions for an applicant to meet the fit and proper person test became less attractive to new applicants. In particular having to undertake and pass a written knowledge/locality test as a pre-requisite to obtaining a licence was perceived to be a barrier to entering the trade.
- 1.6.4 In this region one neighbouring Authority has recently scrapped its Locality Test for applicants for a private hire driver's licence and replaced it with an hour long interview with a Licensing Officer that is described as a "Statement of Knowledge and Understanding of Licensing". There are few, if any, geographical references made during the interview which concentrates on ensuring an applicant is aware of licensing law and his/her responsibilities as a licensed driver. The Locality Test, including questions on locations and routes, has, however, been retained for applicants for a hackney carriage driver's licence.
- 1.6.5 This has had the effect in 2016, 2017 and 2018 of substantially increasing the number of new applications for a private hire driver's licence received by that Authority and a resulting decrease in the number of new applications received by neighbouring authorities, including North Tyneside. The number of new applications received during this period by this Authority has reduced by over fifty per cent, particularly from applicants from overseas or who reside outside the borough. In previous years the number of applications received increased slightly year on year.

1.7 Law Commission Review 2014

- 1.7.1 In 2014 the Law Commission published a review of Taxi and Private Hire Services and made a series of far reaching recommendations in respect of the service. Recommendation 40 made reference to Topographical Tests and this is reproduced below:

Private hire services should only be subject to national standards. Licensing authorities should no longer have the power to impose local conditions. An important consequence of moving away from local standard-setting for private hire services is that private hire drivers would no longer be subject to locally imposed topographical knowledge tests.

- Private hire journeys are, by definition pre-planned;
- Whilst having a driver who knows the best route is desirable, it does not necessarily promote safety;
- Private hire drivers already have the ability to work across wide geographical areas, which would increase if the Law Commissions proposals are adopted as they would no longer be restricted to accepting work from operators or dispatchers licensed in the same area (this proposal became law following the introduction of the Deregulation Act 2015 which is set out below);
- Satellite navigation technology is widely if not universally used; and
- The Law Commission suggest that local topographic knowledge tests for private hire drivers is an unnecessary regulatory requirement and they saw no need for licensing authorities to require them.

1.8 Department of Transport Best Practice Guidance 2010

- 1.8.1 In March 2010 the Department of Transport issued guidance for Taxi and Private Hire Licensing. This included reference to Topographical Knowledge tests. The relevant extract is reproduced below.

Topographical Knowledge

75. Taxi drivers need a good working knowledge of the area for which they are licensed, because taxis can be hired immediately, directly with the driver, at ranks or on the street. So most licensing authorities require would-be taxi-drivers to pass a test of local topographical knowledge as a pre-requisite to the first grant of a licence (though the stringency of the test should reflect the complexity or otherwise of the local geography, in accordance with the principle of ensuring that barriers to entry are not unnecessarily high).

76. However, PHVs are not legally available for immediate hiring in the same way as taxis. To hire a PHV the would-be passenger has to go through an operator, so the driver will have an opportunity to check the details of a route before starting a journey. So it may be unnecessarily burdensome to require a would-be PHV driver to pass the same 'knowledge' test as a taxi driver, though it may be thought appropriate to test candidates' ability to read a map and their knowledge of key places such as main roads and railway stations.

The Department is aware of circumstances where, as a result of the repeal of the PHV contract exemption, some people who drive children on school contracts are being deterred from continuing to do so, on account of overly burdensome topographical tests. Local authorities should bear this in mind when assessing applicants' suitability for PHV licences.

1.9 Conclusion

Having taken all of the above into account Officers are requesting permission to consult on a review of the current knowledge test and have put forward a range of options to consider, including retaining the current format:

- a) Retain the test in its current format for applicants for a hackney carriage and/or private hire driver's licence;

- b) Retain the test in a different format, for example remove the geographical parts of the test, Section 2 (locations) and Section 3 (routes), and retain only Section 1 of the test (licensing questions) for a hackney carriage and/or private hire driver's licence;
- c) Remove the entire test for applicants for a hackney carriage and/or private hire driver's licence.

1.10 Decision Options

Option 1.

Request officers consult on the proposed review of the Authority's Knowledge Test as set out above

This is the recommended option.

Option 2.

Do not request that officers undertake consultation on the proposed review of the Authority's Knowledge Test as set out above

Option 3.

Request officers undertake further work in relation to this matter before referring the matter back to Committee.

1.11 Appendices:

Appendix 1 – Copy of current Knowledge Test Application Pack

1.12 Contact Officers:

Colin MacDonald, Senior Manager, Technical & Regulatory Services, Tel: 0191 643 6620
Joanne Lee, Public Protection Manager, Tel: 0191 643 6901
Alan Burnett, Trading Standards & Licensing Group Leader, Tel: 0191 643 6621

1.13 Background Information:

The following background papers have been used in the compilation of this report and are available for inspection at the offices of the author of the report.

1. Local Government (Miscellaneous Provisions) Act 1976
2. [North Tyneside Council Hackney Carriage and Private Hire Licensing Policy](#)
3. Deregulation Act 2015
4. Law Commission Report 2014
5. Department of Transport Best Practice Guidance 2010

PART 2 – COMPLIANCE WITH PRINCIPLES OF DECISION MAKING

2.1 Finance and Other Resources:

If the requirement for some or all new applicants to sit and pass the knowledge test is removed then this will slightly reduce the income to the Hackney Carriage/Private Hire Licence Budget. However, this may be offset by an increase in applications due to the

removal of a perceived obstacle to becoming licensed as a driver.

2.2 Legal

2.2.1 Legislative Framework

Local authority Hackney Carriage and Private Hire licensing activity is governed by legislation and best practice guidance, including the Town Police Clauses Acts of 1847, the Local Government (Miscellaneous Provisions) Act of 1976 and the Transports Acts of 1980 and 1985.

In line with case law and in an effort to ensure consistency in decision making when discharging its licensing functions, the Authority has developed its Hackney Carriage and Private Hire Licensing Policy. The Policy is reviewed on a regular basis and changes made to it when considered appropriate.

2.3 Consultation/Community Engagement:

This information has been shared with the North Tyneside Hackney Carriage and Private Hire Licensing Forum.

2.4 Human Rights:

The economic interests connected to the use of a licence may be considered to be a possession belonging to existing licensees and as such are afforded protection under Article 1 of Protocol 1 of the European Convention on Human Rights.

2.5 Equalities and Diversity:

The Authority will ensure that all persons, groups and organisations wishing to take part in the consultation process have an equal opportunity to participate. Any decision taken under the Act should not in any way discriminate against any person, group or society. The North Tyneside Council Hackney Carriage and Licensing Policy has been the subject of an Equality Impact Assessment. Actions as a result of the EIA were to ensure that all staff are aware of access to an interpretation service and the availability to request documents in different formats and languages.

