Application for Dual Badge Hackney Carriage/Private Hire Driver's Licence

Before completing this application form, please ensure you have read and understood the Taxi Licensing Policy and Licence Conditions 2025.

This is available on our website - www.staffordbc.gov.uk/sites/default/files/cme/DocMan1/Licensing/Taxi/Taxi-Licensing-Policy-and-Licence-Conditions-2025-2030.pdf

Licences are issued for three years providing the applicant pass an initial interview with a Licensing Officer, a medical with Occupational Health and also a written knowledge test.

Applicants are also required to have an Enhanced Criminal Disclosure (DBS) check and to subscribe to the DBS Online Update Service within 30 days of your certificate's issue date. secure.crbonline.gov.uk/crsc/apply

For further instruction on how to subscribe, please see our website.

To apply for a Dual Badge Driving Licence

You must be 21 years or older and hold a full DVLA driving licence for more than 12 months for the class of vehicle that you are intending to drive.

All applicants should submit the required documentation, as indicated below, via post or by hand to the Council Reception desk. You will be then contacted by the Licensing Section to arrange an interview:

- completed Driver Application Form
- current Full Paper or Photo Card Driving Licence and Online Counterpart Sharing Code
- completed DBS Application via Aarons Department - once certificate is received, applicants must sign up to the online update service with the DBS, please see this link; www.gov.uk/dbs-update-service
- one passport type photograph in colour

- payment of application fee (this includes payment for your Medical, first Knowledge Test and 3-year Licence **(non-refundable)**

In the event that an applicant holds 7 or more ‘live’ points on their DVLA driving licence, has received a driving ban or been convicted of an offence for driving without due care or attention, they will be required to undertake a driving assessment. Please see our policy for more information. The driving assessment fee is an additional payment made directly to the Council’s nominated assessor upon booking.

Following your appointed interview with the Licensing Team, payment for the application should be made. Upon receipt of payment, you will be given a Medical form.

Payment:

- cash payments will not be taken
- payments must be made by cheque (made payable to Stafford Borough Council) or by debit card over the phone to 01785 619745 or at our Council Reception desk
- full payment must be made on the day of your appointed interview

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Stafford BOROUGH COUNCIL

Application for a Dual Badge Drivers Licence

In accordance with the appropriate provisions of the Town Police Clauses Act 1847 and the Local Government (Miscellaneous Provisions) Act 1976.

I, the undersigned, do hereby apply to Stafford Borough Council for a licence to act as the driver of any vehicle licensed within Stafford Borough.

IF ANY PERSON KNOWINGLY OR RECKLESSLY MAKE A FALSE STATEMENT OR OMITS ANY MATERIAL PARTICULARS IN GIVING INFORMATION HE/SHE SHALL BE GUILTY OF AN OFFENCE.
Please ensure that you answer all of the questions below. ***Failure to do so will result in your application being rejected at interview***

Personal Details

1. Full Name

2. Full Address and Postcode

3. Email Address (must be provided)

4. Telephone No:

   Mobile No:

5. Date of Birth:

   Place of Birth:

6. National Insurance Number:

7. Do you hold a UK Passport?

Yes ☐ No ☐

Do you hold a Passport for another country:

If so, please provide PORTWUK share code:

8. Within the past 12 months, have there been any medical reasons why you could not undertake the full range of Hackney Carriage or Private Hire duties, incl. driving, lifting or carrying etc.?

If so, what were they?

9. For how many years have you held a **full** driving licence?

Please provide the following;

(a) Driving Licence No:

(b) Period Valid:

From:

To:

(c) Online Counterpart Sharing Code:

(this is case sensitive so please ensure your capitals and lower case are clear enough for us to check)

10. Are you the proprietor or owner or operator of the vehicle(s) you intend to drive?

    If 'NO', please state the name and address of the Hackney Carriage/Private Hire company you intend to work for?

11. In which area(s) do you intend to work as a Licensed Driver?

12. Are you currently licensed as a Hackney Carriage/Private Hire Driver with any other Authority?

    Please provide full details of the Local Authority(s) and licence number, issue date and expiry date:

    Have you ever held a Hackney Carriage or Private Hire Driver's Licence with another Authority?

    Please provide full details of the Local Authority(s) and licence number, issue date and expiry date:

    Have you ever been refused a Hackney Carriage/Private Hire Driver's Licence by any other Authority?

    Please provide full details of the Local Authority(s) and licence number, issue date and expiry date:

    Have you ever had a Hackney Carriage/Private Hire Driver's Licence suspended or revoked?

    Please provide full details of the Local Authority(s) and licence number, issue date and expiry date:

13. Do you intend to follow any occupation in addition to driving a Hackney Carriage/Private Hire vehicle?

Section A: Details of Previous Convictions

A. Within the past 12 months, have you been convicted of any motoring offences or have you received any fixed penalty notices? If yes, please give details in Section B.

Yes ☐ No ☐

B. Have you ever been convicted of or cautioned for any criminal offences? If yes, please give details in Section B.

Yes ☐ No ☐

C. Do you have any pending convictions or appearances at Court or Fixed Penalty Notices? If yes, please give details in Section B.

Yes ☐ No ☐

D. Do you have any convictions or pending matters in any other country? If yes, please give details in Section B.

Yes ☐ No ☐

Section B: Convictions Cautions and Pending Prosecution Details (including Motoring and Criminal)

Date Convicted	**Type of Conviction (Criminal Motoring, Caution or Pending Matter)**	**Court or Police**	**Offence or Pending Matter**	**Penalty**
Example: 27/08/2010	Example: Motoring conviction	Example: 1733 or M/C	Example: IN10 Driving without insurance	Example: £500 fine and 6pts

Have you ever been questioned, interviewed, arrested or charged in connection with:

- touching a child or young person unnecessarily or inappropriately

  Yes ☐ No ☐

- making offensive or inappropriate comments towards a child

  Yes ☐ No ☐

- misusing or attempting to misuse personal details obtained as part of a fare or booking

  Yes ☐ No ☐

- sexual activity with a child or vulnerable person

  Yes ☐ No ☐

- inappropriate relationship with a child or vulnerable person

  Yes ☐ No ☐

- violence, coercion or intimidation of a child or vulnerable person

  Yes ☐ No ☐

- trafficking a child or vulnerable person

  Yes ☐ No ☐

If **Yes** given for any answer, you **MUST** inform Stafford Borough Council. You **MUST** specify the nature of the incident in the space below and include the date of the incident, the date of the arrest and/or questioning.

Declaration of Applicant

I hereby declare that the information I have given is true, complete and correct and that I have no objection to the information being verified. I have read the Taxi Policy and Conditions and understand that before the Council can determine this application for a Licence, it will need an enhanced disclosure from the Disclosure and Barring Service.

Your right to work/remain in the UK will be checked as part of your licence application, this could include the licensing authority checking your immigration status with the Home Office. We may otherwise share information with the Home Office. You must therefore provide a document(s) that are stipulated as being suitable for this check. The list of documents is set out at (Home Office Guidance).

