

Taxi Drivers Knowledge Test

Introduction

New applicants are required to pass the Borough Council's Knowledge test which incorporates both Safeguarding and Disability Awareness. Applicants are expected to work through the information provided and then attend a test in person, conducted by Borough Council staff. You will have 1.5 hours to complete the test and the fee is £53.00 per test.

The test is divided into 3 sections, the pass mark for each section is 85%. Candidates must reach the required pass mark in all sections to pass the test.

In accordance with condition 2.16, applicants may attempt the knowledge test up to three times. After a third failed attempt the application will be rejected and the applicant will not be able to re-apply for six months from the date of the last failed attempt. It is therefore important that you take time to study all of the information provided to ensure you pass the test.

Section 1

The first section of the knowledge test includes:

Basic English & Maths (A-E)

This part of the test will comprise of listening and reading exercises where you will be required to provide the correct answer. There will also be comprehension questions and basic mathematical questions.

Highway Code (F)

This part of the test will comprise of questions on the Department of Transport's Highway Code, including rules for drivers, signs, signals, road markings etc. Applicants may wish to study the Department of Transport's current version of the Highway Code in order to pass this section.

Conditions & Legislation (G)

This part of the test will be based on the Borough Council of King's Lynn & West Norfolk's Hackney Carriage and Private Hire Licensing Procedures and Conditions. Some of the questions are also based on legislation contained within the conditions booklet.

Places of Interest (H)

This part of the test will comprise of questions that will test your knowledge of popular landmarks and buildings within King's Lynn & West Norfolk. Applicants will be tested on their knowledge of places of interest, prominent buildings, location of public houses, hospitals, hotels and train stations within the District. The following tables show the places of interest in the local area used. You should familiarise yourself with all of these locations before attending the test.

King's Lynn area

KL Police Station	Freebridge Farm, West Lynn
True's Yard	Tourist Information Centre
Goldings	Registrar's Office
Lynn Museum, Bus Station	Clenchwarton Village Hall
KL Railway Station	The Maid's Head Public House
Saturday Market Place	Castle Rising Castle
Red Mount	Gayton Road Health Centre
Millfleet	Queen Elizabeth Hospital
Lynnsport	Bus Station
Tuesday Market Place	King's Lynn Golf Club
Corn Exchange	Terrington St Clement Village Hall
Crematorium	KFC
Trues Yard	Majestic Cinema
Town Hall	Dukes Head Hotel
Globe Hotel	Southgates
St Margarets Church	Morrisons Supermarket
Customs House	The Orb and Sceptre
Hardwick Industrial Estate	Palm Paper
The Bank House	Strikes Bowling

Hunstanton area

Hunstanton Sealife Sanctuary	Thaxters Garden Centre
Wash & Tope	Sandringham Visitor Centre
Golden Lion Hotel	Snettisham Park
Rose & Crown, Snettisham	Fleming Brothers
Hoste Arms	Briarfields Hotel, Titchwell
Heacham Social Club	Norfolk Lavender
Searles Leisure Resort	RSPB Titchwell
Town Hall	

Downham Market area

Downham Market Health Centre	The Red Lion, Hockwold
Denver Mill	Downham Market High School
Railway Station	Allium Restaurant
The Crown Public House	Methwold High School
Town Hall	Bell Inn
Phansa Thai Restaurant	Arbuckles
Church Farm, Stow Bardolph	RAF Marham
Bees Motors	

Section 2

The second section of the test requires you to read through the following Safeguarding information prior to attending the test at the Borough Council.

Safeguarding awareness

Recognising and responding - safeguarding children and adults

Safeguarding is everyone's responsibility, and you have a vital role to play in keeping people safe.

Many taxi drivers will have stories to tell about jobs that did not seem right, situations that caught their attention, or passengers that worried them. With your help, this information can be used to uncover domestic abuse, exploitation, and other types of abuse.

The information below is designed to develop your understanding of safeguarding, the signs to look for and what you need to do if you have concerns.

Please read the information in this section carefully as you will be asked questions with a test at the end.

What is safeguarding?

Safeguarding means protecting a person's health, wellbeing, and human rights; enabling them to live free from harm, abuse, and neglect.

What is abuse?

Abuse comes in many forms, but all involve behaviour that is intended to cause harm to another person. We will explore different types of abuse further on in this document.

