

Vehicle Incident Procedure



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1. Scope and Background

- 1.1 Cambridge City has the responsibility of licensing both the hackney carriage and private hire trades in order to protect the public. The procedures which are set down exist to ensure that an individual is a 'fit and proper' person to hold a licence.
- 1.2 Cambridge City Council must be satisfied that licensed vehicles are safe and suitable to transport passengers.
- 1.3 If a licensed vehicle is involved in any collision or incident, the licence holder is required to notify the Council of this and provide details. The licence holder must also advise if the vehicle is to be withdrawn from service due to the damage sustained (please see Replacement Vehicle Procedure for additional guidance in this situation).

2. Process

- 2.1 If a licensed vehicle is involved in a collision or incident it must be reported to the Council as soon as is reasonably practicable and definitely within 72 hours of the time of the collision or incident.
- 2.2 Ideally, photographic evidence should be supplied to the Council so that this can be retained on file. A minimum of 4 photographs, with close ups, to show the particular damage.
- 2.3 This applies to collisions and significant damage or defects which may impact on the mechanical use or appearance of the vehicle. Repeated minor damage over a period of time could affect the performance and safety of the vehicle.
- 2.4 When reporting the collision or incident to the Council a Vehicle Incident Form must be completed with the details of the incident, such as the plate and registration of the vehicle involved, the damage sustained, and whether the vehicle is being withdrawn from service.

It may also be necessary for photographs of any damage to also be submitted, depending on the severity of the incident, when submitting the form.

- 2.5 Once completed, the form and photographs can be submitted to the council by email to taxi@cambridge.gov.uk or by visiting the Customer Service Centre at Mandela House.
- 2.6 Depending on the nature of the incident, the severity of the damage or any other applicable factors, a Licensing and Enforcement Officer may request to inspect the vehicle. In this case, the proprietor will be contacted by the Licensing and Enforcement Officer in order to arrange for a vehicle inspection to be undertaken.
- 2.7 Following the inspection, and if the vehicle can still be driven, the proprietor of the vehicle will be given one month from the date of the accident being reported for the repair works to be completed. This would apply mainly to minor cosmetic damage (such as a broken wing mirror, or scratch) which will not normally require a mechanical inspection, unless the Licensing & Enforcement Officer believes that there may have been mechanical damage caused by the accident.
- 2.8 If the vehicle is not repaired within that time, the vehicle licence could be suspended for a period of time for the repairs to be completed. If the repairs are not completed the licence could be considered to be suspended or revoked.
- 2.9 Once the vehicle has been repaired, it will need to be inspected by a Licensing & Enforcement Officer to ensure that the repairs are satisfactory.
- 2.10 If the vehicle cannot be driven, the vehicle licence will be suspended immediately for the repair work to be carried out.
- 2.11 If the vehicle is not repaired within one month, the vehicle licence could be suspended for a period of time for the repairs to be completed. If the repairs are not completed the licence could be considered to be suspended or revoked.
- 2.12 In both cases, the Licensing & Enforcement Officer will confirm whether a further mechanical fitness test is required. If so, the Certificate of Compliance must be presented as requested to the Licensing Office before the vehicle licence suspension will be lifted.
- 2.13 If the vehicle does not meet the visual vehicle standards (in relation to cosmetic damage) then it will need to undergo a mechanical fitness test.

- 2.14 If the vehicle is written off by an insurer, the licence will be suspended immediately and the licence plates must be returned to the Licensing Team as soon as is reasonably practicable definitely within 72 hours.
- 2.15 If a proprietor wishes to use a replacement vehicle, an application for a Replacement Vehicle Licence can be made (for a period of up to 3 months) as set down in the Replacement Vehicle Procedure.

3. Administration

- 3.1 Records of accidents and/ or incidents (along with details of repairs, photographs and inspection notes) will be held on file.
- 3.2 From the report of an incident, we may use the information if there is a complaint or legal challenge relevant to this process. We may check the information collected. We may also use or pass to certain third parties information to prevent or detect crime, to protect public funds, or in other ways as permitted by law.