You must provide the original document(s), such as your passport or biometric residence permit, as indicated in the published guidance, so that the checks can take place. The document(s) will be copied and retained by the licensing authority. The original document(s) will be returned to you. Your application will not be considered valid until all the necessary information and original document(s) have been produced and the relevant fee has been paid.

If there are restrictions on the length of time you may work in the UK, your licence will not be issued for any longer than this period. In such circumstances the check will be repeated each time you apply to renew or extend your licence, If, during this period, you are disqualified from holding a licence because you have not complied with the UK's immigration laws, your licence will lapse and you must return it to the licensing authority. Failure to do so is a criminal offence.

Applicants are reminded that to make a false declaration or to omit any particulars for the purpose of obtaining a licence may make them liable to prosecution for a criminal offence.

I declare to the best of my knowledge and belief the answers given above are true and complete.

☐ I declare I have read and understood the Taxi Licensing Policy **(ticking this box is mandatory)**

Date:

Signed:

BLOCK CAPITALS:

How we use your personal information

The information that you have provided on this form will be used by Stafford Borough Council, who are the data controller, for the processing of your application and providing you with a licence. We only keep this data for the time specified in our retention schedule. We will only share your information with/ or on The Public Register, The Home Office, other Government agencies, Council departments and Enforcement agencies and the National Fraud Initiative when necessary or where the law otherwise requires or allows us to do so. For further information, please see www.staffordbc.gov.uk/privacynotices

A Guide to Applying for a Disclosure and Barring Service Check

Please supply all relevant documents and registration fee as soon as possible.

Fee: Enhanced Check - £49.50 - paid direct to Aarons Department

You will be asked to produce certain **original documents** (not photocopies) so that your identity can be verified. You should call and make an appointment for an officer to check your original documents. *(Where it is not possible to present your documents in person, together with your form, you may post them to the Licensing Section.)*

Please note:

- all documents must be in your **current name**
- at least one document must show your **current address**
- at least one document must show your **date of birth**

Documents you need to provide

You must produce 3 documents:

- 1 document from Group 1 (see below) **and**
- 2 further documents from Groups 1, 2a or 2b; one of which must verify your current address

List of valid identity documents

Group 1 - Primary Trusted Identity Credentials

- current valid passport
- Biometric Residence Permit (UK)
- current Driving Licence including electronic counterpart (UK) (Full or provisional) Isle of Man /Channel Islands;

- Birth Certificate (UK and Channel Islands) - issued at the time of birth;
    - Full or short form acceptable including those issued by UK authorities overseas, such as Embassies, High Commissions and HM Forces. (photocopies are not acceptable).

Group 2a - Trusted Government/State Issued Documents

- current UK Driving licence (old style paper version)
- current Non-UK Photo Driving Licence (valid only for applicants residing outside of the UK at time of application)
- Birth Certificate (UK and Channel Islands) - (issued after the time of birth by the General Register Office/relevant authority i.e. Registrars - Photocopies are not acceptable)
- Marriage/Civil Partnership Certificate (UK and Channel Islands)
- Adoption Certificate (UK and Channel Islands)
- HM Forces ID Card (UK)
- Fire Arms Licence (UK and Channel Islands)

Group 2b - Financial/Social History Documents

- Mortgage Statement (UK or EEA)** (Non-EEA statements must not be accepted)
- Bank/Building Society Statement (UK or EEA)* (Non-EEA statements must not be accepted)
- Bank/Building Society Account Opening Confirmation Letter (UK)
- Credit Card Statement (UK or EEA)* (Non-EEA statements must not be accepted)
- Financial Statement** - e.g. pension, endowment, ISA (UK)
- P45/P60 Statement** (UK and Channel Islands)
- Council Tax Statement** (UK and Channel Islands)
- Work Permit/Visa (UK)** (UK Residence Permit)
- letter of Sponsorship from future employment provider (Non-UK/Non-EEA only - valid only for applicants residing outside of the UK at time of application)

- Utility Bill (UK)* - not Mobile Telephone
- Benefit Statement* - e.g. Child Allowance, Pension
- a document from Central/Local Government/Government Agency/Local Authority giving entitlement (UK and Channel Islands)* - e.g. from the Department for Work and Pensions, the Employment Service, Customs and Revenue, Job Centre, Job Centre Plus, Social Security
- EU National ID Card
- cards carrying the PASS accreditation logo (UK and Channel Islands)
- letter from Head Teacher or College Principal (16/17-year-olds in full time education - (only used in exceptional circumstances when all other documents have been exhausted)

Please note:

If a document in the List of Valid Identity Documents is:

- denoted with * - it should be less than three months old
- denoted with ** - it should be issued within the past 12 months
- not denoted - it can be more than 12 months old

Dual Badge Private Hire/Hackney Carriage Drivers Knowledge Test Information Pack

Stafford Borough Council

Operations

Civic Centre, Riverside, Stafford

Disclosure Barring Service Application

An Enhanced Disclosure from the Disclosure and Barring Service (DBS) is required upon initial application.

New applicants are required to subscribe to the DBS Online Update Service as part of this process and existing drivers are required to subscribe to this service when they next make application for a DBS Enhanced Disclosure.

Upon receipt of the certificate, you must provide the original copy to Stafford Borough Council within 7 days and you have **30 days to sign up online from the date on the certificate.**

Applicants must set up automatic renewals when first joining the service and must remain subscribed to the service for the duration of their licence.

Any lapse in payment to the DBS for your annual renewal will result in the removal of your details online and you will be required to reapply for a new certificate and sign up online again.

The Council will check the online DBS every 6 months or at any time where deemed necessary in order to ensure public safety.

If there are no changes recorded on the DBS certificate, then a full DBS check will not be required on renewal.

Any changes to your online status will result in a new DBS being required and your dual badge driving licence may be suspended until this is received.

The Council has a policy which provides guidance on the relevance of convictions which are not spent under the Rehabilitation of Offenders Act 1974.

Knowledge Test

In order to pass the written Knowledge Test you will need to study the following material. (Copies of items (a), (c) are attached. A copy of the Highway Code may be purchased at a book shop or newsagents.):

(a) The regulations and conditions made by Stafford Borough Council relating to the dual badge drivers and proprietors of hackney carriage and private hire vehicles.

(b) The Highway Code and Road Signs - **it is essential you are familiar with the changes to the Highway Code [2026]**

(c) Study the list of test routes and be prepared to name every road and street you travel on the shortest route between the places listed.

(d) Stafford Borough Council's Taxi Licensing Policy and Licensing Conditions 2025-2030 (which can be found on our website - www.staffordbc.gov.uk/licensing)

(e) The test will include some basic mental maths questions and you will also be tested on your reading skills.

Failure of Knowledge Test

Where an applicant fails three tests then a period of at least 1 month must elapsed before another test is taken. If the applicant fails the fourth test then s/he will not be able to make a further application for a licence for twelve months from the date of the last knowledge test.