2.6 Risk Management:

There are no significant risk management implications to the Authority arising directly from this report.

2.7 Crime and Disorder:

It is not considered that there are any crime and disorder implications arising directly from this report.

2.8 Environment and Sustainability:

It is not considered that there are any environment and sustainability implications arising directly from this report.



**NORTH TYNESIDE COUNCIL
PUBLIC PROTECTION SERVICES**

Harvey Combe, Killingworth, Newcastle upon Tyne, NE12 6UB
Tel: (0191) 643 2165 Fax: (0191) 643 6914
Email: taxi.licensing@northtyneside.gov.uk

North Tyneside Council

**HACKNEY CARRIAGE AND PRIVATE HIRE LICENSING
KNOWLEDGE / LOCALITY TEST APPLICATION PACK**

Date & time of 1 st Test	

An appointment to sit the test can be made in person, by telephone or email at the above office but must be paid for at least five working days in advance of the test. Two days notice is required should you wish to cancel your appointment otherwise your fee will be forfeited.

You should submit this form, completed in full, to the above office in person prior to the test date together with the fee and your driving licence. The fee for the test is £35.00; if you fail the test, you will be charged £26.00 per re-sit. Each time you re-sit the test the questions in sections 2 and 3 will be different. Information about the test is given overleaf.

IF YOU PASS the test and all other aspects of your application have been determined to be satisfactory (i.e. DBS check and medical), then your driver's licence will be granted and your i.d badges issued.

IF YOU FAIL the test you will be informed on which items/sections you have failed. There is no limit on the number of times you can sit the test but a charge of £26.00 will be made for each additional test.

If you have any queries regarding the content of the test or how the test will be carried out, or queries of a general nature, please contact a member of the Licensing Team at the above office.

APPLICANT DETAILS

FULL NAME: _____

ADDRESS: _____

POST CODE: _____ **DATE OF BIRTH:** _____

HOME TEL. NO: _____ **MOBILE TEL. NO:** _____

DRIVER LIC. NO: _____ **VALID FROM:** _____ **TO:** _____

I declare that I have checked the information given on this form and to the best of my knowledge it is correct. The maximum penalty for making a false declaration is £1000.

Signed: _____ Date: _____

Office use
only:

PASS / FAIL
OFFICER:
DATE:

Section 1 Driver conduct, Licensing Law, Safeguarding & Highway
Code: (25 questions each worth two marks) _____

Section 2 Locations:
40 questions each worth one mark) _____

Section 3 Routes:
(10 questions each worth one mark) _____

Total: _____

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INFORMATION AND EXAMPLE QUESTIONS FOR CANDIDATES

The test will take place at the Licensing Office at Killingworth. It is a written examination split into three sections. Each section contains a series of questions, each offering a number of possible answers; there is only **one** correct answer for each question and you must indicate which answer you think is correct by circling your choice. Please read each question carefully. Examples are set out below.

You will be allowed up to 60 minutes to complete the test. The pass mark is 90 (out of 100). The test is generally marked immediately after you have completed the test; you will be advised whether you have passed or failed the test straight away. If you fail the test you will be offered feedback on the areas you have failed on.

Important: The Council views candidates who cheat, or attempt to cheat, during the test to be acting dishonestly. Any candidate found cheating will be disqualified and the test fee will be forfeited. In addition the candidate's conduct will be taken into consideration when determining their application for a licence.

In **Section One** you will be asked twenty five questions relating to Driver Conduct, Licensing Law, Conditions of Licence and the Highway Code where it is particularly relevant to licensed drivers. Each of these questions are worth two marks. Guidance notes and copies of the current conditions of licence relating to drivers, vehicle proprietors and operators have been included in this application pack to assist you with this part of the test.

Example question from this section:

Which one of the following statements regarding display of a driver's ID badge is TRUE?

- a. A driver must wear his/her badge at all times
- b. A driver can display his/her ID badge anywhere in the vehicle provided the passengers can see it easily
- c. The i.d. badge must be worn when a driver is working
- d. Display of the ID badge is optional

In **Section Two** you will be asked to identify the location of forty well known places such as pubs, clubs, night clubs and other places of entertainment or leisure, shopping centres, transport facilities, hospitals, specialist schools and colleges, public buildings and various other places of interest in North Tyneside and the surrounding area. Each of these questions is worth one mark. The questions you will be asked will only be drawn from the list of locations included in this pack. Unless otherwise indicated the location will be within the boundaries of North Tyneside.

Example question from this section:

Where is the Jolly Bowman Public House?

- a. High Street West, Wallsend
- b. Station Road, Wallsend
- c. Addington Drive, Wallsend
- d. Church Bank, Wallsend

Section Three will require you to select the shortest route between two points for a total of ten routes. Each of these questions is worth one mark. The list of routes the questions will be drawn from are also included in this pack. In each case you must select the most direct route from the options given - do not consider heavy traffic conditions or which route you think is the quickest.

Example of a question from this section:

Describe the shortest route from Salutation Public House, Tynemouth to the Ming Cottage restaurant, Whitley Bay

- a. Percy Park Road - Grand Parade - Beverley Terrace - John St - Whitley Road
- b. Manor Road - The Broadway - Marden Road South - Marden Road - Whitley Road
- c. Percy Park Rd - Grand Parade - Beverley Tce - Victoria Crescent - The Promenade - Esplanade

INFORMATION FOR CANDIDATES

SECTION 1 – DRIVER CONDUCT, LICENSING LAW AND THE HIGHWAY CODE (GUIDANCE NOTES)

The law relating to Hackney Carriages, Private Hire Vehicles, their drivers and Operators is contained in the Local Government (Miscellaneous Provisions) Act 1976, the Town Police Clauses Act 1847, the Road Traffic Act 1988 and the Motor Vehicles (Construction and Use) Regulations 1986. Drivers of Hackney Carriages must also comply with a set of Byelaws set by the Council. Attached to the grant of each type of licence are Conditions of Licence and/or a Code of Good Conduct and Dress Code which must be complied with. Failure to comply with any Byelaw, Condition of Licence or the Code of Good Conduct/Dress Code could result in disciplinary action or legal proceedings being taken. For example drivers must inform the Council, in writing, within seven days of any change of address or of any convictions or cautions imposed on him/her during the period of the licence. A driver must also notify the Council immediately if he/she suffers any medical condition that calls into question their ability to carry out the duties of a licensed driver.