What is neglect?

Neglect is the persistent failure to meet a child's* basic need, likely to result in serious impairment of the child's health or development. Neglect may also occur during pregnancy, because of maternal substance misuse.

- Physical neglect
- Emotional neglect
- Educational neglect
- Medical neglect

*Neglect is also applicable to adults who have care needs and rely on others to meet that need.

Types of abuse and things you might see that cause concern

Exploitation – criminal and sexual

Exploitation involves being groomed, forced, or coerced into doing something that you do not want to do for someone else's gain.

Know the signs:

- Passengers looking distressed, intimidated, or fearful
- Adults requesting rides to and from locations – taking young people with them
- Taking young people to A&E accompanied by adults who are not their parents
- Passengers who appear to be in a vulnerable state through alcohol or drug use
- Passengers who are accompanied by another person when in this state and do not appear to know where they are going
- Unlicensed vehicles hanging around where there are likely to be young people in a vulnerable state looking for a taxi to go home

Child sexual exploitation

Where children and young people 'receive' something as a result of them performing and/or others performing sexual acts.

- Boys and girls under 18
- Sometimes believe that they are in a relationship with their abuser, making it difficult for them to see the danger

They may:

- be brought expensive gifts – mobile phones, designer items such as handbags, trainers, or clothing
- have frequent physical injuries
- have problems with drugs or alcohol

Know the signs:

- Taking or collecting young people (boys and girls) from hotels, B&Bs, house parties at odd times of the day
- Called to take the young person and an older adult to a hotel, to someone's home, or to a club or party
- It's also common to find victims travelling alone late at night between hotels and a house or flat

Domestic abuse

An incident or pattern of incidents of controlling, coercive, threatening, degrading and violent behaviour, including sexual violence, in most cases by a partner or ex-partner, but also by a family member or carer. Victims and perpetrators can be male or female.

Know the signs. A victim of domestic violence may be:

- insulted, intimidated, or threatened
- controlled by bullying and manipulation

- made to conceal injuries from attacks
- told relationship problems are their fault/that they deserve the abuse
- expected to make excuses for the abuser
- prevented from having money of their own, also known as financial abuse
- stopped from making their own decisions
- kept from going out, studying, or working
- kept from seeing friends or relatives
- made to check in with their abuser often
- pushed, slapped, punched, or choked
- forced into sex acts they do not want

If you witness any of the abusive behaviour described above, don't challenge the abuser unless it is unavoidable.

Child abuse

Abuse and neglect are forms of maltreatment of a child. Someone may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm.

Type of abuse	Description
Physical abuse	This can involve the abuser hitting, burning, shaking, throwing, drowning, or suffocating the child, or making the child ill.
Emotional abuse	This can involve the child seeing another person being mistreated, or any behaviour likely to cause long-term emotional harm.
Sexual abuse	This can involve forcing a child to watch or participate in sexual activity, leading to sexually inappropriate behaviour.
Neglect	This involves failing to meet a child's care needs, leaving the child dirty, unfed, alone, or unprotected from harm.

Know the signs:

- May appear fearful
- Have physical injuries
- Appear dirty, unkempt or be wearing inadequate clothing (poorly fitting or inappropriate for the season)
- Be regularly hungry
- Be treated differently to their siblings

Human trafficking

What is human trafficking?

Human trafficking involves the illegal trade of individuals through coercion, fraud, or deception, primarily for purposes such as sexual slavery, forced labour, or commercial exploitation, benefiting the trafficker or others.

Know the signs:

- They are unable to move freely and may be watched or guarded. They will be unable to travel or get by alone
- They may show signs of physical violence, such as bruises or burns, may appear malnourished
- They may fear authority figures like police or immigration
- They seem uneasy or afraid of the people they are travelling or working with, and the person they're with may be carrying their personal or legal documents
- They may not be sure where they're travelling to or staying, or their answers sound like they have been told what to say or change when asked again
- They're dressed unsuitably for the weather or the season, such as wearing only light summer shoes in winter or inappropriately sexually revealing clothing during the day
- Their accommodation seems cramped, unhygienic, unsuitable, or has heavy security measures like barred or blacked-out windows
- They may be unwell and in need of medical treatment
- They may seem to be under the influence of alcohol or drugs

The above is not a definitive list. You should go with your 'gut instinct'. If something does not feel right, report it. Sometimes a little information from you can help to build a bigger picture.