You will be booked in for your Knowledge Test when you attend your applicant's interview at the Council Office.

Routes

1 Stafford County Hospital Weston Road, Stafford, St16 3SA to

Holmcroft, Holmcroft Road, Stafford, ST16 1JG

2 Pets at Home, Redhill Business Park, Stone Road, Stafford, ST16 1WQ to

Stafford Town Centre, Bridge Street, Stafford, ST16 2HL

3 ASDA Superstore, Queensway, Stafford, ST16 3TA to

Eccleshall Town Centre, High Street, Eccleshall, Stafford, ST21 6BZ

4 Stafford Railway Station, Station Road, Staffordshire, ST16 2AA to

County Showground, Weston Road, Stafford, ST18 0BD

5 Rising Brook Surgery, Merrey Road, Stafford, ST17 9LY to

Staffordshire Police Headquarters, Weston Road, Stafford, ST18 0YY

6 Weston Hall, Weston Bank, Stafford, ST18 0HS to

Shugborough Hall, Milford, Great Haywood, Stafford, ST17 0UP

7 Aston Marina, Lichfield Road, Aston, Stone, Staffordshire, ST15 8QU to

Queens Retail Park, Old Rickerscote Lane, Stafford, ST17 4SU

8 Crown Wharf Brewery Tap, Crown Street, Stone, Staffordshire, ST15 8QN to

Sandon Hall, Sandon, Stafford, ST18 0BZ

A selection of **three** of the above routes shall be included within the knowledge test.

Basics of Taxi Licensing

Hackney Carriages and Private Hire Vehicles - Differences

3.1 Hackney carriages are permitted to park on taxi ranks to wait for customers and can be hailed. Hackneys can also be booked in advance.

3.2 Private hire vehicles have to be booked in advance by customers via a licensed operator. Private hire vehicles are not permitted to wait for passengers at taxi ranks or to stop for passengers who try to hail them.

3.3 Vehicles will be licensed either as hackney carriages or private hire vehicles - vehicles cannot be licensed under both regimes.

3.4 The term “Taxis” is used throughout this Policy to refer to both Hackney Carriages and Private Hire Vehicles.

3.5 The table below is a quick reference guide to the differences between hackney carriages and private hire vehicles.

Differences	**Hackneys**	**Private Hire**
Ply for hire	✓	×
Pre booked	✓	✓
Operating from a rank	✓	×
Fare meter required	✓	×
Fare tariff set by council	✓	×
Number of vehicles may be restricted by councils	✓	×

Hackneys require two types of licence:

- Hackney carriage proprietor’s (vehicle) licence
- Hackney carriage driver’s licence

The provision of a private hire service requires three types of licence:

- Private hire Operator’s licence
- Private vehicle licence

- Private hire driver's licence

Number of Passengers

3.6 The Council is only responsible for the licensing of vehicles with up to eight passenger seats. Vehicles with a seating capacity of 9 or more passenger seats are licensed by the Driver and Vehicle Standards Agency.

Dual Badges for Licensed Drivers

3.7 The Council issues a "dual badge" for licensed drivers that permit them to work as hackney carriage drivers and private hire drivers.

Fit and Proper Person

3.8 The Council will not issue a licence to a driver or a private hire operator unless satisfied that the applicant is a "fit and proper person".

New Applicants for Dual Badge Drivers' Licences

Drivers Must Be "Fit and Proper Persons"

4.1 The Council will not grant a licence to a new applicant for a Hackney Carriage/ Private Hire Driver's Licence, unless satisfied that the applicant is a fit and proper person.

Age

4.2 You must be 21 years or older and hold a full DVLA driving licence for more than 12 months for the class of vehicle that you are intending to drive. All badges are issued for a period of 3 years. Drivers over 65 years will be required to take a yearly medical to ensure fitness to drive.

Right to Work in UK

4.3 The Council requires all applicants to provide documents to prove that they may legally work in the UK. The Council will also verify an applicant's right to work in the UK by checking with the Home Office

Medical Examination

4.4 Applicants shall submit to a medical examination upon their first application for a drivers' licence. Applicants must arrange the medical with the Council's approved medical examiner via the Occupational Health Unit at Cannock Chase Hospital. DVLA Group 2 medical certificates obtained from other medical examiners will not be accepted by the Council. Applicants asking for an exemption from the requirement to carry assistance dogs or an exemption to the requirement to assist wheelchair passengers on medical grounds or where the drivers physical condition makes it impossible or unreasonably difficult form to comply with the duties set out in section 165 of the Equalities Act 2010 should make this issue known to the Occupational Health Unit and the Licensing Section at the earliest stage and provide supporting information/documentation from your GP. Giving false information on any medical form could lead to prosecution.

4.5 Where a medical certificate has been produced or not, applicants may be required to arrange a further medical with the Council's approved medical provider in order to assess their fitness as a driver. The Council to bear the cost.

Driving Assessment

4.6 In the event that an applicant holds 7 or more 'live' points on their DVLA driving licence, has received a driving ban or been convicted of an offence for driving without due care or attention, they will be required to undertake a driving assessment. Please see our policy for more information. The driving assessment fee is an additional payment made directly to the Council's nominated assessor upon booking.

4.7 During the driving assessment applicant/licence holders must drive the vehicle that they plan to use if they are licensed. The assessment should be booked as early as possible and must be paid for by the applicant themselves. If an applicant fails the assessment then a licence will not be granted.

4.8 The Council will require the Assessor to notify the Council's Licensing Section of the result of the assessment, and to forward a copy of the assessment marking sheet, before the Council issues the licence.

Training

4.9 All new applicants will be required wherever possible to successfully complete appropriate training prior to being licensed. In any case the training should be completed within 6 months of being licensed for the first time. Training will include such matters as Safeguarding, Child Sexual Exploitation (CSE) and the prevention of terrorism (Prevent). Training may also include Wheelchair Accessible Vehicle (WAV) training.

Photograph

4.10 Photograph provided by new applications must meet the criteria required by the Passport Office in respect of the background, colour, quality and size. It is recommended that photographs should be obtained from photograph machines or photographic retailers. These must be provided every 3 years upon renewal.

DVLA Driving Licence

4.11 Applicants will be required to provide their DVLA Driving Paper Licence or Card and Counterpart sharing code to the Licensing Section in order that it can be viewed to ensure fitness to drive. Applicants are required to submit their DVLA licence for inspection upon renewal to the Licensing Section.

Previous Licence at another Council

4.12 The Council will not licence a vehicle for hire and reward which is licensed by another local authority.

Where an applicant has previously been licensed with another Council, they will be required to sign a consent form permitting the Licensing Section access to their licence records at the other Council. Where such agreement cannot be reached, then the application may not proceed. Failure to declare the existence of a previous licence with another authority may lead to consideration of suspension or revocation of a licence that is granted.

