

KNOWLEDGE TEST - DUAL DRIVERS LICENCES - THE TOWN POLICE CLAUSES ACT 1847 AND LOCAL GOVERNMENT (MISCELLANEOUS PROVISIONS) ACT 1976

**REPORT BY: Head of Environmental Health and
Trading Standards**

Purpose

1. To consider adopting a knowledge test as part of the application process for dual drivers licence applications.

Legislation

2. Sections 51 & 59 of the Local Government (Miscellaneous Provisions) Act 1976 provide that a district council shall not grant a licence to drive a hackney carriage or private hire vehicle, unless they are satisfied that the applicant is a fit and proper person to hold a driver's licence.
3. Section 57 of the 1976 Act provides that a district council may require any applicant for a licence to drive either a hackney carriage or private hire vehicle to supply such information as they may reasonably consider necessary to enable them to determine whether the licence be granted and whether conditions should be attached to any such licence.
4. Under the Town Police Clauses Act 1847 a district Council shall not grant a license to drive a Hackney Carriage or Private Hire Vehicle unless they are satisfied that the applicant is a "fit and proper" person to hold a drivers licence.

Background

5. Currently there is no knowledge test for either new or existing drivers.
6. Herefordshire Council's Licensing Section has recently received more applications than in the past from applicants who live outside Herefordshire. Consequently there is some concern that the standard of service provided from the new dual drivers will fall during the period of familiarisation with the area.
7. The Licensing section has received four complaints from members of the public (three of which have been anonymous) who state that their journey has been prolonged due to the driver not knowing how to get to destinations by the shortest route.

8. A number of existing drivers have expressed concerns about new drivers not knowing the area, which they feel is affecting the reputation of their trade in Herefordshire.
9. Herefordshire's Taxi Steering Group have requested the introduction of a knowledge test for new and existing drivers.
10. Many District Councils now include a knowledge test as part of the application process. The neighbouring authorities to Herefordshire who run a knowledge test are: Wychavon, Gloucester, Worcester, Shropshire, Malvern Hills, Bromsgrove and Wyre Forest.
11. The proposed test has been based of the best examples of other authorities tests to suite the needs of this large Authority.
12. The introduction of the test will enhance the current level of service provided to residents and visitors, it is proposed that a knowledge test should apply to all existing and new drivers.
12. The Dual driver license is renewable annually therefore each year the local authority must determine whether the applicant is a fit and proper person and it is considered only fair and equitable to apply the test to all drivers. Existing drivers should already have a good appreciation of the area in which they work and the laws associated with their occupation and should not have any difficulty in passing the knowledge test.

The Knowledge Test

13. The test itself will be divided into two parts, which will seek to establish the driver's knowledge of the area and locality and the laws concerned with licensed drivers, vehicles and operators. (Guidance notes for applicants – **Appendix 1**)
14. It is proposed the test will be in the following format and applied as follows:
 - (a) The test will comprise of a total of 20 questions, 10 for each part, each of which will have an individual pass mark of 80%. Both parts must be successfully completed at the same time to pass the test. (Examples of the questions are attached – **Appendix 2**).
 - (b) New drivers will not be granted a licence until they have successfully passed the test. A maximum of three attempts may be taken in any rolling 6 monthly period. Failure to pass the test within these terms will result in the application being referred to Regulatory for determination. (Score sheet - **Appendix 3**)
 - (c) Existing drivers will from the date of introduction of the test, be required within a period of two years to have undertaken and passed the test.
 - (d) The questions, which form the basis of the routes and road test, will be taken from a larger pool of questions, copies of which will be supplied to each candidate in advance of the test. Conditions and Byelaws will be supplied to the applicant at the time of application.
 - (e) Although not completely, the test will predominantly take the form of multiple choice.

