



Hackney carriage and private hire driver theory test guidance

This guide has been compiled to assist you in preparing for the taxi theory test. Take some time to read the contents and learn the relevant legislation, conditions and locations so that you have the best possible chance of being successful.

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Introduction

The test comprises 80 questions in five sections and you will be required to correctly answer at least 12 questions from each section to pass the test. Most of the questions are multiple choice and a total of four possible answers are provided; one correct answer is required per question.

The test will last a maximum of 70 minutes and will include five sections:

- Highway code 16 questions
- Local knowledge 16 questions
- Licence / local conditions 16 questions
- Disability / customer care 16 questions
- Numeracy / literacy 16 questions

Where a person fails three consecutive theory tests within a 12 month period, it will be unlikely that the person will have the appropriate skills and attributes to be a licensed driver with this authority, and therefore the person will be barred from undertaking any further theory tests for a period of **six months** from the date of the last failure, to allow the person to develop the necessary skills.

Before undertaking the theory test you'll watch a brief presentation which covers some aspects of the test, including customer care, disability awareness and licence conditions and byelaws. It will provide you with important information about your roles and responsibilities once you are a licensed driver.

The presentation should **not** be used as your only revision session and you should thoroughly revise the information within this pack, together with the Highway Code prior to undertaking the theory test. The presentation session will not include information on local knowledge, the highway code, numeracy and literacy aspects of the theory test.

Failure to prepare thoroughly for the theory test will greatly reduce your chances of passing this test.

As these tests are carried out under exam conditions, you will be required to switch off all mobile phones or electronic devices before starting the test and candidates will not be allowed to take test papers home or write down or make records of any of the questions.

Any candidates not complying with these requirements will automatically fail the test and may be excluded from re-taking the test.

The Barnsley theory test

Section 1 - Highway Code

This section of the taxi / private hire theory test will comprise 16 questions and will relate to all aspects of the Highway Code, including general knowledge of driving, signage, stopping distances and related guidance.

Copies of the Highway Code are available from most bookshops and newsagents and the whole of the Highway Code should be revised prior to undertaking the test.

The Highway Code is on the GOV.UK website:

<https://www.gov.uk/browse/driving/highway-code-road-safety>

A downloadable version is available at: <https://www.highwaycodeuk.co.uk/>

An example of a highway code question is:

Where are you most likely to see this sign?



- A – In a built-up area
- B – In a car park
- C – On the motorway
- D – In a lay-by

Section 2 – Disability / customer care

This section of the taxi / private hire theory test will comprise 16 questions and will relate to general disability and customer care issues.

The answers to these questions relate to a common-sense approach to both disability awareness and customer care and will show that the candidate has a basic knowledge in these areas.

You need to learn Appendix A of this document - guidance for carrying disabled passengers.

An example of a disability / customer care question is:

During a journey the customer complains that you are driving too fast, what should you do?

- A – Ignore the comments and continue as normal.
- B – Refuse to take the person any further and tell them to book a different vehicle .
- C – Slow down even if you are not travelling at excessive speed for the comfort of the passenger.
- D – Stop the vehicle and discuss the quality of your driving with the passenger before completing the journey.

Section 3 – Licence / local conditions

This section of the taxi / private hire theory test will comprise 16 questions and will relate to all existing byelaws and conditions currently in force within the borough of Barnsley.

The council currently has byelaws under Section 68 of the Town Police Clauses Act 1846 and Section 171 of the Public Health Act 1875 in respect hackney carriages licensed and operating in the borough of Barnsley.

In addition, the council also apply licence conditions to all private hire and hackney carriage driver and vehicle licences in accordance with the Local Government (Miscellaneous Provisions) Act 1976 and the Town Police Clauses Act 1846 and prospective drivers should have a working knowledge of this legislation when taking the theory test. Copies of this legislation can be found at <http://www.legislation.gov.uk/>

The present conditions applied to both drivers and vehicles can be found on the Barnsley Council website at <https://www.barnsley.gov.uk/taxi-drivers-licence/> and the byelaws in Appendix C to this document. They should be revised thoroughly prior to undertaking the test.