Human Trafficking and Child Sexual Exploitation

4.13 All new applicants must inform the Council, via the application form, if they have ever been questioned, interviewed or arrested for any offence connected to child sexual exploitation or human trafficking.

Public Protection and the Fit and Proper Person Test

4.14 The Council will not grant a Driver Licence unless it is satisfied that the applicant is a “fit and proper person.” The paramount consideration is the protection of the public.

Hackney Carriage/Private Hire Driver Conditions

These conditions must be read in conjunction with all relevant provisions of:-

- Local Government (Miscellaneous Provisions) Act 1976
- Town Police Clauses Act 1847
- Transport Act 1980

1. The driver shall within **7 days** notify the Council of any change of their name or home address.

2. All drivers must inform their licensing authority within **48 hours** if they are arrested, questioned, or interviewed voluntarily under caution by the police in respect of a criminal offence. For full requirements refer to Page 24 for Disclosure of Convictions, Cautions, Fixed Penalties etc.

3. If asked about your employment you must inform the police that you are a licensed driver.

4. If the driver ceases to drive for any reason they must inform the Licensing Department within 7 days.

5. The driver shall notify the Council of any accidents or damage caused to the vehicle as soon as is practicable but, in any case, **within 72 hours**.

6. The driver shall, always, when the vehicle is available or being driven for hire, be clean and respectable in their appearance and dress in accordance with the Council's approved Dress Code.

7. The Council's Dress Code for drivers of both hackney carriages and private hire vehicles is attached as **Appendix 6** to this document.

8. Licensed drivers shall not conduct themselves in any way, or act in a manner, which might be perceived as discriminatory or infringes equality legislation. For the avoidance of doubt, no driver shall discriminate against fellow drivers, passengers, members of the public or Council employee's contrary to the Equality Act 2010.

9. Licensed drivers must comply with the Rules of the Rank, always. (See **Appendix 12**)

10. The driver shall behave in a civil, friendly and helpful manner at all times and take all reasonable precautions to ensure the safety of passengers and other road users. For the avoidance of doubt this includes ensuring the proper restraint of wheelchair passengers.

11. All drivers shall maintain high standards of driving; be polite and courteous, as well as being helpful in assisting passengers to enter and alight from the vehicle and stowing/carrying luggage. Drivers must comply with any duties under Equality Act 2010, and ensure they assist wheelchair passengers.

12. The driver shall not use or hold any handheld device or eat or drink in the vehicle whilst it is moving.

13. The driver shall not, except with the express consent of the hirer, convey any other person other than the hirer in the vehicle.

14. The driver shall not allow or permit their vehicle to carry a greater number of passengers than the number prescribed on the licence.

15. The driver shall not cause or permit the noise emitted by any radio equipment or sound reproducing equipment installed in the vehicle to be a source of nuisance or annoyance to any persons whether inside or outside of the vehicle.

16. The driver of the vehicle should attend punctually at the time and place appointed for hire unless delayed or prevented by some reasonable cause.

17. The driver / proprietor must have the facility to take payment by debit or credit card within the vehicle, with no minimum limit, this is mandatory and should be used as necessary.

18. The driver / proprietor shall ensure the vehicle always has a receipt book.

19. The driver shall, if requested by the hirer, provide them with a written or electronic receipt for the fare paid specifying the driver's name, badge number and plate number.

20. At all times that the vehicle is being used or is made available for customers the driver shall ensure that the vehicle is kept clean and tidy, inside as well as the exterior. In any case the plate number must always be clearly visible.

21. Daily checks must be undertaken before the first use of the vehicle each day. All daily checks should be recorded on a pre-printed form or electronic “app” specifically designed for such purposes. These checks should be retained for a minimum of 6 months. Any defect rectification should also be recorded and evidenced. Daily checks should include all items recommended by the DVSA in their Guide to Maintaining Roadworthiness. The driver shall also ensure that the tyres are not worn below the legal limit and that the licence plates are properly positioned, secured permanently and can be clearly seen from the front and rear of the vehicle.

22. The driver shall, always, when a vehicle is hired take all reasonable steps to ensure the safety of passengers when entering and alighting from the vehicle.

23. **Smoking in the vehicle and the use of electronic/vape cigarettes are strictly prohibited**, at any time, this applies to both drivers and passengers.

24. Drivers shall not at any time sound the vehicle’s horn to attract the attention of customers, e.g., where they are waiting for the hirer outside a public house etc.

25. Assistance Dogs (Guide Dogs and Hearing Dogs) **must** be carried free of charge unless the driver has applied for and been granted an exemption certificate, the allergy exemption must be clearly displayed within the vehicle.

26. The driver must not carry any animal in the vehicle, whilst the vehicle is in the course of trade, including their own or the operator’s/proprietor’s animal **except that:**

    The driver may at their discretion carry the animal of a fare paying passenger, but the animal must be carried in the rear of the vehicle.

27. The Council shall issue a badge to all drivers detailing their name and driver number. This badge shall remain the property of the Council and shall be immediately returned to the Council should the driver cease to hold either a Hackney or Private Hire driving licence.

28. The driver shall at all times, when working, wear the driver’s Identification badge, issued by the Council, in such a position and manner so that it is plainly and distinctly visible. If any driver contravenes this provision, they shall be guilty of an offence.

29. The licence badge always remains the property of the Council, and upon revocation, suspension, expiry or surrender of the licence, the driver shall immediately return the badge to the Council.

30. The Driver must deposit their Private Hire/Hackney carriage driver's licence with the Private Hire Operator or Hackney Carriage Proprietor for which the vehicle is being used during the time it is being used for that person's business.

31. The driver shall, as soon as is practicable, after the termination of any hiring, search the vehicle for any property which may have been left behind.

32. The driver must report any items found to the Operator (if applicable), then take any lost property left in the vehicle to the Reception at Stafford Borough Council as soon as possible but within 72 hours. You will be required to complete the details on the evidence bag provided and place any items within.

33. The driver shall undertake appropriate training as required by the Head of Regulatory Services which will also include Child Sexual Exploitation (CSE), Safeguarding and Wheelchair Access Vehicle (WAV) where appropriate.

34. The driver must subscribe to the DBS Online Update Service and set up automatic renewals when first joining the service and must remain subscribed to the service for the duration of their licence.

35. Drivers must turn off their engines whilst stationary. This is to reduce any potential pollution as well as to save money on fuel costs. Vehicle idling is an offence under the Road Traffic (Vehicle Emissions) (Fixed Penalty) (England) Regulations 2002.

36. The driver must ensure that the 'Compliments/Comments/Complaints' sticker, provided by the Council, is permanently affixed on the inside of each of the rear passenger windows.

Whilst driving a private hire vehicle

37. It is illegal to ply for hire with a Private Hire Vehicle and to do so is an offence which may invalidate insurance cover. Every passenger journey must be pre-booked through and recorded by a person separately licensed by the Borough Council as a Private Hire Operator.