Vehicles: The Council will licence a vehicle as a Hackney Carriage or Private Hire Vehicle, subject to limits on passenger numbers, provided it is suitable in type, size and design; in good mechanical condition; is safe and comfortable and is covered by the appropriate certificate of insurance (i.e. Public or Private Hire). The Council carries out regular spot checks to ensure vehicles are properly insured but it remains the legal responsibility of the proprietor and / or the driver to ensure their vehicle is suitably insured whilst the licence remains in force. There is no age restriction on vehicles becoming licensed but it is the driver's responsibility to ensure, prior to purchase, the type of vehicle they wish to be licensed is suitable and is approved by the Council (minimum specifications apply). A vehicle will undergo a rigorous inspection by the Council's vehicle examiners and only when this test is passed is a licence plate, windscreen sticker and door decals issued (lost or damaged licence plates/decals must be replaced and are available from the Council for a small administration fee).

Hackney Carriages are black in colour, must be fitted with an approved roof sign bearing the word "TAXI" and exhibit a white licence plate, which must be securely attached to the exterior of the rear of the vehicle. The vehicle must display permanently on both front doors a white circular decal supplied by North Tyneside Council stating the vehicle is a licensed Hackney Carriage. Hackney Carriages are licensed to ply for hire on designated ranks within the Borough or can be hailed in the street. A Hackney Carriage must be fitted with a meter of an approved type with the fares charged determined by the Council. Meters, after being checked for accuracy, must be sealed by officers of the Council or an agent approved by the Council. The appropriate tariff must always be used when transporting passengers and a driver will commit an offence should a passenger be charged more than the amount shown on the taximeter. Disabled passengers or passengers in wheelchairs must not be charged more than any other passenger and a hackney carriage driver will commit an offence if, without a reasonable excuse, he/she refuses to pick up a fare or carry out a hiring. A driver of a hackney carriage is exempt from wearing a seat belt only when plying for hire in their district or when carrying passengers.

Private Hire Vehicles can be any colour other than black, cannot be fitted with a roof sign of any description and exhibit a yellow licence plate, which must be securely attached to the exterior of the rear of the vehicle. A Private Hire Vehicle need not carry a meter (if a meter is fitted it must be of an approved type, checked for accuracy and be sealed by officers of the Council or an approved agent) and the Private Hire office from where the vehicle operates sets the fares charged. Private Hire Vehicles must be pre-booked from an office. Drivers must not take any part in the hiring process with a prospective passenger. The driver of a private hire vehicle will commit an offence should he/she rank up or be hailed in the street (known as plying for hire). Furthermore the insurance for the vehicle may be invalidated. Drivers of private hire vehicles are exempt from wearing a seat belt only when passengers are being carried in the vehicle; at all other times the seat belt must be worn. Private hire vehicles must display securely on both front doors a yellow oval sign supplied by North Tyneside Council stating "Licensed Private Hire Vehicle by advanced booking only", but cannot display the word "TAXI" or any other word or part of a word which in the opinion of the Council implies that the vehicle is a Hackney Carriage.

It is the driver's responsibility to ensure the vehicle they are driving is roadworthy and fit for hire and reward purposes. For example the vehicle interior and luggage compartment should be clean and tyres must have a minimum tread depth of 1.6 millimetres over the central three-quarters of their width. Proprietors must inform the Council within 72 hours of their vehicle being involved in an accident that has resulted in damage to the vehicle so that its roadworthiness can be assessed. Smoking by drivers or passengers in a licensed vehicle is prohibited at all times.

Advertising is permissible only on the rear doors, rear wings and boot area of a vehicle and must be approved by the Council prior to it being displayed. The name and/or telephone number of the Private Hire Company from which a vehicle is operating is allowed on a three-inch deep strip along the top edge of the windscreen.

Private Hire Operators are licensed by the Council to make provision for the invitation or acceptance of private hire bookings. It is the responsibility of an operator to ensure that all vehicles and drivers working from the office are licensed. In addition operators are required to maintain and make available for inspection various records relating to the operation of their business including lists of vehicles and drivers operated by them. Private hire operators licensed in one district can sub-contract bookings to another private hire operator licensed in another district.

Drivers of Hackney Carriages or Private Hire Vehicles must conduct themselves in a civil and orderly manner and under no circumstances discriminate against a passenger because of, for example, their race, colour, gender or disability. Drivers should take all reasonable steps to ensure the safety of passengers conveyed in, entering or alighting from the vehicle and must attend promptly for any hiring. A driver must not, without the express consent of the hirer, eat or drink whilst in the vehicle, and not allow a radio to be a source of nuisance to any person inside or outside the vehicle. When a driver is working he/she must be clean and respectably dressed. Smoking by drivers or passengers in the vehicle is prohibited at all times. The Council issues two I.D. badges to drivers; one must be displayed on the dashboard of the vehicle and the driver must wear the other identity badge issued to him in such a position and manner as to be plainly and distinctly visible and so that the face of the bearer may be compared to the photograph on the badge. It is an offence for a driver not to wear his/her I.D badge when working (lost or damaged badges must be replaced and are available from the Council for a small administration fee). It is the drivers responsibility to ensure that children under 14 years of age are suitably restrained whilst in the vehicle and that no more than the number of passengers the vehicle is licensed to carry are conveyed during a hiring (children of any age included). Children under 3 years of age must not sit in a front passenger seat of a vehicle. A driver must not sound a horn to attract the attention of passengers – the horn is an audible warning device only to be used to warn of danger. The horn cannot be used between the hours of 23.30 and 07.00 or when the vehicle is stationary.

Disabled persons form an important customer group and drivers are expected to be able to deal with a wide variety of situations when transporting such passengers with specific requirements. Passengers with disabilities are not all the same so assumptions and generalisations should not be made. Communication is of primary importance. Always present yourself to the passenger and identify yourself. Drivers should offer, but not insist on, assistance. It must be left to each individual passenger to decide whether assistance is required or not – the disabled person is the expert on his or her own disability. Drivers should, however, ensure that passengers board the vehicle safely and are suitably restrained. Should a passenger be a wheelchair user and not be able to, or wish to be, transferred to a car seat, the driver should ensure the wheelchair is securely anchored in the vehicle using the restraints provided, facing forward or rearward only. Wheelchairs (or prams or pushchairs) must not be carried sideways in a wheelchair accessible vehicle. Drivers should avoid sudden braking or acceleration. Passengers with disabilities must not be charged a higher fare either by the driver or by the operator for whom they work. For example a driver cannot start the meter until the passenger is safely seated in the vehicle and the vehicle is about to move off.

Passengers who are blind or are partially sighted should be given as much help as is necessary to assist them. They should be advised of the type of vehicle they are about to get into and the seating layout of the vehicle (a minibus, saloon, people carrier or London style cab for example). They should be informed as to which way the vehicle is facing, whether the door of the vehicle is open or not and asked whether they wish to sit in the front or rear. Assistance dogs should not be spoken to or distracted in any way and must remain with their owner; they are exempt from the condition of licence that requires animals having to be carried in the rear of the vehicle. Drivers are only exempt from carrying assistance dogs if they have been granted an exemption by the Council. In such cases written confirmation from a driver's G.P must be provided confirming he/she has a medical condition that is aggravated by contact with dogs, or if they are allergic or have a chronic phobia to dogs.