The test will include elements from both the hackney carriage and private hire areas irrespective of the licence applied for.

An example of a local condition question is:

The correct signage for the front doors of a private hire vehicle should include?

- A – The following wording: “Private Hire - Advance booking preferred”
- B – The following wording: “Private Hire - Advance Booking Only”
- C – Full details of the private hire operator
- D – Full details of the private hire operator excluding the telephone number

Section 4 - local knowledge

This section of the taxi / private hire theory test will comprise 16 questions and will relate to a wide range of local knowledge including local buildings with public access, sports facilities, street names, places of interest and directions to local and regional destinations, such as museums, hospitals, educational establishments and airports.

You will need to know all the road names and locations of all the premises etc. in Appendix D - key locations, streets and places of interest.

You will also need to study the map of the Barnsley council borough and learn where individual villages are situated in relation to other villages in the borough. This map can be found on the Barnsley Council website: <https://www.barnsley.gov.uk/barnsley-maps/barnsley-interactive-maps/>

You will also be required to know the road numbers of the main A roads in the Barnsley area.

An example of a local knowledge question is:

Barnsley football ground is located on which road?

- A – Pontefract Road
- B – Queens Road
- C – Grove Street
- D – Belgrave Road

Section 5 – numeracy / literacy

This section of the theory test will comprise 16 questions and will relate to basic numeracy and literacy skills.

Appendix A - guidance for carrying disabled passengers

A lot of elderly and disabled people use hackney carriage / private hire vehicles to get around. Hackney carriage /private hire vehicles can be the only way for them to get to a railway station, an airport or a place not on a bus route.

Your behaviour is very important. If you do not help them or treat them properly:

- you will lose some customers, and
- they will lose an important way of getting places.

Ask passengers if they need help because you will not be able to see some disabilities. Know how to use the equipment in your vehicle. Carrying ramps in some vehicles may be a condition of your licence.

The advice below will help you give a good service and get the best from your vehicle wheelchair users.

If the passenger is a wheelchair user and you drive a wheelchair accessible vehicle you should always:

- pull up as close to the kerb as you can;
- ask if they would like to use the ramps;
- if necessary, tip up the back seat to give more space to get the wheelchair in;
- make sure the passenger travels in the correct position, recommended by the vehicle manufacturer.
- in a converted wheelchair accessible vehicle, do what the converter recommends,
- always make sure that the brakes of the wheelchair are on;
- be polite and ask before touching or moving your customer;
- secure the wheelchair and suggest that the passenger also uses the seat belt provided - they may need your help with this
- avoid sudden braking or acceleration;
- lower the back seat, if the passenger would prefer it;
- bring the wheelchair out of the vehicle backwards down the ramp, and ask if the passenger would like the wheelchair brakes on once it is unloaded;
- leave the passenger in a safe and convenient place, which lets them move on without help.

Saloon cars and wheelchairs

- You may still be able to carry wheelchair users if the passenger is able to get in and out.
- Ask the passenger what help they need.
- Listen carefully to what they say and only do what they ask. Be careful loading a wheelchair into the boot.
- Wheelchairs are expensive to repair or replace; without their wheelchair a passenger may be not be able to get around.

Passengers with walking difficulties

People that cannot get around very well do not always use a stick or crutches because they are painful to use.

If the passenger appears to have walking difficulties, or is frail or elderly, always:

- offer to fit the additional step if there is one – it makes it easier to get in the taxi;
- ask how close to the kerb they want you to stop. It may be easier to slide out of the seat onto the roadside if the kerb is too high;
- help if you are asked:
- listen carefully to what they say, or
- ask what the best way is to assist;
- do not insist on helping if they do not want you to;
- offer the use of the swivel seat (if you have one);
- if you use a swivel seat, lock it back in position once they have got in.