38. Drivers cannot sub-contract to another private hire driver a booked journey that has been dispatched to them by the Private Hire Operator. If a driver cannot fulfil the journey, they must refer it back to the Private Hire Operator who will decide how to fulfil the booking.

39. For the avoidance of doubt, if there is no prior booking, there can be no ‘ride’ for the passenger. A booking cannot be taken by the driver at the point of hiring.

40. The driver shall only carry up to the maximum permitted number of passengers as specified by the Private Hire Vehicle Licence and Plate.

41. Whilst driving or in charge of a Private Hire Vehicle (PHV), the driver shall not:

- Permit the vehicle to stand or park in a manner which might suggest that the driver is plying for hire.
- Solicit on a road or other public place any person to hire or to be carried for hire and reward in their PHV (or any PHV under their control or responsibility); or,
- Cause or procure any other person to solicit or procure on a road or other public place any person to hire or to be carried for hire and reward in any PHV under their control or responsibility.
- Overcharge passengers at any time.
- Seek to charge additional rates to wheelchair/disabled passengers or refuse to take them without an exceptional reason.

Whilst driving a licensed hackney carriage vehicle

42. The taximeter shall be activated in accordance with current legal requirements and must not be operated until the passenger is seated in the vehicle; the driver is seated and ready to drive off.

43. The taxi meter must always be used in a Hackney Carriage Vehicle, including when using the vehicle in a Private Hire capacity, unless a set price has been agreed.

44. Ensure that the Table of Fares can be clearly seen by passengers.

45. The driver must ensure that passengers are not overcharged at any time. The driver must not seek to charge additional rates to wheelchair/disabled passengers or refuse to take them without an exceptional reason.

46. Obey the Rules of the Rank given at **Appendix 12** of this document.

47. Fulfil bookings punctually and use the shortest available routes, unless directed otherwise by the hirer.

48. Only carry up to the maximum permitted number of passengers as specified by the Hackney Carriage Vehicle Licence and Plate.

DO NOT: tamper or allow anyone else to tamper with the taximeter or its fittings or any seal and only demand the authorised fare, giving a receipt if requested.

Guidance on Determining the Suitability of Applicants and Licensees in Hackney Carriage and Private Hire trades

This guidance must be read in conjunction with the Department for Transport ("DfT") Statutory Taxi and Private Hire Vehicle Standards and the Institute of Licensing ("IoL") Guidance on determining the suitability of applicants and licensees in the hackney and private hire trades.

Both hackney carriage and private hire drivers are exempt from the provisions of the Rehabilitation of Offenders Act 1974. This means that there are no "spent" convictions and that any and all criminal convictions (apart from "protected convictions" and "protected cautions" where they have been declared) can be taken into account by the local authority in assessing safety and suitability, but only relevant spent convictions should be considered by the decision maker.

Applicants

All applicants for Hackney Carriage/Private Hire driver licences and/or an Operator's Licence are required to declare any convictions or cautions, fixed penalty notices and DVLA licence endorsements - including any pending convictions and investigations. All applicants must also submit to Disclosure and Barring Service checks. The Council will deal with all information provided in strict confidence. Any information will be retained for no longer than is necessary for the purposes of processing the application for the Licence.

Driver's Duty to Inform the Council

Once a Licence has been granted, drivers and Operators are required to inform the Council in writing and within 48 hours of any offence with which they are charged; any pending court appearances; any convictions; the acceptance of a fixed penalty notice; any endorsements for motoring offences; the acceptance of a speed or other awareness course and all cautions imposed on them since the grant of the Licence. In addition, Drivers or Operators are required to inform the Council in writing and within 48 hours of becoming aware of any pending criminal investigation that concerns them.

Consideration of Applications

Each case will be decided on its own merits and in accordance with this policy.

Public Safety is the Primary Concern

Public safety is the primary concern for the licensing of Hackney Carriage and Private Hire Drivers as well as Private Hire Operators. The Council has a duty to ensure, so far as possible, that Drivers and Operators are “fit and proper” persons to hold licences. The Council must consider whether Drivers and Operators are fit and proper when they apply for licences, and it also must consider whether they remain fit and proper throughout the time that the licence remains in force.

Drivers

1. As the criteria for determining whether an individual should be granted or retain a hackney carriage driver’s licence are identical to the criteria for a private hire driver’s licence, the two are considered together.

2. A driver has direct responsibility for the safety of their passengers, direct responsibility for the safety of other road users and significant control over passengers who are in the vehicle. As those passengers may be alone, and may also be vulnerable, any previous convictions or unacceptable behaviour will weigh heavily against a licence being granted or retained.

3. As stated above, where an applicant persistently offends, which shows a pattern or tendency irrespective of time since the convictions, serious consideration will need to be given as to whether they are a safe and suitable person.

4. In relation to single convictions, the time periods detailed in the following paragraphs should elapse following completion of the sentence (or the date of conviction if a fine was imposed before a licence will be granted).

5. As stated above, the categories of behaviours described below are introduced as “offences” which may or may not lead to convictions. Any such behaviours will be taken into account, whether or not it resulted in convictions or other sanctions.

Barred Lists

6. A licence will not be granted to a person who is on any barred list.

Offences resulting in death

7. Where an applicant or licensee has been convicted of a crime which resulted in the death of another person or was intended to cause the death or serious injury of another person they will not be licensed.

Offences involving Exploitation and Criminal Harassment

8. Where an applicant or licensee has been convicted of a crime involving, related to, or has any connection with abuse, exploitation, use or treatment or criminal harassment of another individual irrespective of whether the victim or victims were adults or children, they will not be licensed. This includes slavery, child sexual exploitation, grooming, psychological, emotional, or financial abuse, stalking without violence, but this is not an exhaustive list.

Offences involving violence, against persons, property animals or the State

9. Violence includes situations where the victim is put in fear, alarm or distress without any physical contact. It is accepted that the concept of “violence” is wide, but any such behaviour will be of concern. This guidance does not differentiate between different levels of violence.

Where an applicant has a conviction for an offence of violence, or connected with any offence of violence, a licence will not be granted until at least 10 years have elapsed since the completion of any sentence imposed. Where the offence of violence was committed against a child or vulnerable adult a licence will never be granted.

Offences involving Public Order

10. Where an applicant has a conviction for a public order offence or similar that is not in itself an act of violence, a licence will not be granted for a period of 5 years.

Offences involving Possession of a Weapon

11. Where an applicant has a conviction for possession of a weapon or any other weapon related offence, a licence will not be granted until at least 7 years have elapsed since the completion of any sentence imposed.

Offences involving Sex, Indecency or Obscene Materials

12. Where an applicant has a conviction for any offence involving or connected with illegal sexual activity or any form of indecency, a licence will not be granted. This includes any sexual harassment.

In addition to the above, the licensing authority will not grant a licence to any applicant who is currently on the Sex Offenders Register.