- (f) There will be a charge of £10.00 for undertaking the test, although this will be waived for existing drivers at the point of the initial test. Thereafter, they will be required to pay.
- (g) The test will be held on a weekly basis at the Taxi Licensing Office, the day is yet to be determined but is proposed to be either a Tuesday or Thursday.
- (h) Arrangements and facilities will be put in place to assist any applicants with special needs in relation to literacy.
- (i) Officers will add and revise the questions when they consider it necessary.
- (j) Officers will revise the frequency of the test days as necessary.
- (k) Test results will be posted to avoid any possible conflict in the office.

Financial and Other Resources

- 15. The Cost to the service in relation to printing and staff time will be covered by the £10 charge. The Local Government Miscellaneous Provisions Act 1976 s.53 allows the authority to charge such a fee as they consider it reasonable with a view to recovering the costs of issue and administration.
- 16. However the staff resources will have to be assessed to ensure the capability of the staff within the service is able to administer the tests.

Options

It is for the Regulatory Committee to decide whether: -

- To allow the introduction of the knowledge test for new and existing drivers
- To allow the introduction of the knowledge test for new drivers only
- Not to allow the introduction of the knowledge test
- Reach some other decision

Appendix 1

GUIDANCE NOTES FOR DRIVERS

Applicants applying for the grant of a Dual Driver's Badge are required to sit and pass a knowledge and conditions test prior to a licence being granted. The fee to sit the test is £10.00, payable upon application.

Applicants applying for renewal of a Dual Driver's Badge are required to sit and pass a knowledge and conditions test within two years. The fee will be waived for the initial test, but thereafter, a £10.00 charge will be made.

The knowledge test consists of 20 questions from 3 categories (5 each from places of interest and roads and routes and 10 from the conditions/byelaws.

- A) Places of interest
- B) Roads and routes
- C) Conditions

You will be given the places of interest and roads and routes before the test. We recommend you obtain a detailed recent street map of Herefordshire. Maps can be purchased for under £5 in either WH Smith or the Hereford Map shop in Church Street. The majority of the test will pertain to the city centre itself; however, you may be tested on some of the local towns within the county (Leominster, Ross-On-Wye, Kington, Ledbury and Bromyard). The test will be done orally with the aid of a special street map which does not show the street names, an example of the map used is on display at the Taxi Licensing Office.

The conditions test consists of 10 multiple-choice questions, taken from a pool of 50. You will be given a copy of the conditions and byelaws before the test, when your application is made.

The test will take place at the Taxi Licensing Office in Blackfriars St. Hereford. Both the knowledge test and the conditions test should take no longer than 10 minutes each.

The pass mark is set at 80% and you will be allowed 3 attempts to pass the test. In the event of failure on the third attempt your application will be referred to the Regulatory Committee for determination. The results of your test will be posted to you within 3 working days of the test date.

You will be invited to attend your knowledge/conditions test by letter once your application has been lodged, alternatively if the application is made in person you can book your test in person. You may wish to specify your preferred time to sit the test when lodging your application. If you receive a letter advising you of a date and time, which is not convenient for you, you may contact the Taxi office to arrange a more suitable appointment.

There is paid parking available either side of the building at Merton Meadow car park and the rear of the multi-storey car park on Widemarsh Street, Hereford.

Here are some example questions from the knowledge test: -

- Either demonstrate on the map or describe how you would get from Hereford Train Station to Hereford Sixth Form College.

- Either demonstrate on the map or describe where Hinton Road is.