Blind or partially sighted passengers

Always:

- ask a blind or partially sighted passenger how you can help;
- look out for the "TAXI" sign held out by some blind and partially sighted people;

When collecting a blind or partially sighted passenger:

- knock at the door on arrival;
- do not stay in the cab and hoot your horn;
- tell your passenger whether they are entering a saloon car or purpose-built cab;
- demonstrate which way the doors open;
- if possible, place the blind person's hand on the open door and indicate the position of the roof;
- make sure they know which way the vehicle is facing;
- make sure they are seated and have secured the seat belt (where applicable);
- they may like help with the belt - ask first;
- tell them if you are taking a different route from that which they might expect, or if there is a hold-up or a diversion;
- tell them the fare;
- count out the change into their hand;
- set them down in a safe place and make sure they know where they are going;
- offer to accompany them to the entrance of the building, if they are going to one;
- when accompanying a blind person offer them your arm; holding it just above your elbow will be easiest for them.

Guide dogs

- Guide dogs are trained to stay on the floor of a vehicle.
- They will not make a mess in your vehicle.
- You will be breaking your licence conditions if you refuse to carry a guide dog. (See section 9 of the licence conditions.)
- There is more room for a guide dog on the floor in front of a saloon car than in the back.

Your guide to assistance dogs: <http://content.tfl.gov.uk/new-dogs-assistance-leaflet.pdf>

A guide to assistance dogs for private hire drivers: <http://content.tfl.gov.uk/new-assistance-dogs-ad.pdf>

Passengers who are Deaf or hard of hearing

If the passenger is deaf or hard of hearing, always:

- Look at them when you are speaking.
- Speak clearly - but don't shout!
- Always have paper and pen with you.
- Write things down if it makes it easier to understand each other.
- Make sure they know you have understood their instructions or know where they want to go.

Maintenance of vehicles

Keep door handles, locks and hinges well oiled. This makes it easier for them to be opened and closed by disabled or elderly passengers.

Equipment and converted vehicles

Know how to use any special equipment. For example:

- know how to use ramps if there are any;
- know how secure and load a wheelchair.

Specially converted vehicles hold wheelchairs in different ways. Know what to do in any vehicle you drive.

Appendix B - hackney carriage tariff

The fares set out below relate to hackney carriage vehicles only and are the maximum levels currently set by the authority. Fares for private hire vehicles are **not** set by the council.

Hackney carriage tariff - charges effective from 27 April 2017

All fares shall:

- be calculated from when the hire commences
- not exceed the rates stated except when a journey starts or ends outside the borough and another fare or rate of fares is agreed before the hire commences.

Tariff 1 (for up to 4 passengers)

Standard fares (except for such periods as fall within Tariff 2 or Tariff 3)

£3.10 First 1100 yards or part

10p Each subsequent 110 yards or part

10p Waiting / stationary – for each period of 30 seconds or part

Tariff 2 (for up to 4 passengers)

Fares starting between 11pm and 7am and statutory bank holidays (except for such periods as fall within Tariff 3)

£3.90 First 1100 yards or part

10p Each subsequent 110 yards or part

10p Waiting / stationary – for each period of 30 seconds or part

Tariff 3 (for 1 to 8 passengers)

Fares between 8pm 24 December and 7am 27 December and 8pm 31 December to 7am 2 January

£6.20 First 1100 yards or part

20p Each subsequent 110 yards or part

20p Waiting / stationary – for each period of 30 seconds or part

Tariff 4 (for 5 or more passengers)

Standard fares for 5 or more passengers (except for such periods as fall within Tariff 3)

£5 First 1100 yards or part

15p Each subsequent 110 yards or part

20p Waiting / stationary – for each period of 30 seconds or part

Extras (charges marked # are not shown on the meter)

50p Dogs and other un-caged animals (except guide and other assistance dogs)

20p Luggage stored in boot or designated area (excluding the first two items, wheelchairs or any other apparatus used to assist persons with a disability)

£80# For soiling or otherwise damaging the vehicle

Appendix C – Barnsley Metropolitan Borough Council byelaws

Made under Section 68 of the Town Police Clauses Act 1847, and Section 171 of the Public Health Act 1875, by the council of the Metropolitan Borough of Barnsley with respect to hackney carriages in the metropolitan borough of Barnsley.