Safeguarding relates to the protection of an individual (child or adult) who is vulnerable. It means protecting children from maltreatment, preventing impairment of children's health or development, ensuring children are growing up in circumstances consistent with the provision of safe and effective care and taking action to enable all children and young people to have the best outcomes.

Child Sexual Exploitation (CSE) is a form of abuse and is against the law. Every child can be hurt, put at risk of harm or abused, regardless of their age, gender, religion or ethnicity. In all cases those exploiting the child/young person have power of them by virtue of their age, gender, intellect, physical strength and/or economic resources. Young victims could be given something, for example food, money, alcohol or drugs, in return for sexual activity with the abuser or others. Violence, physical coercion and intimidation can exist but are not always present. Often the child or young person has been manipulated and does not recognise the danger of the relationship so does not realise they are a victim.

Examples of vulnerable children or adults are females who appear to be in a vulnerable state due to alcohol or drugs, female passengers who are accompanied by a man when in this state and don't know where they are going or passengers being dropped off at a location which causes concern. In addition, unlicensed vehicles could loiter in areas where there are likely to be women in a vulnerable state looking for a taxi or PHV to go home.

Protecting children from harm is one of the most important things Councils do, but Council's cannot stamp out CSE without the help of the wider community. Raising awareness of this type of abuse is essential to preventing it and stopping it early when it does happen. Hackney carriage and private hire drivers are in a unique position to alert the authorities to potential safeguarding issues as they may see or overhear something in their vehicle that they are not happy with. They have a duty of care while passengers are in their vehicle and this includes vulnerable people and have a moral/social responsibility to report a concern about a vulnerable person. Reporting a concern could save a life.

Where a driver suspects a child or young person is in immediate danger then they should contact the police and tell them of their concerns by telephoning 999. If a child or young person is not in immediate danger then the driver should call 101.

Signs to look out for include:

- Adults who appear secretive or are trying to hide the fact that they are with a young person
- Adults befriending young people, including buying them food and drinks
- Young people being picked up and taken to hotels, particularly at odd times of the day and night
- Adults who frequently come into premises with different young people
- Young people who, although with peers, look uncomfortable or under duress

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Conditions attached to a Private Hire and Hackney Carriage Vehicle Proprietors Licence

The following conditions are attached to the grant/renewal of a hackney carriage/private hire vehicle licence. Failure to comply with the conditions may lead to action being taken against a licence.

Standard Conditions

1. Maintenance Of Vehicle

The vehicle, all of its fittings and any attached equipment shall at all times when the vehicle is in use or available for hire, be kept in a clean, safe, tidy and efficient state, and must also comply with all relevant statutory provisions including in particular those contained in the Road Vehicles (Construction and Use) Regulations 1986.

2. Alteration Of Vehicle

No material alteration or change to the vehicle, its fittings or any attached equipment shall be made without the prior approval of the Authority.

3. Identification Plate

The licence plate supplied by the Authority and identifying the vehicle as a hackney carriage/private hire vehicle shall be securely fixed externally on or about the off side area of the rear bodywork or bumper of the vehicle in a conspicuous position and in such a manner as to be easily removed if necessary by an authorised officer of the Authority or a constable. The plate must be maintained in a satisfactory condition and be legible.

4. Interior Identification Marking

A sign supplied by the Authority indicating the licence number and the number of passengers the vehicle is licensed to carry, shall be displayed inside the vehicle in a prominent position on the inside of the windscreen so as to be clearly visible to passengers. The sign must be maintained in a satisfactory condition and be legible.

5. Door Decals

There shall be attached centrally to each front door of the vehicle the appropriate hackney carriage or private hire vehicle decals supplied by the Authority. The decals must be securely affixed or in the case of hackney carriage vehicle permanently affixed to the vehicle and these must be maintained in a satisfactory condition and be legible.

6. Safety Equipment

Where a ramp or ramps are used, they must be fitted/carried safely in the vehicle at all times. The ramps must be identified with the vehicle registration number.

7. Signs, Notices, Etc

No signs, notices, advertisements, video or audio display etc or other markings shall be displayed on, in or from the vehicle subject to the following exceptions:

- Any sign, notice or other marking required to be displayed by legislation or any condition attached to this licence
- Advertising on the rear doors, rear wings and boot area of the vehicle (of two-dimensional insignia type) approved by the Authority
- Advertising along the top 8 cm strip of the windscreen of the vehicle provided that it is not illuminated and it bears only the name and/or telephone number in block letters of the firm operating the vehicle.

Signs, notices, advertisements, video or audio display etc must not be of a content that the Licensing Officer deems to be offensive or abusive.

A sign must be affixed to the inside of the vehicle indicating that smoking is prohibited in the vehicle.

8. Change Of Address

The proprietor shall notify the Authority in writing within seven days of any change of address during the period of the licence.

9. Convictions

The proprietor shall notify the Authority in writing within seven days if he/she is convicted of any offence.

10. Deposit Of Drivers Licence

If the proprietor permits or employs any other person to drive the vehicle as a hackney carriage/private hire vehicle, the proprietor shall retain the persons hackney carriage/private hire drivers licence until such time as the driver ceases to be permitted or employed to drive the vehicle.

11. Transfer Of Interest

The proprietor shall notify the Authority in writing, giving the name and the address of the new proprietor, within 14 days if he transfers his interest in the vehicle to another person.

12. Accident Notification

The proprietor shall notify the Authority as soon as is practicable, or in any case within 72 hours of any accident which results in damage to the vehicle.

13. Additional Charges

The proprietor shall pay the Authority any reasonable additional charges to be determined by the Authority for:

- A) the replacement of any lost, damaged or stolen plate, decal or sign provided by the Authority (and which is required to be attached or displayed on or in the vehicle as a condition of this licence);
- B) any vehicle test appointment for which the proprietor fails to present the vehicle for testing or which is cancelled by the proprietor without giving at least 48 hours notice to the Authority.

14. Insurance

All vehicles must have a current valid policy of insurance at all times appropriate to the vehicle.

If a vehicle is off the road and uninsured the proprietor must advise the Licensing Section in writing immediately or in any event within 72 hours.

Private Hire Driver Licence Conditions of Licence

The following conditions are attached to the grant of a private hire driver licence. Failure to comply with the conditions may lead to action being taken against the licence.