Here is an example question from the conditions test: -

- The second driver photo badge issued by the council should be: -
 - a) On the rear bumper of the vehicle
 - b) In the glove compartment of the vehicle
 - c) On the bonnet of the car
 - d) Visible to those being conveyed in the vehicle

Opening hours for personal callers is: Monday to Friday 9.30am – 4.30pm

Taxi Licensing Office
14/15 Blackfriars Street
Hereford
HR4 9HS

Telephone (01432) 260973

Appendix 2

PLACES OF INTEREST

***Q: EITHER DEMONSTRATE ON THE MAP OR DESCRIBE HOW YOU WOULD GET FROM
TO***

- | | |
|--------------------------------|-----------------------------------|
| 1 HEREFORD LEISURE CENTRE | 21 HEREFORD TRAIN STATION |
| 2 TIME NIGHTCLUB | 22 BUNCH OF CARROTS PUB |
| 3 EDGAR STREET FOOTBALL GROUND | 23 QUEENSWOOD |
| 4 HEREFORD MARKS & SPENCERS | 24 BISHOPS OF HEREFORD SCHOOL |
| 5 HEREFORD SWIMMING BATHS | 25 BROADLEYS PUB |
| 6 HEREFORD PC WORLD/CURRYS | 26 WYVALE GARDEN CENTRE |
| 7 BELMONT TESCO | 27 ROTHERWAS INDUSTRIAL ESTATE |
| 8 BROADLANDS PRIMARY SCHOOL | 28 NATIONAL COLLEGE FOR THE BLIND |
| 9 FOXHUNTER PUB | 29 SOUTH HEREFORD GARAGES |
| 10 HEREFORD SAINSBURYS | 30 HEREFORD CO-OP (LEOS) |
| 11 HEREFORD ART COLLEGE | 31 BELMONT ABBEY |
| 12 THREE COUNTIES HOTEL | 32 HEREFORD CITY SPORTS CENTRE |
| 13 HEREFORD POLICE STATION | 33 AYLESTONE COURT HOTEL |
| 14 HEREFORD LIBRARY | 34 LEFTBANK VILLAGE |
| 15 ST MICHAELS HOSPICE | 35 HEREFORD COUNTY HOSPITAL |
| 16 BROMYARD HOP POLE PUB | 36 KINGTON CO OP |
| 17 ROSS COMMUNITY HOSPITAL | 37 LEOMINSTER SOMMERFIELD |
| 18 KINGTON LADY HAWKINS SCHOOL | 38 LEDBURY FEATHERS HOTEL |
| 19 BROMYARD LEISURE CENTRE | 39 ROSS-ON-WYE SOMMERFIELD |
| 20 LEOMINSTER RAILWAY STATION | 40 LEDBURY RUGBY CLUB |

ROADS

Q: EITHER DEMONSTRATE ON THE MAP OR DESCRIBE WHERE.....IS.

- | | |
|-------------------|-----------------------|
| 1 SEATON AVE | 16 HOLME LACY RD |
| 2 HAMPTON PARK RD | 17 HUNDERTON RD |
| 3 KINGS ACRE RD | 18 BRAMPTON RD |
| 4 VENNS LANE | 19 ABBOTSMEAD RD |
| 5 NEWTOWN RD | 20 HINTON RD |
| 6 ROMAN RD | 21 WALNUT TREE AVENUE |
| 7 LEDBURY RD | 22 BULLINGHAM LANE |
| 8 YAZOR RD | 23 DORCHESTER WAY |
| 9 COLLEGE RD | 24 ST. MARTINS ST |
| 10 GAOL ST | 25 HOARWITHY RD |
| 11 GRANDSTAND RD | 26 NETHERWOOD RD |
| 12 WESTFALING ST | 27 STANBERROW RD |
| 13 KINGSWAY | 28 SOUTHOLME RD |
| 14 WHITTERN WAY | 29 WESTHOLME RD |
| 15 BODENHAM RD | 30 BLACKMARSTON RD |