Interpretation

1. Throughout these byelaws:-

"The Council" means the council of the Metropolitan Borough of Barnsley

"The District" means the Metropolitan Borough of Barnsley

Provisions regulating the manner in which the number of each hackney carriage corresponding with the number of its licence, shall be displayed

- 2
- (a) The proprietor of a hackney carriage shall cause the number of the licence granted to him in respect of the carriage to be legibly painted or marked on the outside and inside of the carriage, or on plates affixed thereto;
 - (b) A proprietor or driver of a hackney carriage shall:-
 - (i) not wilfully or negligently cause or suffer any such number to be concealed from public view while the carriage is standing or plying for hire;
 - (ii) not cause or permit the carriage to stand or ply for hire with any such painting, marking or plate so defaced that any figure or material particular is illegible.

Provisions regulating how hackney carriages are to be furnished or provided

3. The proprietor of a hackney carriage shall:-
- (a) provide sufficient means by which a person in the carriage may communicate with the driver;
 - (b) cause the roof or covering to be kept water-tight;
 - (c) provide any necessary windows and a means of opening and closing not less than one window on each side;
 - (d) cause the seats to be properly cushioned or covered;
 - (e) cause the floor to be provided with a proper carpet, mat, or other suitable covering;
 - (f) cause the fittings and furniture generally to be kept in a clean condition, well-maintained and in every way fit for public service;

- (g) provide means for securing luggage if the carriage is so constructed as to carry luggage;
 - (h) provide an efficient fire extinguisher which shall be carried in such a position as to be readily available for use;
 - (i) provide at least two doors for the use of persons conveyed in such carriage and a separate means of ingress and egress for the driver;
 - (j) furnish the carriage with an efficient lamp so constructed and affixed as to afford sufficient lighting for the interior of the carriage;
 - (k) the proprietor of a hackney carriage shall cause the carriage to be fitted with a sign which bears the words "**FOR HIRE**" in letters two inches in height and is fitted with the means whereby these words may be electrically illuminated; such sign shall be fitted in the centre at the front of the canopy of the carriage in such a manner that the aforesaid words are clearly and distinctly visible and legible at all times when the sign is illuminated;
 - (l) the driver of a hackney carriage shall cause any sign bearing the words "**FOR HIRE**" which is affixed on the carriage in accordance with the requirements of the foregoing byelaw to be electrically illuminated so as to be clearly visible both by day and by night at all times when the carriage is standing or plying for hire within the district, but not hired.
4. The proprietor of a hackney carriage shall within twelve months of the date of confirmation of these byelaws cause the same to be provided with a taximeter so constructed, attached and maintained as to comply with the following requirements, that is to say:-
- (a) the taximeter shall be fitted with a key, flag or other device the turning of which will bring the machinery of the taximeter into action and cause the word "**HIRED**" to appear on the face of the taximeter;
 - (b) such key, flag or other device shall be capable of being locked in such a position that the machinery of the taximeter is not in action and that no fare is recorded on the face of the taximeter;
 - (c) when the machinery of the taximeter is in action there shall be recorded on the face of the taximeter in clearly legible figures a fare not exceeding the rate or fare which the proprietor or driver is entitled to demand and take for the hire of the carriage by distance in pursuance of the byelaw in that behalf;
 - (d) the word "**FARE**" shall be printed on the face of the taximeter in plain letters so as clearly to apply to the fare recorded thereon;
 - (e) the taximeter shall be so placed that all letters and figures on the face thereof are at all times plainly visible to any person being conveyed in the carriage, and for that purpose the letters and figures shall be capable of being suitably illuminated during any period of hiring;
 - (f) the taximeter and all the fittings thereof shall be so affixed to the carriage with seals or other appliances that it shall not be practicable for any person

to tamper with them except by breaking, damaging or permanently displacing the seals or other appliances.