Offences involving Dishonesty

13. Where an applicant has a conviction for any offence of dishonesty, or any Offence where dishonesty is an element of the offence, a licence will not be granted until at least 7 years have elapsed since the completion of any sentence imposed.

Offences involving Alcohol abuse, Misuse or Dependency

14. Where an applicant has any conviction for, or related to drunkenness not in a motor vehicle, a licence will not be granted until at least 5 years have elapsed since the completion of the sentence imposed. If the applicant has a number of convictions for drunkenness and or there are indications of a medical problem associated with possible abuse, misuse of, or dependence on alcohol, the applicant will also be subject to additional medical testing/assessment before the application is considered. If the applicant is found to be dependent on alcohol, a licence will not be granted unless at least 5 years have elapsed since the dependency ceased.

Offences involving Drugs abuse, Misuse or Dependency

15. Where an applicant has any conviction for, or related to, the production, import, trade in or supply of drugs, or possession with intent to supply or connected with possession with intent to supply, a licence will not be granted until at least 10 years have elapsed since the completion of any sentence imposed.

Where an applicant has a conviction for possession of drugs, or related to the possession of drugs, a licence will not be granted until at least 5 years have elapsed since the completion of any sentence imposed. In these circumstances, any applicant will also have to undergo drugs testing at their own expense to demonstrate that they are not using controlled drugs.

If there are indications that an applicant or licensee has, or has had a history of, a medical problem associated with possible abuse, misuse of dependence of drugs, the applicant will also be subject to additional medical testing/assessment before the application is considered. If the applicant is found to be dependent on drugs, a licence will not be granted unless at least 5 years have elapsed since the dependency ceased.

Offences involving Discrimination

16. Where an applicant has a conviction involving or connected with discrimination in any form, including non-compliance with the Equality Act 2010, a licence will not be granted until at least 7 years have elapsed since the completion of any sentence imposed. This includes e.g. refusals to carry assistance dogs or to provide mobility assistance.

Offences involving Regulatory Non-Compliance

17. Regulatory crimes include local authority offences, licensing matters, and other offences prosecuted by other authorities. It also includes matters relating to the administration of justice such as failing to surrender to bail, and any other matter where regulations or requirements have been ignored or broken. These offences demonstrate a lack of compliance with legal requirements which would clearly be a worry in relation to taxi and private hire licensees. Serious consideration will be given as to whether they are a safe and suitable person to hold a licence.

Motoring Offences

18. Hackney carriage and private hire drivers are professional drivers charged with the responsibility of carrying the public. Any motoring conviction can demonstrate a lack of professionalism and will be considered seriously. A single occurrence of a minor traffic offence may not prohibit the grant of a licence or result in action against an existing licence. Subsequent convictions suggest the fact that the licensee may not take their professional responsibilities seriously and may therefore not be a safe and suitable person to be granted or retain a licence.

    Where an applicant has a conviction for drink driving or driving under the influence of drugs or failing to provide a specimen in relation to a driving matter, a licence will not be granted until at least 7 years have elapsed since the completion of any sentence and/or driving ban imposed. With drug offences, any applicant may also have to undergo drugs testing at their own expense to demonstrate that they are not using controlled drugs.

    Where an applicant has a conviction for using a hand-held mobile telephone or handheld device whilst driving, a licence will not be granted until at least 3 years have elapsed since the conviction or completion of any sentence or driving ban imposed, whichever is the later.

Penalty points applied to a DVLA driving licence remain active for either 3 or 10 years, which may be from the date of the offence or the date of conviction depending upon the offence as detailed in **Penalty points (endorsements)** www.gov.uk/penalty-points-endorsements/how-long-endorsements-stay-on-your-driving-licence. They may be removed from the licence after 4 or 11 years. That action does not negate the offence that led to the points being imposed. Penalty points (and the underlying offence) will be relevant and taken into consideration for 4 or 11 years from the date of conviction, or the date of the offence depending on the type of offence. (see link above)

By attaining 7 or more penalty points on their DVLA licence a driver is demonstrating they may not be fit and proper and the authority will assess their suitability.

Any driver who gets 7 DVLA points will be asked to undertake the driving assessment test to continue to drive or be issued a driver's licence, otherwise they will be referred to the Public Appeals Committee.

If any driver accrues 9 penalty points on their DVLA driving licence they will be referred to the Public Appeals Committee for a review of their driver's licence.

Any offence which resulted in injury to any person or damage to any property (including vehicles), or any insurance offence then a licence will not be granted until at least 7 years have elapsed since the completion of any sentence.

Any driver who has accumulated 12 or more points on their DVLA licence and has not been disqualified under the totting up procedure by a court as a result of making exceptional hardship arguments will not be able to advance such arguments before the licensing authority as they are not a relevant consideration in determining what action the authority should take. Any such driver will not be licensed for a period of 5 years from the date of the accumulation of 12 or more points.

Any driver who has been disqualified as a result of "totting up" which erases the points when the licence is restored, will not be licensed for a period of 5 years from the date of the disqualification. Other disqualifications will need to be investigated, the reasons ascertained, and a decision will be based on the results of that investigation.

Drivers who commit parking, obstruction and other such motoring offences that do not attract penalty points are not displaying a professional approach to their work. Persistent offenders should be reported to their licensing authority who may consider a period of suspension depending on the severity and frequency of the incidents reported.

Behaviours

19. Driver behaviours that fall short of criminal behaviour but are indicators of more sinister behaviour need to be addressed to maintain confidence in the taxi trades and to stop unwanted behaviours before they evolve into criminal acts.

Behaviours such as

- Asking a passenger for their contact or social media details
- Asking personal or intimate questions
- Inappropriate physical contact with passengers or invading their personal space
- Inappropriate conversations, questions or behaviour

This is more serious if the passenger is a lone vulnerable individual.

Except in the most serious of cases, drivers will be given a warning in the first instance. If appropriate they will be sent on refresher safeguarding training to be made aware of how the behaviour maybe perceived by a vulnerable passenger.

If the behaviour, on the balance of probability, is repeated and considered to be predatory in nature then the driver's licence will be revoked.

Where an applicant or licence holder has a conviction for an offence contrary to any legislation relating to taxi or private hire activity not covered elsewhere, a licence will not be granted until at least 7 years have elapsed since the completion of any sentence imposed.

Private Hire Operators

20. A private hire operator ("an operator") does not have direct responsibility for the safety of passengers, other road users or direct contact with passengers who are in the private hire vehicle (except where they are also licensed as a private hire driver). However, in performing their duties they obtain and hold considerable amounts of personal and private information about their passengers which must be treated in confidence and not revealed to others or used by the operator or their staff for criminal or other unacceptable purposes.

As stated above, where an applicant has more than one conviction, serious consideration will need to be given as to whether they are a safe and suitable person.