CONDITIONS TEST QUESTIONS**SECTION A - DRIVER CONDITIONS**

1. Which of the following is not permitted in the vehicle?
 - a) Guide dog
 - b) Smoking
 - c) Seatbelt
 - d) Radio
2. At all times, the driver should be: -
 - a) Talking
 - b) Lost
 - c) Clean and respectable in their dress
 - d) Wearing a uniform
3. Whilst on duty, the driver's badge should be: -
 - a) Worn in a visible place
 - b) In the glove box
 - c) In the boot
 - d) Kept in a safe place at home
4. If lost property is left in the vehicle, the driver should: -
 - a) Keep it
 - b) Leave it in the vehicle
 - c) Sell it
 - d) Return item(s) to a Taxi officer at the Council
5. Which of the following mobile phone accessories IS permitted under the Road Vehicles Regulation 2003?
 - a) Handset
 - b) Hands-free kit with wire
 - c) Bluetooth headset
 - d) Videophone
6. The second driver badge issued by the council should be: -
 - a) On the rear bumper of the vehicle
 - b) On the mantelpiece at home
 - c) On the bonnet of the car
 - d) Visible to those being conveyed in the vehicle
7. Which of the following should be kept in the vehicle at all times?
 - a) Evidence of insurance cover
 - b) First Aid kit
 - c) Fire extinguisher
 - d) All of the above
8. The maximum number of passengers to be carried is determined by: -
 - a) The passengers
 - b) The driver
 - c) The number specified in the licence/on the plate
 - d) The type of tyres on the vehicle
9. If customers have luggage, all drivers should: -

- a) Refuse to take the luggage
 - b) Carry a reasonable quantity of luggage
 - c) Afford reasonable assistance in loading and unloading
 - d) Options b) + c)
10. When transporting from A to B, the driver should: -
- a) Go as fast as they can
 - b) Take as many passengers as they can
 - c) Take the longest route possible
 - d) Not unnecessarily prolong the journey in time or distance
11. The driver shall notify the council in writing of: -
- a) Any conviction, motoring or criminal
 - b) Any change of contact details/address
 - c) Any serious illness or injury affecting their fitness to drive
 - d) All of the above
12. The plate must not be: -
- a) Concealed from the public view
 - b) Defaced
 - c) Illegible
 - d) All of the above
13. If the car is damaged and/or involved in an accident, the driver must: -
- a) Continue driving as normal
 - b) Not use the vehicle
 - c) Inform Licensing section and present vehicle for inspection if requested
 - d) Fix the car themselves
14. Who is responsible for children under 3 years of age to wear a seatbelt?
- a) Driver
 - b) Passenger
 - c) Parent
 - d) Police officer
15. Who is responsible for children aged 3-11 (and under 1.5m) to wear a seatbelt?
- a) Driver
 - b) Passenger
 - c) Parent
 - d) Police officer
16. Who is responsible for adult passengers wearing a seatbelt?
- a) Driver
 - b) Passenger
 - c) Parent
 - d) Police officer
17. If a customer wishes to make a complaint: -
- a) Listen to them but don't do anything about it
 - b) Advise them to refer their complaint to the Licensing section
 - c) Ignore them
 - d) Advise them to refer their complaint to trading standards
18. The issue of the Driver's badge is subject to: -

- a) DVLA check
 - b) Medical
 - c) CRB check
 - d) All of the above
19. Which of the following DOES NOT have the power to inspect a driver/vehicle?
- a) An officer nominated by the council
 - b) Police constable
 - c) An authorised officer
 - d) Parking attendant
20. Unless prior agreement has been made, when does the fare for each journey begin?
- a) When the hirer enquires with the driver
 - b) When the hirer enters the vehicle
 - c) When the engine starts
 - d) When the vehicle is in motion
21. Who decides whether animals (belonging to or in custody of the passenger) can be carried in a licensed vehicle?
- a) Passenger
 - b) Driver
 - c) Police
 - d) Council Officer
22. Which of the following are allowed to call out or influence a person (in any way which might reasonably be considered as an invitation) to travel in the vehicle for gain?
- a) Private hire driver
 - b) Hackney carriage drivers
 - c) Both hackney and private hire drivers
 - d) Neither hackney or private hire drivers
23. Which of the following are allowed to ply for hire on the designated ranks?
- a) Only private hire vehicles
 - b) Only hackney carriage vehicles
 - c) Both hackney and private hire vehicles
 - d) Neither hackney or private hire vehicles
24. Without the consent of the hirer, the driver shall not: -
- a) Carry any other person in the vehicle
 - b) Smoke in the vehicle
 - c) Tamper with the taximeter
 - d) Alter the specification of the vehicle from it's original form
25. When should the proprietor/driver of a licensed vehicle search the vehicle for any property, which may have been left therein?
- a) Never
 - b) Immediately or as soon as practicable after journey
 - c) Every week
 - d) Every month