Provisions regulating the conduct of the proprietors and drivers of hackney carriages plying within the district in their several employments, and determining whether such drivers shall wear any and what badges

5. The driver of a hackney carriage provided with a taximeter shall:-
 - (a) when standing or plying for hire, keep the key, flag or other device fitted in pursuance of the byelaw in that behalf locked in the position in which no fare is recorded on the face of the taximeter;
 - (b) as soon as carriage is hired by distance, and before beginning the journey, bring the machinery of the taximeter into action by moving the said key, flag or other device, so that the word "**HIRED**" is legible on the face of the taximeter and keep the machinery of the taximeter in action until the termination of the hiring;
 - (c) cause the dial of the taximeter to be kept properly illuminated throughout any part of a hiring which is during the hours of darkness as defined for the purposes of the Road Traffic Act 1972 and also at any other time at the request of the hirer.
6. A proprietor or driver of a hackney carriage shall not tamper with or permit any person to tamper with any taximeter with which the carriage is provided, with the fittings thereof, or with the seals affixed thereto.
- 7(1) The driver of a hackney carriage shall, when plying for hire in any street and not actually hired:-
 - (a) proceed with reasonable speed to one of the stands fixed by the byelaw in that behalf;
 - (b) if a stand, at the time of his arrival, is occupied by the full number of carriages authorised to occupy it, proceed to another stand;
 - (c) on arriving at a stand not already occupied by the full number of carriages authorised to occupy it, station the carriage immediately behind the carriage or carriages on the stand and so as to face in the same direction;
 - (d) from time to time when any other carriage immediately in front is driver off or moved forward cause his carriage to be moved forward so as to fill the place previously occupied by the carriage driven off or moved forward;
 - (e) when the first carriage on the stand remain with the carriage and be ready to be hired at once by any person.
- 7(2) The driver of a hackney carriage shall not, save with the express consent of the hirer, smoke at any time whilst the carriage is occupied by a passenger or passengers.
- 7(3) A proprietor or driver of a hackney carriage shall not use or permit the carriage to be used or occupied by any person for any indecent immoral or improper purpose.

- 7(4) The driver of a hackney carriage who is standing or plying for hire shall at any time when required by any person produce a copy of these byelaws.
 8. A proprietor or driver of a hackney carriage, when standing or plying for hire, shall not, by calling out or otherwise, importune any person to hire such carriage and shall not make use of the services of any other person for the purpose.
 9. The driver of a hackney carriage shall behave in a civil and orderly manner and shall take all reasonable precautions to ensure the safety of persons conveyed in or entering or alighting from the vehicle.
 10. The proprietor or driver of a hackney carriage who has agreed or had been hired to be in attendance with the carriage at an appointed time and place shall, unless delayed or prevented by some sufficient cause, punctually attend with such carriage at such appointed time and place.
 11. The driver of a hackney carriage when hired to drive to any particular destination, shall subject to any directions given by the hirer, proceed to that destination by the shortest available route.
 12. A proprietor or driver of a hackney carriage shall not convey or permit to be conveyed in such carriage any greater number of persons than the number of persons specified on the plate affixed to the outside of the carriage.
 13. If a badge has been provided by the Council and delivered to the driver of a hackney carriage he shall, when standing or plying for hire, and when hired, wear that badge in such position and manner as to be plainly visible.
 14. The driver of a hackney carriage so constructed as to carry luggage shall, when requested by any person hiring or seeking to hire the carriage:-
 - (a) convey a reasonable quantity of luggage;
 - (b) afford reasonable assistance in loading and unloading;
 - (c) afford reasonable assistance in removing it to or from the entrance of any building, station or place at which he may take up or set down such person.
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1. Location of Hackney ranks – not included in theory test
 2. Hackney carriage fares – included as separate information for the theory test
 3. Hackney carriage fares – included as separate information for the theory test
 4. (a) The proprietor of a hackney carriage shall cause a statement of the fares fixed by the byelaws in that behalf to be exhibited inside the carriage in clearly distinguishable letters and figures.
 - (b) The proprietor or driver of a hackney carriage bearing a statement of fares in accordance with this byelaw shall not wilfully or negligently cause or suffer the letters or figures in the statement to be concealed or rendered illegible at any time while the carriage is plying or being used for hire.