1. Conduct of Driver

The Driver shall:-

1. Afford all reasonable assistance with passenger's luggage
2. At all times comply with the Authority dress code and behave in a civil and orderly manner
3. Take all reasonable steps to ensure the safety of passengers conveyed in, entering or alighting from the vehicle driven by him/her
4. Not without the express consent of the hirer, drink or eat in the vehicle.
5. Not without express consent of the hirer, play any radio or sound reproducing instrument or equipment in the vehicle he/she is driving to be a source of nuisance or annoyance to any person, whether inside or outside the vehicle.
6. Drivers are issued with two badges, one to be worn around the neck. At all times when acting in accordance with this licence a badge licensed to him/her must be displayed in such a position and manner as to be plainly and distinctly visible to passengers.

The Driver shall not smoke in the vehicle at anytime, including when the vehicle is not available for hire.

2. Passengers

1. The driver shall not convey or permit to be conveyed in a private hire vehicle a greater number of persons than that prescribed in the licence for the vehicle.
2. The driver shall not allow there to be conveyed in the front of a private hire vehicle beside him/her:
 - (a) Any child below the age of three years, or
 - (b) more than one person

3. Lost Property

If any identifiable property is left in a private hire vehicle by any person who may have been conveyed therein is found by or handed to the driver, he/her shall take it as soon as possible in any event within twenty four hours, if not sooner claimed by or on behalf of its owner to a convenient police station and leave it in the custody of the officer on his/her giving a receipt for it.

4. Written Receipts

The driver shall if requested by the hirer of a private hire vehicle provide him/her with a written receipt for the fare paid.

5. Animals

The driver shall not convey in a private hire vehicle any animal belonging to or in the custody of himself or the proprietor or operator of the vehicle whilst the vehicle is hired and he/she shall ensure that any animal belonging to or in the custody of any passengers is conveyed in the rear of the vehicle.

This does not apply to a disabled person's guide, hearing or assistance dog which must be carried in a private hire vehicle or hackney carriage vehicle without any additional charge, unless the driver holds a Certificate of Exemption on medical grounds issued under the Equality Act 2010.

6. Prompt Attendance

The driver of a private hire vehicle shall, if he/she is aware that the vehicle has been hired to be in attendance at an appointed time and place or he/she has otherwise been instructed by the operators or proprietor of the vehicle to be in attendance at an appointed time and place, punctually attend at the appointed time and place, unless delayed or prevented by sufficient cause.

7. Deposit Of Licence

If the driver is permitted or employed to drive a private hire vehicle of which the proprietor is someone, other than himself, he/she shall before commencing to drive that vehicle deposit this licence with that proprietor for retention by him until such time as the driver ceases to be permitted or employed to drive the vehicle or any other vehicle.

8. Change Of Address

The driver shall notify the Licensing Office in writing of his/her address during the period of the licence within seven days of such change taking place.

9. Medical Fitness

The driver inform the Licensing Office immediately if he/she suffer from a medical condition or disability or a condition or disability previously notified worsens that may alter his/her ability to drive a vehicle.

A driver or prospective driver who receives medical treatment or medical consultation shall confirm with their medical attendant whether they are at that time fit to undertake the duties of a private hire vehicle driver. Where any medical attendant specifies that a driver or prospective driver should not drive for a determinate or indeterminate period that driver or prospective driver shall notify the Authority immediately in writing of such medical opinion.

The requirement will not apply to any temporary incapacity or treatment for the duration of which the driver or prospective driver does not intend to drive a private hire vehicle.

10. Convictions And Cautions

The driver shall within seven days disclose to the Authority in writing details of any conviction imposed or caution received during the period of the licence.

11. People who have spent time overseas

Existing licensed drivers must notify the Council in writing when they intend to leave the country for an extended period of 3 months or more. They must also notify the Council on their return and complete a statutory declaration on the form provided by the Council

12. Return Of Badges

The driver shall upon the expiry, revocation or suspension of this licence forthwith return to the Authority the driver's badges issued by the Licensing Office when granting this licence.

13. Taxi Meter

If a private hire vehicle is fitted with a taxi meter or other Council approved device used to calculate the fare, the driver shall not cause the fare recorded thereon to be cancelled or concealed until the hirer has had a reasonable opportunity of examining it and has paid the fare (unless credit is to be given).

14. Fare To Be Demanded

The driver shall not demand from any hirer of a private hire vehicle, fare in excess of any previously agreed for that hiring between the hirer and operator, or if the vehicle is fitted with a taxi meter and there has been no previous agreement as to the fare, the fare shown on the face of the taxi meter.

15. No smoking Policy

Smoking in a smoke-free place is prohibited under the Health Act 2006.

In this context a 'smoke-free place' includes a licensed hackney carriage and private hire vehicle as well as a private hire operator's premises.

Smoking also includes the use of e-cigarettes.

Code Of Good Conduct For Licensed Drivers

In order to promote its licensing objectives as regards hackney carriage and private hire licensing, the Council has adopted the following Code of Good Conduct, which should be read in conjunction with the other statutory and policy requirements set out in this document.

1. Responsibility to the Trade

Licence holders shall endeavour to promote the image of the Hackney Carriage and Private hire trade by:

- (a) complying with this Code of Good Conduct;
- (b) complying with all the Conditions of their Licence and the Councils Hackney Carriage and Private Hire Licensing Policy; Byelaws
- (c) behaving in a professional manner at all times.

2. Responsibility to Clients

Licence holders shall:

- (a) maintain their vehicles in a safe and satisfactory condition at all times;
- (b) keep their vehicles clean and suitable for hire to the public at all times;
- (c) attend punctually when undertaking a pre-booked hiring;
- (d) assist, where necessary, passengers into and out of vehicles;
- (e) offer passengers reasonable assistance with luggage.

3. Responsibility to Residents

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

- (a) only use the vehicle horn in accordance with the law;
- (b) keep the volume of radio/cassette/cd player and VHF/digital radios to a minimum;
- (c) switch off the engine if required to wait;
- (d) take whatever additional action is necessary to avoid disturbance to residents in the neighbourhood.

At hackney carriage ranks and other places where hackney carriages ply for hire by forming queues, drivers shall, in addition to the requirements above:

- (a) rank in an orderly manner and proceed along the rank in order and promptly;
- (b) remain in the vehicle.

At private hire offices a licence holder shall:

- (a) not allow their radio/cassette/cd players or VHF/digital radios to cause disturbance to residents of the neighbourhood;
- (b) take whatever additional action is necessary to avoid disturbance to residents of the neighbourhood which might arise from the conduct of their business.