Good practice tips

Always:

- Keep yourself safe, do not intervene
- Sit lone passengers in the back
- Ensure ID badge is always visible
- Be wary about telling passengers you have had a busy night (to protect against robbery or assault)
- Remain professional and keep clear, appropriate boundaries
- Report any incidents about the journey or concerns about passengers to your employer (following their procedures)

Remember the 5 R's of safeguarding

- Recognise
- Respond
- Record
- Report
- Refer

If you have any concerns about a young person or adult, this should be reported to the Multi-Agency safeguarding hub based at Norfolk County Council on 0344 800 8020.

If you consider the incident to be an emergency, call 999.

You should never:

- engage with your passengers on Facebook or other social media site
- make unnecessary physical contact with your passengers, always ask
- take photographs of your passengers
- buy your passengers gifts, sweets or similar
- use bad or inappropriate language
- discuss personal issues, or issues that may be deemed sensitive
- engage in inappropriate conversation with your passengers
- share personal contact details with your passengers
- accept sexual favours/gifts instead of payment
- set off on your journey without a specific destination address
- double up on a booking

Responding when someone discloses abuse:

- Be calm and sensitive
- Listen - let them talk, do not interrupt
- Let them know you are taking them seriously
- Acknowledge their courage
- Seek their permission to share (tell them you will pass the information to the relevant people)
- Record the conversation and make any referrals needed as soon as possible including date and time. Keep the information factual. If anything you provide is your opinion, state this clearly.

Section 3

The third section of the test requires you to read through the following Disability awareness information prior to attending the test at the Borough Council.

Disability awareness

What is a disability?

Definition of disability under the [Equality Act 2010](#) states anyone with..

‘a physical or mental impairment that has a ‘substantial’ and ‘long-term’ negative effect on your ability to do normal daily activities’

..has rights not to experience discrimination, harassment or victimisation.

‘Substantial’ means more than minor or trivial.

‘Long-term’ means it has lasted or is likely to last more than 12 months. Terminal conditions are automatically covered, as are many fluctuating conditions, where symptoms may vary but are likely to recur.

All of the following could lead to an impairment and ultimately a disability:

Condition	Description
Sensory Impairments	Such as Sight or hearing impairment
Impairments with fluctuating or recurring effects	Such as Rheumatoid Arthritis, Myalgic Encephalitis (ME), Chronic Fatigue Syndrome (CFS), Fibromyalgia, Depression and Epilepsy.
Progressive conditions	Motor neurone disease, Muscular Dystrophy and forms of Dementia
Auto-immune conditions	Such as Systemic Lupus Erythematosus (SLE)
Organ Specific conditions	Including respiratory conditions such as Asthma and cardiovascular diseases, including Thrombosis, Stroke and Heart Disease
Developmental	Such as Autistic Spectrum Disorders (ASD), Dyslexia and Dyspraxia.
Learning Disabilities	Including Down’s Syndrome, Global Development delay and Cerebral Palsy.
Mental health conditions	With symptoms such as Anxiety, Low mood, Panic attacks, Phobias and Unshared Perceptions and Post Traumatic Stress Disorder.
Mental Illnesses	Such as Depression or Schizophrenia.
Conditions produced by injury	Including Brain Damage, Loss of limb, Spinal Damage and Disfigurement.

There are nearly 67 million people in the UK.

The Government estimates that almost 14 million people in the UK have an impairment, that’s about 1 in 5 people.

There are around 1.2 million wheelchair users in the UK according to NHS England.

40% of persons over 50 and 70% of persons over 70 experience significant hearing loss.

NHS figures show 10 million people living with arthritis in the UK.

2 million people live with sight loss of these around 360,000 are registered as blind or partially sighted.

7.4 million people live with heart or circulatory diseases, long term effects can include problems with memory, fatigue and dizziness.

1.5 million people have autism spectrum conditions.

700,000 people have learning disabilities.

850,000 suffer with dementia.

Most recent figures show 1 in 3 people state they have suffered from a mental health issue in the past week.

It is important to remember that most disabilities are hidden and not immediately apparent or visible. You will not be able to see all disabilities.