Proprietors securing the safe custody and redelivery of property accidentally left in hackney carriages and fixing the charges to be made in respect thereof

5. The proprietor or driver of a hackney carriage shall immediately after the termination of any hiring or as soon as practicable thereafter carefully search the carriage for any property which may have been accidentally left therein.
6. The proprietor or driver of a hackney carriage shall, if any property accidentally left therein by any person who may have been conveyed in the carriage be found by or handed to him:-
 - (a) Take the property as soon as practicable to a Police Station within the Barnsley Borough area
 - (b) be entitled to receive from any person to whom the property shall be re-delivered an amount equal to five pence in the pound of its estimated value (or the fare for the distance from the place of finding to the office of the Council, whichever be the greater) but not more than five pounds.

Penalties

7. Every person who shall offend against any of these byelaws shall be liable on summary conviction to a fine not exceeding twenty pounds and in the case of a continuing offence to a further fine not exceeding five pounds for each date during which the offence continued after the conviction therefore.

Appendix D - key locations, streets and places of interest

Please be aware that this is not an exhaustive list.

Public houses:

The Old Post Office Public House
The Old Bakery
The Talbot Inn
Carlton WMC
Royal Legion, Penistone
Millers Inn
Saville Square
Lord Nelson, Hoylandswaine
Fairways Public House
KG's Public House, Wombwell
The OO Bar
Fanny and Bacardi's Public House
Coronation WMC, Thurnscoe
The Singing Man Public House
Belmont Working Men's Club
The Norman
The Belvedere VIP Lounge
The Strafford Arms
The Horseshoe Public House
The Old No.7
The Edmunds Arms
The Spencer Arms, Cawthorne
The Old Post Office
The Beggar and Gentleman Public House
The Cock Inn
The Elephant and Castle
The Chestnut Tree
The Pack Horse Public House

Places of entertainment and libraries:

Penistone Paramount Cinema
Barnsley Civic
Cudworth Library
The Academy Theatre

Museums, galleries and historical sites:

Cannon Hall Museum
Braithwaite Hall
Monk Bretton Priory
Elsecar Heritage Centre
The Experience Barnsley Museum and Discovery
Worsbrough Mill Museum
Dearne Valley Country Park
Locke Park

Sports venues:

Barnsley Golf Club
Barnsley Football Club
The Metrodome
Silkstone Golf Club
Tankersley Golf Club
Sandhill Golf Club
Vida five-a-side football facility
Hillies Golf Club
Hoyland Sports Centre
The DW Sports and Fitness Club
Highgate Grey Hound Stadium.
Dearnside Leisure Centre

Schools:

Darton High School
Outwood Academy School x 2
Greenacre School
Springwell Community School
Horizon Community College
Northern College

Business premises:

Gist
Manor Bakeries
Redfearns Glass
The Stagecoach Depot
Peel Centre
Greensprings Caravan Park
The Trust Ford garage
Stairfoot Tesco
Billington Steels
Metalliform
Lidl Barnsley town centre
Morrisons
Company Shop Tankersley
Symphony Kitchens
Asda
Barnsley Main Post Office
Vets4Pets
Tesco, Penistone
ASOS

Hotels and restaurants:

Pot House Hamlet
Thaal Restaurant
Rob Royd Farm Shop
Alhams Restaurant
Elachi Restaurant
Tandoori Hut Restaurant
China Court Restaurant

Favella Mexican Restaurant
Pasha's Restaurant
Mezzaluna Restaurant
Puccini's Restaurant
Holiday Inn
Premier Inn
Tankersley Manor
The '1 momento' Restaurant

Police and railway stations:

Barnsley Police Station
Wombwell Train Station
Darton Train Station
Thurnscoe Railway Station
Cudworth Police Station
Goldthorpe Police Station
Barnsley Magistrates Court

Medical centres and information centres:

Barnsley District General Hospital
The Acorn Centre
Priory Campus
Barnsley town centre Job Centre
Ashfield Medical Centre
New Street Clinic
Victoria Medical Centre

Cemeteries and churches:

Barnsley Cemetery
Ardsley Crematorium
Holy Rood Church
St Mary's Church, Barnsley

Miscellaneous:

Stocksbridge bypass
Wigfield Farm
Area around Locke Park