4. General

Drivers shall:

- (a) pay attention to personal hygiene and dress in accordance with the Dress Code;
- (b) be polite, helpful and respectful to passengers;
- (c) drive with care and due consideration for other road users and pedestrians and in particular shall not use a hand held mobile phone whilst driving;
- (d) obey all Traffic Regulation Orders and directions at all time;
- (e) not smoke in the vehicle at any time ;
- (f) not consume alcohol immediately before or at any time whilst driving or being in charge of a hackney carriage or private hire vehicle;
- (g) not drive while having misused legal or illegal drugs;
- (h) fulfill their responsibility to ensure compliance with legislation regarding the length of working hours.

PLEASE NOTE: ANY AMOUNT OF ALCOHOL OR DRUGS CAN AFFECT A DRIVER'S JUDGEMENT

THE COUNCIL WILL TAKE A VERY SERIOUS VIEW OF ANY DRIVER BEING FOUND TO HAVE CONSUMED ANY ALCOHOL OR HAVING MISUSED ANY DRUGS WHILST IN CHARGE OF A LICENSED VEHICLE

Drivers Dress Code

The purpose of a driver's dress code is to seek a standard of dress that promotes a positive image of the hackney carriage and private hire trade in North Tyneside, to enhance a professional image of licensed drivers and ensure that public and driver safety is not compromised.

The dress code is not a condition of licence and will not be enforced as such, however the Licensing Authority encourages drivers to comply with the requirements.

Acceptable Standards of Dress

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 may be worn with a tie or open necked.

Footwear

- Footwear for all drivers shall fit around the heel of the foot.

Unacceptable Standard of Dress

The following are deemed unacceptable:

- Clothing not kept in a clean condition, free from holes and rips.
- Words or graphics on any clothing that is of an offensive or suggestive nature or which might offend.
- Sportswear (e.g football/rugby kits, track suits, beach wear etc).
- Sandals with no heel straps, flip flops or any other form of footwear not secured around the heel.
- Drivers not having either the top or bottom half of their bodies suitably clothed.

Private Hire Operators Licence
Conditions Of Licence

1. RECORDS

- (i) The records required to be kept by the operator under section 56(2) of the Local Government (Miscellaneous Provisions) Act 1976 must be kept in a suitable book, the pages of which are numbered consecutively, or other durable recording format and the operator shall enter or cause to be entered therein **before** the commencement of each journey, the following particulars of every booking of a private hire vehicle invited or accepted by him, including where a booking is sub-contracted (whether the vehicle that is used is licensed under section 48 of the 1976 Act, or is licensed as a hackney carriage under section 37 of the Town Police Clauses Act 1847):
- a) The time and date of the hiring
 - b) The name of the hirer
 - c) The agreed time of the pick-up
 - d) The point of pick-up
 - e) The destination
 - f) The proprietor, registration number, licence number and call sign of the vehicle/driver allocated for the booking
 - g) The name and licence number of the driver
 - h) Remarks (including details of any sub-contract)
- (ii) The operator shall also keep records of the particulars of all vehicles operated or used by him (whether licensed under section 48 of the Local Government (Miscellaneous Provisions) Act 1976 or under section 37 of the Town Police Clauses Act 1847, which particulars shall include details of the proprietors, registration numbers, licence number and drivers of such vehicles, together with any radio call sign used.
- (iii) All records which are required to be kept under the conditions of licence must be made available upon request to an authorised officer of the Authority or a constable.
- (iv) The operator shall keep records of all desk clerks employed by him, including their name, date of birth and home address. A daily record must be kept of the time worked by each clerk.
- (v) The desk clerk shall sign the booking sheet at the start of each duty.
- (vi) All records kept by the operator shall be preserved for a period of not less than ONE year following the date of the last entry.

2. STANDARD OF SERVICE

The operator shall provide a prompt, efficient and reliable service to members of the public at all reasonable times and for this purpose shall in particular:-

- a) Ensure that when a private hire vehicle has been hired to be in attendance at an appointed time and place, the vehicle shall, unless delayed or prevented by sufficient cause, punctually attend at that appointed time and place.
- b) Keep clean, adequately heated, ventilated and lit any premises which the operator provides and to which the public have access, whether for the purpose of booking or waiting.
- c) Ensure that any waiting area provided by the operator has adequate seating facilities.
- d) Ensure that any telephone facilities and radio equipment provided are maintained in a sound condition and that any defects are repaired promptly.

3. COMPLAINTS

The operator shall notify the Authority in writing, within seven days, of any complaints concerning a contract for hire or purported contract for hire relating to or arising from his business and of the action (if any) which the operator has taken or proposes to take in respect thereof.

4. CHANGE OF ADDRESS

The operator shall notify the Authority in writing of any change of his/her address during the period of the licence within seven days of such change taking place.

5. CONVICTIONS AND CAUTIONS

The operator shall within seven days disclose to the Authority in writing details of any conviction or caution imposed on him/her (or, if the operator is a Company, of any its Directors) during the period of the licence.

6. OPERATORS LICENCE

Operators shall operate wholly from those premises specified in the licence and situated within the boundaries of the Borough of North Tyneside.

The Operator shall display the Operators Licence issued by the Local Authority in a conspicuous position at the licensed premises.

7. SPECIAL CONDITIONS RELATING TO PORTACABINS

- (i) The operator will provide and maintain hot and cold running water and wash hand basin facilities, which will be permanently connected to the main sewage system.
- (ii) The operator will provide and maintain toilet facilities which are to be permanently connected to the main sewerage system.

SECTION 2 - LOCATIONS**(LOCATION WILL BE SITUATED WITHIN NORTH TYNESIDE UNLESS OTHERWISE INDICATED)****PUBLIC HOUSES**

42ND STREET
 AKENSIDE (NEWCASTLE)
 ALEXANDRA
 ALLARDS
 ALNWICK CASTLE
 ANCHOR
 ANSON
 BARCA
 BEACON MONKSEATON
 BEEHIVE
 BELL AND BUCKET
 BENTON ALE HOUSE
 BERKELEY TAVERN
 BLACK BULL
 BLACK HORSE
 BLAGDON ARMS (CRAMLINGTON)
 BLUE BELL
 BORDER MINSTREL (GOSFORTH)
 BORDER TERRIER
 BRANDLING ARMS (GOSFORTH)
 BRIARDENE
 BRIDGE INN
 BUSH
 CAMPERDOWN
 CANNON (EARS DON)
 CHARLIES (WAS CHARLIE ROBSONS)
 CHARNWOOD
 CITY VAULTS (NEWCASTLE)
 CHILLINGHAM ARMS (BYKER)
 CLAYTON ARMS
 COACH INN
 COAST KITCHEN AND BAR
 COPPERFIELDS
 CORNER HOUSE (HEATON)
 CUMBERLAND ARMS
 DOG AND RABBIT
 DOLPHIN
 DORSET ARMS
 DUDLEY (HOTEL)
 DUKE OF YORK
 EARL OF ZETLAND
 FAT OX WHITLEY BAY
 FERRYMAN (WAS EAST HOWDON CLUB)
 FLYING SCOTMAN
 FIRE STATION
 FITZGERALDS
 FOXHUNTERS
 GARRICKS HEAD
 GEORGE STEPHENSON
 GIBRALTAR ROCK
 GREY HORSE (CAMPERDOWN)
 GUNNER
 HAVANA
 HEAD OF STEAM (TYNEMOUTH)
 HOLYSTONE
 HOW DO YOU DO
 HUGOS
 HUNTING LODGE
 JOLLY BOWMAN
 KILLINGWORTH ARMS
 KITTIWAKE
 LEFT LUGGAGE ROOM
 LOLA JEAN'S
 LOW LIGHTS TAVERN
 MADAME KOOS (NEWCASTLE)
 MAGNESIA BANK
 MANHATTAN
 MARINERS ARMS
 MAURETANIA
 MILLSTONE (SOUTH GOSFORTH)
 MINERS SPORTS BAR
 MONKSEATON ARMS
 MOOR HOUSE

