

# DARTFORD BOROUGH COUNCIL BETTER CAB SCHEME

**DARTFORD**  
BOROUGH COUNCIL



## MISSION STATEMENT

To encourage and promote, through the Better Cab Scheme, the consistent delivery of high standards of service to all sectors of the community who travel by taxi.

To promote the private hire and hackney carriage trades within the Borough of Dartford and ensure high quality service is recognised and rewarded by the displaying of a badge within the vehicles and operating premises together with other rewards and recognition to vehicle owners, drivers and/or operators who attain the top level.

## OBJECTIVES OF THE BETTER CAB SCHEME

- Ensuring passengers have safe journeys at a transparent price
- Ensuring vehicles are safe, accessible and reducing their impact on the environment
- Ensuring drivers are safe, courteous and knowledgeable
- To provide a high quality service to the public within the Borough.

## ASSESSMENT CRITERIA

Assessment of the criteria for each participant will be a series of indicators which will be assessed by Dartford Borough Council's Licensing Team in conjunction with the participant and a level of achievement will be awarded based on the level criteria below. The Council's licensing complaints procedure will be used to monitor standards required.

Assessment will take place during the initial licensing and at renewal. It should be noted that, dependant on the outcome of the assessment, the award of the accreditation can be removed or level changed.

It is likely that in addition to the scheduled assessment there may be a spot check conducted from time to time to ensure ongoing compliance with the scheme.

**Detailed overleaf are the criteria for Operators, Vehicles and Drivers**

## CRITERIA FOR OPERATORS:

### ★ ONE STAR ★

- ✓ Any premises to be in a clean and tidy condition.
- ✓ Any radio equipment used for communication with drivers to be in good working order and serviced and maintained.
- ✓ Public/employers liability insurance in force where required.
- ✓ Booking records accurate and legible and retained for a minimum of 12 months.
- ✓ Details of all drivers, vehicles (including expiry dates) and insurance details held on file are accurate.
- ✓ System in place for ensuring drivers/vehicles do not work following expiry of licence or insurance.
- ✓ Fire and Health & Safety Risk assessments in place for the office.
- ✓ Evacuation plan of premises on display.
- ✓ Where in car cameras are fitted they are to be compatible with Data Commission requirements and available for download.
- ✓ Reasonable assistance will be given to disabled or vulnerable people including assisting them to enter and exit offices/vehicles, make bookings for particular types of vehicle and carry any disability aids they may have.
- ✓ The operator is to submit the monthly return to the Licensing Team as requested.
- ✓ At all times be courteous and respectful to the customer.
- ✓ Have a procedure in place to ensure Licensing Team are advised of any change in circumstances that may affect a drivers ability to work.
- ✓ Ensure the Council's policy and conditions are adhered to.

### ★★ TWO STARS ★★

- ✓ Encourage all drivers to attend Council run training sessions.
- ✓ Operators to have undertaken appropriate training sessions.
- ✓ Complaints procedure and log in place.
- ✓ A policy to be in place for taking disciplinary action against any driver who takes advantage of a vulnerable person, the outcome of which is reported to the Council.
- ✓ All reasonable precautions to be taken to ensure that activities within the operator's office and from licensed vehicles do not create a nuisance to others.
- ✓ Where the company operates 10 or more vehicles there must be a wheelchair accessible vehicle on the fleet.
- ✓ Ensure that unless delayed or prevented by some sufficient cause, drivers shall be punctual to all pre-booked fares.

### ★★★ THREE STARS ★★★

- ✓ A system of communicating key messages to drivers must be in place i.e. a driver notice board detailing information from the Police, Council or other agencies which drivers should know about.
- ✓ Operators to keep a log of drivers of wheelchair accessible vehicles who can demonstrate knowledge of transporting passengers safely, in keeping with the Disability Discrimination Act.
- ✓ Drivers written code of conduct to be in place.
- ✓ Customer Service charter to be in place
- ✓ All drivers to have undertaken compulsory and voluntary council run training courses.
- ✓ Policies and procedures in place to ensure wellbeing of drivers.

## CRITERIA FOR DRIVERS:

### ★ ONE STAR ★

- ✓ Drivers of wheelchair accessible vehicles can demonstrate knowledge of transporting passengers safely, in keeping with the Disability Discrimination Act.
- ✓ Driver to attend all Council compulsory training sessions.
- ✓ Assistance will be given to disabled people including assisting them to enter and exit vehicles and to carry any disability aids they may have.
- ✓ All reasonable precautions to be taken to ensure that activities from licensed vehicles do not create a nuisance to others.
- ✓ First aid kit, for personal use, to be carried within the vehicle at all times and be accessible.
- ✓ At all times be courteous and respectful to the customer.
- ✓ Ensure the Council's policy and conditions are adhered to.
- ✓ The Driver shall within 7 days of being convicted for a criminal offence and/or a driving conviction, disclose to the Licensing Authority, in writing, details of any convictions.
- ✓ The Driver shall (whilst working), wear on his/her person, a badge issued to him/her by the Licensing Authority, in such a position and manner as to be plainly and distinctly visible.

### ★★ TWO STARS ★★

- ✓ Drivers to demonstrate a good knowledge of the Council Policy and Legislation.
- ✓ Drivers to demonstrate a good knowledge of the Code of Good Conduct.
- ✓ No more than one driving conviction within a period of three years prior to award.
- ✓ No more than one upheld complaint within a period of three years prior to award.

### ★★★ THREE STARS ★★★

- ✓ Driver to attend all Council voluntary training sessions.
- ✓ To undertake and pass the Council's Safeguarding Training.
- ✓ To undertake and pass Council's Prevent Training.
- ✓ To undertake and pass the Disability Awareness Training.
- ✓ Lost property log in place.
- ✓ Free from all driving convictions for a period of three years.
- ✓ Free from, upheld, complaints for a period of three years.

## CRITERIA FOR VEHICLES:

- ✓ Vehicle to be kept in a clean and tidy condition.
- ✓ Owner to undertake a MOT Test every 6 months and present the vehicle and test certificate to the Council on time as requested.
- ✓ Where in car cameras are fitted they are to be compatible with Data Commission requirements and available for download.
- ✓ Any equipment used for communication including meter to be in good working order and serviced and maintained annually.
- ✓ Current fare table to be displayed within vehicle.
- ✓ Mandatory door signs affixed to all vehicles with no magnetic signs in use.
- ✓ The Licence Plate shall be clean and legible at all times.
- ✓ Ensure the Council's policy and conditions are adhered to.
- ✓ A notice must be displayed inside the vehicle, specifying the licence number of the vehicle and a contact for complaints.
- ✓ The vehicle should be checked daily for wear and tear and any necessary upkeep undertaken.

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