Operators must ensure that any staff that are used within the business (whether employees or independent contractors) and are able to access any information as described above are subject to the same standards as the operator themselves. This can be effected by means of the individual staff member being required by the operator to obtain a basic DBS certificate. If an operator is found not to be applying the required standards and using staff that do not meet the licensing authority's overall criteria, that will lead to the operator's licence being revoked.

As public trust and confidence in the overall safety and integrity of the private hire system is vital, the same standards will be applied to operators as those applied to drivers, which are outlined above.

Vehicle proprietors

21. Vehicle proprietors (both hackney carriage and private hire) have two principal responsibilities.

Firstly, they must ensure that the vehicle is maintained to an acceptable standard, always.

Secondly, they must ensure that the vehicle is not used for illegal or illicit purposes.

As stated above, where an applicant has more than one conviction, serious consideration will need to be given as to whether they are a safe and suitable person to be granted or retain a vehicle licence.

As public trust and confidence in the overall safety and integrity of the private hire system is vital, the same standards will be applied to proprietors as those applied to drivers, which are outlined above.

All children and vulnerable adults have the right to live their lives to the fullest potential, to be protected, to have the opportunity to participate in and enjoy any activity, and to be treated with dignity and respect.

Stafford Borough Council has both a moral and legal obligation to ensure a duty of care for children and vulnerable adults across its services. We are committed to ensuring that all children and vulnerable adults are protected and kept safe from harm whilst engaged in services organised and provided by the Council.

Stafford Borough Council has a legal responsibility to safeguard, promote wellbeing and protect children and vulnerable adults.

We will aim to comply with our duties by:

- Respecting and promoting the rights, wishes and feelings of children and vulnerable adults.
- Raising the awareness of the duty of care and responsibilities relating to children and vulnerable adults throughout the Council.
- Promoting and implementing appropriate procedures to safeguard the well-being of children and vulnerable adults to protect them from harm.
- Creating a safe and healthy environment within all our services, to protect all parties and reduce the risk of abuse or allegations of abuse from occurring.
- Recruiting, training, supporting and supervising staff, elected members and volunteers to adopt best practice to safeguard and protect children and vulnerable adults from abuse, and to also minimise any risks to themselves.
- Responding promptly to any suspicions or allegations of misconduct or abuse of children or vulnerable adults in line with the Staffordshire Safeguarding Children Board (SSCB) and Staffordshire and Stoke-on-Trent Adult Safeguarding Partnership (SSAP) policies and procedures.
- Requiring staff, elected members and volunteers to adopt and abide by the Council's Safeguarding Children and Vulnerable Adults Policy and Procedures, codes of conduct and associated procedures.

- Reviewing and evaluating the Policy and Procedures on an annual basis or in line with best practice, changing legislation, organisational requirements and service delivery.

- Ensuring representatives of Stafford Borough Council who have contact with children, young people or vulnerable adults are subject to safer recruitment procedures. This is also applicable for all employees who the council is working in partnership with, private and voluntary organisations. Also who the Council issue a licence to and who they are in contract with.

The purpose of this booklet is to provide you with an ‘at a glance’ and easy to read version of the signs and symptoms of abuse and also the referral processes. We hope you find it useful

Types and Signs of Vulnerable Adult and Child Abuse

Physical Abuse

Examples	Signs
• shaking • pinching • slapping • force-feeding • biting • burning or scalding • causing needless physical discomfort • inappropriate restraint • locking someone in a room	• unexplained bruising, marks or injuries on any part of the body • frequent visits to the GP or A&E • an injury inconsistent with the explanation offered • fear of parents or carers being approached for an explanation • aggressive behaviour or severe temper outbursts • flinching when approached • reluctance to get changed or wearing long sleeves in hot weather • depression • withdrawn behaviour or other behaviour change • running away from home/ residential care • distrust of adults, particularly those with whom a close relationship would normally be expected

Emotional/Psychological Abuse

Examples	Signs
• intimidation and/or threats • bullying • rejection	• a failure to thrive or grow • sudden speech disorders

Examples	Signs
• shouting • indifference and the withdrawal of approval • denial of choice • deprivation of dignity or privacy • the denial of human and civil rights • harassment • being made to fear for one's well being	• developmental delay, either in terms of physical or emotional progress • behaviour change • being unable to play or socialise with others • fear of making mistakes • self-harm • fear of parent or carer being approached regarding their behaviour • confusion

Sexual Abuse

Examples	Signs
• rape and other sexual offences • for adults, sexual activity including sexual contact and non-sexual contact that the person does not want, to which they have not consented, could not consent, or were pressured into consenting to • for adults, being denied access to a sexual life • being encouraged or enticed to touch the abuser • coercing the victim into watching or participating in pornographic videos, photographs, or internet images • any sexual relationship that develops where one is in a position of trust, power or authority	• pain or itching in the genital/anal areas • bruising or bleeding near genital/anal areas • sexually transmitted disease • vaginal discharge or infection • stomach pains • discomfort when walking or sitting down • pregnancy • sudden or unexplained changes in behaviour, e.g. becoming aggressive or withdrawn • fear of being left with a specific person or group of people • nightmares • leaving home

Examples	Signs
	• sexual knowledge which is beyond their age or development age • sexual drawings or language • bedwetting • saying they have secrets they cannot tell anyone about • self-harm or mutilation, sometimes leading to suicide attempts • eating problems such as overeating or anorexia • disclosure

Neglect

Examples	Signs
• withholding help or support necessary to carry out daily living tasks • ignoring medical and physical care needs • failing to provide access to health, social or educational support • the withholding of medication, nutrition and heating • keeping someone in isolation • failure to intervene in situations that are dangerous to the vulnerable person • inadequate supervision and guidance - leaving the child to cope alone, abandoning them or leaving them with inappropriate carers and failing to provide appropriate boundaries about behaviours such as under age sex or alcohol	• constant hunger, sometimes stealing food from others • dirty or 'smelly' • loss of weight, or being constantly underweight • inappropriate dress for the weather • complaining of being tired all the time • not requesting medical assistance and/or failing to attend appointments • having few friends • worsening of health conditions • pressure sores • mentioning their being left alone or unsupervised • sore or extreme nappy rash • skin infections

Examples	Signs
	• lack of response to stimuli or contact • poor skin condition(s) • frozen watchfulness • anxiety • distressed • child moves away from parent under stress • little or no distress when separated from primary carer • inappropriate emotional responses • language delay

Other types of abuse

Domestic Abuse; Forced Marriage; Human Trafficking; Race and Racism; Hate Crime

Self-Neglect (Adults)

Examples	Signs
• refusing medication or refusing to stay on medication • disorientated or incoherent • unsafe living conditions and hoarding • inability to manage finances and property • isolation • little or no personal care	• poor grooming, dirty or ragged clothes, unclean skin and fingernails • unwilling to accept medical care • unable to focus, carry on normal conversation or answer basic questions about date, place, and time • lack of food or basic utilities in the home, unclean living quarters, rodents/other vermin • hoarding animals or trash, inability to get rid of unneeded items