SECTION B – VEHICLE CONDITIONS

1. Where should the licence plate be displayed?
- a) Securely fixed to the rear bumper
 - b) To the rear of the roof sign

- c) In the back window of the vehicle
 - d) Over the car licence plate
2. All vehicles must contain: -
- a) Spare tyre, jack and wheel brace
 - b) Fire extinguisher
 - c) First Aid kit
 - d) All of the above
3. Which of this ARE NOT required for the on-board First Aid kit?
- a) Swiss army knife
 - b) 10 x antiseptic wipes
 - c) 24 x sterile adhesive dressings (plasters)
 - d) Tuff-cut scissors
4. Authorised trailers can be used: -
- a) By any vehicle
 - b) By hackney carriages on the ranks
 - c) Only for private hire bookings
 - d) By people carriers only
5. Which frequency should all radio equipment be used on?
- a) 80 MHz
 - b) 140 MHz
 - c) 400 MHz
 - d) The frequency stipulated in the DTI licence
6. All drivers must maintain a reasonable standard of behaviour in their dealings with: -
- a) Council officers
 - b) Other drivers
 - c) General public
 - d) All of the above
7. What is the minimum number of doors a licensed vehicle can have?
- a) 2
 - b) 4
 - c) 5
 - d) 6
8. What colour should the front of the roof sign be on hackney carriages?
- a) Yellow
 - b) Red
 - c) Green
 - d) Blue
9. What colour should the rear of the roof sign be on a hackney carriage?
- a) Yellow
 - b) Red
 - c) Green
 - d) Blue

10. What is the minimum width of the roof sign?
- a) 600 mm
 - b) 800 mm
 - c) 1000 mm
 - d) 1200 mm
11. Which one of the following is compulsory for private hire vehicles?
- a) Sign showing operator details
 - b) Roof signs
 - c) Door signs
 - d) No-smoking notices
12. Which of the following IS NOT needed in or on the vehicle at all times?
- a) Certificate of compliance
 - b) Copy of current insurance
 - c) Taxi licence plate
 - d) Driver badge
13. Which of the following conditions DO NOT apply to mini buses or 8-seater private hire vehicles?
- a) All emergency doors must be clearly identifiable and marked "Emergency Exit"
 - b) All steps at entrances and exits must be illuminated or have clearly visible floor markings
 - c) The vehicle must have at least 3 doors to the rear of the driver for exclusive use of passengers
 - d) All doors must be capable of being opened from the inside when locked from the outside

SECTION C – BYELAWS

1. Who is able to alter the meters?
- a) Driver
 - b) Vehicle proprietor
 - c) An engineer
 - d) Authorised agent for meter company
2. What must the driver do when arriving at a rank that is full?
- a) Park behind the queue and wait for a space
 - b) Park on double yellow lines until a space is available
 - c) Pull in opposite the rank and wait for a space
 - d) Proceed to another rank

Appendix 3

SCORESHEET

NAME..... DATE.....

DRIVER # (IF APPLICABLE).....

OFFICERS PRESENT

.....

PLACES OF INTEREST (FROM...TO.....)	CORRECT	INCORRECT
1.		
2.		
3.		
4.		
5.		

ROADS	CORRECT	INCORRECT
1.		
2.		
3.		
4.		
5.		

CONDITIONS	CORRECT	INCORRECT
1.		
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		

SCORE.....

PASS / FAIL