NAUTILUS
 NEWTON PARK (HEATON)
 NORTHUMBERLAND HUSSAR (HEATON)
 ODDFELLOWS
 OSBOURNES (JESMOND)
 PARADE (FORMERLY HAIRY LEMON)
 PAVILION (BACKWORTH)
 PHOENIX TAP (WHITLEY BAY)
 PINEAPPLE
 PITCHER AND PIANO (NEWCASTLE)
 PLOUGH (CRAMLINGTON)
 PLOUGH INN
 POW BURN
 POWDER MONKEY
 PRINCE OF WALES
 PRIORY
 PUB AND KITCHEN
 QUARRY
 QUAY TAP HOUSE
 QUEENS HEAD (CULLERCOATS)
 QUEENS HEAD (WALLSEND)
 RED HOUSE FARM
 RED LION
 REDBURN
 RISING SUN
 RITZ (WETHERSPOONS)
 ROBIN HOOD
 ROCKCLIFF ARMS
 ROSE INN
 ROSEHILL TAVERN
 ROYAL QUAYS
 SALUTATION
 SALTY SEA DOG
 SAND PIPER (FORMERLY THE PIPER)
 SHIP (WALLSEND)
 SHIP (MONKSEATON)
 SHIP (BENTON)
 SHIRE HORSE
 SHIREMOOR HOUSE FARM
 SPORTSMAN
 SPREAD EAGLE
 SPRING GARDENS
 STAITH HOUSE
 STATION (WESTMOOR)
 STONEBROOK
 THE TOWNHOUSE
 THREE MILE INN (GOSFORTH)
 TOBY CARVERY SHIREMOOR
 TOP HOUSE (NORTH SHIELDS)
 TRAVELLERS REST (CAMPERDOWN)
 TRAVELLERS REST (WIDEOPEN)
 TURBINIA (WALKER)
 TURKS HEAD
 TYNEMOUTH LODGE
 VICTORIA (FORMERLY THE BEDROOM)
 VICTORY (SOUTH GOSFORTH)
 WALL'S END
 WATERFORD ARMS (SEATON SLUICE)
 WHEATSHEAF (NEW YORK)
 WHEATSHEAF (BENTON)

TRANSPORT FACILITIES

BYKER METRO STATION (NEWCASTLE)
 CENTRAL STATION (NEWCASTLE)
 CULLERCOATS METRO STATION
 NORTH SHIELDS FERRY LANDING
 HOWDON METRO STATION
 INTERNATIONAL FERRY TERMINAL
 MONKSEATON METRO STATION
 N/CLE INTERNATIONAL AIRPORT
 NORTH SHIELDS METRO STATION
 NORTHUMBERLAND PARK METRO STN
 SHIREMOOR METRO STATION
 TYNEMOUTH METRO STATION
 WALKERGATE METRO STATION (N/CLE)
 WALLSEND METRO STATION
 WEST MONKSEATON METRO STATION
 WHITLEY BAY METRO STATION

LEISURE FACILITIES

1ST SUPERBOWL
 ASPERS CASINO (NEWCASTLE)
 BLUE FLAME SPORTS CLUB
 BLUE REEF AQUARIUM
 CENTURION PARK (WALLSEND SPORTS CTR)
 GALA BINGO
 GATE (NEWCASTLE)
 GROSVENOR CASINO (NEWCASTLE)
 HADRIAN LEISURE CENTRE
 ODEON CINEMA (SILVERLINK)
 PARKS LEISURE CENTRE (N/SHIELDS)
 RISING SUN COUNTRYSIDE PARK
 RITZ BINGO
 SAGE (GATESHEAD)
 SEGEDUNUM
 ST JAMES PARK (NEWCASTLE)
 STEPHENSON RAILWAY MUSEUM
 METRO ARENA (NEWCASTLE)
 THEATRE ROYAL (NEWCASTLE)
 TYNEMOUTH POOL
 WET AND WILD
 WHITE SWAN CENTRE
 WHITLEY BAY HOLIDAY PARK
 WHITLEY BAY ICE RINK
 WHITLEY BAY LEISURE POOL
 WHITLEY BAY PLAYHOUSE

HOTELS

COPTHORNE HOTEL (NEWCASTLE)
 COUNTY HOTEL (THISTLE) NEWCASTLE
 GOSFORTH PARK HOTEL (MARRIOT)
 GRAND HOTEL
 HAMPTONS (NEWCASTLE)
 HOLIDAY INN (NORTH TYNESIDE)
 JESMOND DENE HOTEL
 MALMAISON (NEWCASTLE)
 NEW ROYAL HOTEL
 PARK HOTEL
 SANDEMAN (NEWCASTLE)
 VERMONT HOTEL (NEWCASTLE)
 VILLAGE HOTEL
 WINDSOR HOTEL

GENERAL

ALDI (FOREST HALL)
 ALDI (HOWDON)
 ALDI (WALLSEND)
 ASDA (BENTON)
 ASDA (GOSFORTH)
 ASDA (NORTH SHIELDS)
 ASDA (WALLSEND)
 B&Q
 B&M BARGAINS (WALLSEND)
 BOUNDARY MILLS
 CIVIC HALL (WALLSEND)
 CO-OP (NORTH SHIELDS)
 FORUM
 FREEMAN HOSPITAL (NEWCASTLE)
 LAW COURTS (NEWCASTLE)
 LIDL (BATTLE HILL)
 LIDL (KILLINGWORTH)
 MAGISTRATES COURT (NORTH TYNESIDE)
 MORRISONS (KILLINGWORTH)
 MORRISONS (NORTH SHIELDS)
 MORRISONS (WHITLEY BAY)
 NORTH TYNESIDE GENERAL HOSPITAL
 PRESTON CEMETERY
 REGENT CENTRE (GOSFORTH)
 SAINSBURY (FOREST HALL)
 SAINSBURY (HEATON)
 SAINSBURY (NORTHUMBERLAND PARK)
 SAINSBURY (WHITLEY BAY)
 TESCO (NORTH SHIELDS)
 TOWN HALL (WALLSEND)
 WHITE SWAN CENTRE