	• inability to manage finances and property: not paying bills, repeatedly borrows money, gives money or property away • little contact with family or friends, no social support

Organisational Abuse

Examples	Signs
• service users required to 'fit in' excessively to the routine of the service • more than one individual is being neglected • everyone is treated in the same way • other forms of abuse on an institutional scale	• inflexible daily routines, for example: set bedtimes and/or deliberate waking • dirty clothing and bed linen • lack of personal clothing and possessions • inappropriate use of nursing and medical procedures • lack of individualised care plans and failure to comply with care plans • inappropriate use of power, control, restriction or confinement • failure to access health care, dentistry services etc • inappropriate use of medication. • misuse of residents' finances or communal finances • dangerous moving and handling practices • failure to record incidents or concerns

Financial Abuse (Vulnerable Adults)

Examples	Signs
• being over charged for services • being tricked into receiving goods or services that they do not want or need • inappropriate use, exploitation, or misappropriation of property and/or utilities • theft • deception • fraud • exploitation or pressure in connection with wills	• lack of basic requirements e.g. food, clothes, shelter • inability to pay bills. • unexplained withdrawals from accounts • inconsistency between standard of living and income • reluctance to take up assistance which is needed • unusual interest by family and other people in the person's assets • recent changes in deeds • power of attorney obtained when person lacks capacity to make the decision

Discrimination

Examples	Signs
• use of inappropriate "nicknames" • use of derogatory language or terminology • enforcing rules or procedures which undermine the individual's well being • denial to follow one's religion • lack of appropriate food • denial of opportunity to develop relationships • denial of health care	• being treated unequally from other users in terms of the provision of care, treatment or services • being isolated • derogatory language and attitude by carers • dismissive language by staff • hate campaigns by neighbours or others • deteriorating health • indicators of other forms of abuse

Female Genital Mutilation (FGM)

Female genital mutilation is a procedure where the female genitals are deliberately cut, injured or changed, but there's no medical reason for this to be done. It's also known as female circumcision or cutting and is illegal in the UK

Child Sexual Exploitation (CSE)

Child Sexual Exploitation is when a young person is encouraged, or forced, to take part in sexual activity in exchange for something. It can happen to boys or girls and be committed by male or female. The age where children are most vulnerable to CSE is between 0-15 years; Children are most vulnerable to sexual exploitation between the ages of 13 and 15, but younger victims are being targeted all the time.

Warning Signals	**Signs of Exploitation**
Victims of grooming, blackmail and sexual abuse may show some of the following signs: • a new older friend • sudden, unusual mood changes • a new phone or other gifts appearing out of the blue • having marks or scars on their body that they try to hide • avoiding usual friends and family • taking excess alcohol or drugs • spending a lot of time online or on mobile phones • skipping school • not coming home/going missing • other violations to children include violence towards them, factors such as parental alcohol misuse can be a contributing factor to this • other contributing factors can also include drug misuse but those who do misuse drugs do not necessarily always neglect their children	• threatening to end relationships if child/young person won't have sex • asking or making child/young person have sex with other people • expecting sex in return for food or a place to stay • sharing drugs or alcohol with child/young person in return for sexual acts • threatening to stop being friends if child/young person do not perform sexual 'dares' • children with disabilities also have an increased risk of being abused • it is against the law to forcefully hit a child so this is to be watched for when children are present • children rarely lie about being abused therefore it is important to listen to and take note of what children say

• both males and females can commit the crime of sexual exploitation to children and it can happen to children of both genders	

Responding To Disclosure - Dos and Do Nots

Dos	Do Nots
• don't promise confidentiality, react calmly so as not to frighten the child - explain to them in a language they understand, that concerns may have to be shared with someone who is in a position to act • where possible any course of action should be discussed with the adult at risk and their permission sought before any action is taken • take what the person says seriously, recognising the difficulties inherent in interpreting what is being said by a person who has for example a speech impairment and / or differences in language • avoid asking leading or direct questions other than those seeking to clarify your understanding of what the person has said - they may be subsequently formally interviewed by the Police and/or Children's Social Care (CSC) and they should not have to repeat their account on several occasions - the first person told may become at witness at court if they have asked/gained direct relevant information • reassure the child or adult at risk of abuse and neglect that they are right to tell • make a written record of what has been disclosed at the earliest opportunity	• dismiss the concern • panic • allow your shock or distaste to show • probe for more information than is offered • speculate or make assumptions • Make negative comments about the alleged abuser • make promises or agree to keep secrets • ask the child, young person, adult at risk of abuse and neglect or any witnesses to sign your written information as this may be significantly detrimental to any subsequent police investigation • take photographs of any alleged injuries - any such recording must only be done by an approved medical or other practitioner • tell them exactly how you feel about the situation

Quick Facts Regarding Wheelchair Access and Equality

- you should **always** take wheelchair fares if you have a wheelchair accessible vehicle
- never ask individuals in wheelchairs to get out of the wheelchair and into your taxi, you should know how to get them in and out of your car and properly strapped in whilst you are taking the fare
- the charge for a wheelchair passenger should be **no more** than the standard fare for that journey
- the only time a driver does **not** have to take a wheelchair user is if they are carrying an exemption certificate

For full scope of the Hackney Carriage Vehicle Conditions and General Vehicle Conditions, please see www.staffordbc.gov.uk/taxi-licensing-policy-and-licence-conditions-2025-2030

Points of Contacts for Concerns:

If you are concerned for a child:

Staffordshire Families Integrated Front Door can be contacted on **0300 111 8033** during the below hours:

Monday to Thursday from 8.30am to 5.00pm

Friday from 8.30am to 4.30pm

Outside of these hours, overnight, over a weekend and Bank Holidays, any child protection concerns should be directed to Staffordshire County Council Emergency Duty Service on (EDS) **0345 604 2886**

Alternatively you can contact Staffordshire Police Central Referral Unit on **101** or Dial **999** in an **emergency**/or if you suspect the child to be in immediate danger

If you are concerned for an adult:

The Vulnerable Adult service can be contacted on **0345 604 2719** or through email at VAstaffordshire@staffordshire.gov.uk during the below hours:

Monday to Thursday from 9.00am to 5.00pm

Friday from 9.00am to 4.30pm

Outside of these hours, if you have a concern about the safety of a vulnerable adult and need to report it overnight, over a weekend or on a Bank Holiday, contact the Emergency Duty Service (EDS) **0345 604 2886**.

Alternatively you can contact Staffordshire Police Central Referral Unit on **101** or Dial **999** in an emergency/ of if you suspect the vulnerable adult to be in immediate danger

For more information about Safeguarding Children and Vulnerable Adults:

The Safeguarding webpage can be accessed through www.staffordbc.gov.uk/safeguarding-children-and-vulnerable-adults

For information relating to Safer Recruitment procedures at Stafford Borough please contact: humanresources@staffordbc.gov.uk

For information relating to the SSCB, please see www.staffsscp.org.uk