

# Frequently Asked Questions (FAQs) on being a Taxi Driver or a Private Hire Car Driver



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## **My Licence expires on a weekend or public holiday, what should I do?**

Your licence ceases to have effect unless you lodge a renewal application on or before the expiry date shown on your licence. This applies even if the expiry date shown on the licence is a weekend or a public holiday such as 31 December. If you find yourself in this situation, ensure you lodge your application, at the latest, on the last working day prior to the licence expiry. Applications can be lodged online via <https://www.glasgow.gov.uk/index.aspx?articleid=17614>

## **Will my application be automatically refused because I have certain convictions or driving offences?**

The fact that you have certain convictions does not prevent you applying nor does it mean that you will be automatically refused. Every application is considered on its own merit.

## **I have a medical condition; does this prevent me from applying?**

The fact that you have a medical condition, bodily infirmity or taking prescribed medication does not prevent you applying nor does it mean that you will be automatically refused.

The Council requires drivers of Taxis and Private Hire Cars to be fit to the Group 2 Standards adopted by DVLA. If you have a medical condition, bodily infirmity or are taking medication you must declare this on your application form. You will then be referred for medical examination to assess your fitness to Group 2 Standards.

In addition, if you have ever previously been referred for a medical examination by this Licensing Authority then you must also declare this on your application form and provide details on the reasons why you were previously sent for a medical examination.

## **I have an allergy to dogs; do I have to carry guide or assistance dogs?**

Legislation requires that all drivers carry guide, hearing and other assistance dogs accompanying disabled people in their vehicle, and to do so at no extra charge.

If you have a medical condition that is aggravated by carrying dogs you can apply for an exemption to this requirement. This exemption may only be sought on medical grounds. If you intend to request this exemption you must contact the Licensing Section.

## **How do I apply for a Mobility Assistance Medical Exemption?**

If you are a licensed private hire car driver or licensed taxi driver and wish to apply for an exemption from carrying out your mobility assistance duties under the Equality Act 2010 you can apply online via <https://www.glasgow.gov.uk/index.aspx?articleid=17614>

Please note that if you are the driver of a wheelchair accessible vehicle the mobility assistance duties you can apply to be exempt from are defined by legislation and are as follows:

(a) to enable the passenger to get into or out of the vehicle; (b) if the passenger wishes to remain in the wheelchair, to enable the passenger to get into and out of the vehicle while in the wheelchair; (c) to load the passenger's luggage or mobility aids into or out of the vehicle; (d) if the passenger does not wish to remain in the wheelchair, to load the wheelchair into or out of the vehicle.

Please note that if you are the driver of a non-wheelchair accessible vehicle the mobility assistance duties you can apply to be exempt from are defined by legislation and are as follows:(a) to enable the passenger to get into or out of the vehicle; (b) to load the passenger's luggage, wheelchair or mobility aids into or out of the vehicle.

The Licensing Authority will send you for a medical assessment to its medical provider on receipt of your application. You will not be exempt from the above duties until the Licensing Authority confirms this to you.

## **What do the council's taxi and private hire car enforcement unit do?**

The Council's Taxi and Private Hire Enforcement Unit aims to protect the citizens and visitors of Glasgow who utilise Glasgow's licensed Taxis and Private Hire Cars.

The Unit is responsible for enforcing the conditions attached to the Licences issued by the Council. They will also investigate any complaints made to the Council about Licence Holders.

## **Is there a Dress Code for Drivers?**

There is a voluntary code drafted by the Council with help from Police Scotland, the Council's Taxi and Private Hire Car Enforcement Unit, the Greater Glasgow Private Hire Association and Glasgow Taxis. The Council does not enforce this code, but, in general, the Council expects all Taxi and Private Hire Car Drivers to dress smartly and maintain a clean and tidy appearance.

## **Who are the providers for the certificate in the introduction to the role of the professional taxi and private hire driver SCQF level 5?**

Information on training providers can be found at <https://www.sqa.org.uk/sqa/90017.html> or by contacting the SQA on 0345 279 1000.

## **Will my application be accepted without the certificate in introduction to the role of the professional taxi and private hire driver SCQF level 5?**

From 1 January 2020 no grant applications will be accepted without the Certificate.

From 1 January 2022 no renewal applications will be accepted without the Certificate.

## **Can I get further information?**

If you have any further questions about the application process the Council's Licensing Section will be happy to assist you. Please note that whilst the Licensing Section can provide guidance, staff cannot offer you legal advice.

You can contact us by phone or email.

**Phone:** 0141 287 5354

**Email:** [LicensingEnquiries@glasgow.gov.uk](mailto:LicensingEnquiries@glasgow.gov.uk)

## Are there conditions attached to the Licence?

There are standard conditions attached to all Taxi Drivers and Private Hire Car Drivers Licences. A copy of these conditions is provided with this guidance. If necessary, the Council can attach further conditions to a licence.

As a licensed driver you will be expected to comply with every condition. Failure to do so could result in the Council suspending or revoking your licence.

## Why are right to work checks being carried out?

The Immigration Act 2016 places a number of legal obligations on councils in relation to immigration – this includes checking that all applicants have the right to work as taxi or private hire car drivers.

The Home Office has issued statutory guidance to Local Authorities on how to carry out its duties under the 2016 Act. This guidance includes instruction on how right to work checks should be carried out by Local Authorities. You can view this guidance using the link below:

<http://www.glasgow.gov.uk/licences/righttowork>

## How are right to work checks carried out?

Your right to work check will be carried out when your application is submitted to the Council.

## What happens if I can't provide evidence of my right to work in the UK?

The Council cannot grant an application unless the applicant provides the prescribed document(s) evidencing their right to work in the UK as a taxi or private hire car driver.

The lists contained on the online application form detail the **only** documents or document combinations that can be accepted by the Council.

## What happens if I have a restriction on my right to work in the UK?

The online application form details a list of documents and document combinations that evidence an applicant has a restriction on their entitlement to work as a taxi or private hire driver due their immigration status.

If your right to work check is verified using List B documentation detailed on the online form then, if granted, the duration of your licence may be restricted.

Licences for grant or renewal are generally granted for a period of three years. If your right to work legally as a taxi or private hire car driver expires before the end of the proposed three year licence term, then your licence will be restricted and will expire at the same time as your right to work. You will be able to apply to renew the licence, at which time you will be subject to a further right to work check.

Please note that if the evidence of your right to work is based on an outstanding in time application, appeal or administrative review with the Home Office, then the Council can only grant your licence for a maximum period of 6 months.

List A within the online form lists documentation that an applicant can supply to evidence that they have no restrictions on their entitlement to work as a taxi or private hire car driver.

If your application for grant or renewal is accepted with documentation set out in List A then, if granted, your licence duration will not be restricted due to your right to work. In addition the Council will also issue you with an email or letter confirming there is no restriction on your right to work as a taxi or private hire car driver. This email or letter can be used in place of your documentation for future right to work checks carried out by the Council.

## **What happens if I hold a licence but my immigration status changes?**

If you are licensed as a Taxi or Private Hire Car Driver but are unable to legally work due to a change in your immigration status, then your licence immediately ceases to have effect and you will lose the right to work as a taxi or private hire car driver. If this happens you must return the licence to the Council within 7 days; failure to do so is a criminal offence.