CLUBS

BACKWORTH MINERS WELFARE
 BARKING DOG SOCIAL CLUB
 CATHOLIC CLUB (NORTH SHIELDS)
 CHIRTON SOCIAL CLUB
 COMRADES CLUB (WHITLEY BAY)
 CONSERVATIVE CLUB (BENTON)
 CONSERVATIVE CLUB (N/SHIELDS)
 CONSTITUTIONAL CLUB (FOREST HALL)
 CORONATION SOCIAL CLUB
 CRESCENT SOCIAL CLUB
 DISABLED EX-SERVICEMENS CLUB
 ENGINEERS SOCIAL CLUB
 EX SERVICEMEN'S CLUB (WALLSEND)
 FOREST HALL SOCIAL CLUB
 INNISFREE SOCIAL CLUB
 KING STREET SOCIAL CLUB
 LABOUR CLUB
 LINDISFARNE CLUB
 MARDEN RESIDENTS CLUB
 MASONIC HALL (NORTH SHIELDS)
 MASONIC HALL (SHIREMOOR)
 MASONIC HALL (WALLSEND)
 MASONIC HALL (WHITLEY BAY)
 MEMORIAL HALL
 NEW YORK CLUB
 NORTH SHIELDS RUGBY CLUB
 PERCY PARK RUGBY CLUB
 R.A.O.B. CLUB (WALLSEND)
 ROCKCLIFFE RUGBY CLUB
 TERMINUS CLUB
 TYNEMOUTH SAILING CLUB
 TYNEMOUTH SOCIAL CLUB
 WEST ALLOTMENT SOCIAL CLUB
 WESTHOLME CLUB

SCHOOLS/COLLEGES

BEACONHILL SCHOOL
 BENTON DENE
 BURNSIDE COMMUNITY COLLEGE
 JOHN SPENCE COMMUNITY HIGH
 LONGBENTON COMMUNITY COLLEGE
 PERCY HEDLEY CENTRE (FOREST HALL)
 SOUTHLANDS SCHOOL
 TYNE MET COLL. COAST RD CAMPUS
 TYNEMOUTH MET. ACADEMY CAMPUS
 WOODLAWN SCHOOL

RESTAURANTS

AHAR
 AMICI
 ARAMEE
 BARCA ART CAFE
 BELLA ITALIA
 BILASH
 BRUNOS
 CASA ANTONIO
 CHENG'S
 COTTAGE KITCHEN
 CRAB AND WALTZER
 CRUSOES
 DAVANTI (TYNEMOUTH)
 DAVANTI (W/ BAY) (WAS PICASSOS)
 ELDER AND WOLF
 FISHERMAN'S LODGE (JESMOND)
 FRANKIE AND BENNY'S
 GATE OF INDIA TYNEMOUTH
 HARVESTER
 HIMALAYA
 JEERA
 LESZET (FORMERLY SANGREELA)
 LONGSANDS FISH KITCHEN
 MAMA ROSAS
 MING COTTAGE
 MODERN TANDOORI
 MY SHANGHAI
 NANDO'S
 NOIR
 ORA
 PIZZA HUT
 SALT HOUSE
 SAMBUCAS (FOREST HALL)
 SAMBUCAS (NORTH SHIELDS)
 SAMBUCAS (PERCY MAIN)
 SAMBUCAS ((TYNE TUNNEL)
 SAMBUCAS (WHITLEY BAY)
 SHAHENSHAH
 SHIKARA
 SOPRANOS
 SORRENTO
 TAKDIR
 WATERFRONT (NORTH SHIELDS)

SECTION 3 – ROUTES

You will be asked to choose the shortest, most direct route between two locations in different areas of North Tyneside and the surrounding area.

You should not take into account heavy traffic conditions or the time of day of the journey.

The routes you will be asked to choose the shortest route from will be selected from the list below.

FRONT STREET TYNEMOUTH TO NORTH SHIELDS TOWN CENTRE
NORTH SHIELDS TOWN CENTRE TO NORTH SHIELDS FISH QUAY
FRONT STREET TYNEMOUTH TO NEW YORK
NEW YORK TO WHITLEY BAY
WHITLEY BAY CARAVAN PARK TO WEST MONKSEATON
WEST MONKSEATON TO NORTH SHIELDS TOWN CENTRE
NORTH SHIELDS TOWN CENTRE TO INTERNATIONAL FERRY TERMINAL
BATTLE HILL TO SHIREMOOR
PRESTON GRANGE TO WEST MONKSEATON
WHITLEY BAY TO ANNITSFORD
SHIREMOOR TO NORTH SHIELDS
TYNEMOUTH FRONT STREET TO WHITLEY BAY
WHITLEY BAY TO NORTH SHIELDS
WHITLEY BAY TOWN CENTRE TO WHITLEY LODGE
WHITLEY BAY TOWN CENTRE TO WEST MONKSEATON
MONKSEATON TO NEW YORK
NORTH SHIELDS TO NEWCASTLE AIRPORT
INTERNATIONAL FERRY TERMINAL TO NEWCASTLE CENTRAL STATION
HIGH FARM TO HEATON
ANNITSFORD TO FOREST HALL SHOPPING CENTRE
FOREST HALL SHOPPING CENTRE TO WALLSEND
WESTMOOR TO WALLSEND/WILLINGTON QUAY
TYNEMOUTH TO BATTLE HILL
WALLSEND TO NORTH SHIELDS TOWN CENTRE
WIDEOPEN TO HOLYSTONE
WIDEOPEN TO FOUR LANE ENDS
FOUR LANE ENDS TO EARSDON
NORTH SHIELDS TO HIGH FARM
BENTON TO SHIREMOOR
HIGH FARM TO SOUTH GOSFORTH
HIGH FARM TO BENTON
SOUTH GOSFORTH TO WEST ALLOTMENT
SOUTH GOSFORTH TO HOLYSTONE
BATTLE HILL TO WILLINGTON QUAY
KILLINGWORTH TO BENTON
FOUR LANE ENDS TO NEW YORK
SILVERLINK TO GOSFORTH PARK
FOREST HALL TO SOUTH GOSFORTH
FOREST HALL TO DUDLEY
HIGH FARM TO NEWCASTLE CITY CENTRE
HADRIAN PARK TO HOWDON
WALLSEND TO SOUTH GOSFORTH
WALLSEND TO HEATON