Key Messages about Disability

There are 14 million people in the UK who can be defined as 'disabled', and who are likely to encounter transport barriers unless their rights and needs are respected. Their reasons for being considered 'disabled' in the terms of the Equality Act 2010 are varied.

Many disabilities are invisible, and the impact (for example of pain, fatigue, anxiety, confusion) can vary from day to day depending on the environment, the way services are provided and the attitudes of staff and other passengers.

The Hidden Disabilities Sunflower is a way for some people to communicate that they may need more help or time due to a hidden disability. Look out for anyone wearing a green lanyard with a sunflower design when you meet your passengers.

We might expect to 'see' that someone is disabled. But that isn't always the case. We might not spot that someone has limited sight or hearing. We might not know that someone experiences anxiety as a result of post-traumatic stress disorder.

People legally defined as 'disabled' have a right to reasonable adjustments to how services are provided where they would otherwise face a substantial barrier to accessing the service.

Any of us can become disabled. We all need to be able to travel – to work, to see friends and family or for leisure. We need services that work for everyone. 'Many of us experience pain, anxiety, confusion some or all of the time. It may not always be obvious, but these life experiences can be made worse by access barriers or if staff don't know how to respond to and support people.'

There are two main perspectives on disability: the medical and social models. The medical model views disability as an individual issue that requires medical treatment and focuses on diagnosis and rehabilitation. In contrast, the social model sees disability as a result of societal barriers and attitudes, emphasising the need to change society to be more inclusive and accessible.

Barriers to disabled people when using a taxi

What do you think of when you think of barriers?

Think of a person in a wheelchair:

- Do they have to remain in the wheelchair when travelling?
- If they want to travel in a normal seat, do they need assistance to get from the wheelchair into the vehicle?
- Is where you've parked suitable for them to get in or out of your vehicle, think about kerbs, steps and the pavement width?
- Is there anything you could or should be doing to improve the service they are receiving?

What about those with limited mobility but not in a wheelchair?

- Do they need assistance getting in and out of your vehicle?
- Would they be more comfortable travelling in the front seat or back?
- When dropping off, have you made the experience as easy as possible for them, are you as close to their intended destination as possible?

What barriers do the visually impaired or those with hearing loss face?

- Is the area well lit, and do the passengers know you are their driver?
- How will you communicate with someone who can't hear you well?
- Are there obstacles between the passenger and your vehicle they may not see?
- Are they able to get in and out of the vehicle without assistance?
- Can they book your vehicle if they are hearing impaired and can't use the phone, what about someone who struggles to see, or with dyslexia using an app?

Many of these barriers can be overcome by thinking ahead and communicating clearly.

Some passengers won't want additional assistance, while others will. If you don't ask your passenger, you won't know their preference. If you think someone might benefit from extra support, don't be afraid to ask: 'Do you need any assistance with your journey?' or 'Can I help you at all?'

When arriving to a Wheelchair passenger, pull up in a suitable manner to enable easy loading of the wheelchair via the ramp or easy transition for the passenger to a seat in your vehicle. Always ask the passenger how they prefer to travel, don't assume they always need to use their wheelchair. A third of all wheelchair users only need them when outside their home or travelling and may prefer to transfer to a vehicle seat. Never take control of a wheelchair and start pushing without being asked to do so.

If someone appears to be struggling to hear you, speak normally and clearly facing the person. Don't shout or exaggerate your words. Many people with hearing loss are excellent lip readers and exaggerating your speech removes their ability to understand you. Carry a pen and paper and write down your question.

A visually impaired person may require you to guide them to your vehicle, they may not even be aware that you are their vehicle unless you introduce yourself. Remember to ask what a passenger needs before assuming. If guiding someone introduce yourself and talk directly to the person you're guiding. Ask them how they'd prefer you to guide them. Tell them about kerbs and steps as you approach and say whether they go up or down. Don't walk away from them without telling them you

are leaving and remember, most people who are registered blind have some degree of vision. Don't assume that they see nothing.

Someone with dementia, mental health conditions or learning disabilities may appear confused or unsure of a situation. Practical assistance and a friendly smile can make a huge difference to many people who find that travel makes them anxious, fearful or confused, including people with dementia. Things can seem different for people with dementia. Swirls in colourful patterns can look like snakes and dots can look like moving insects. A black patch on the floor could look like a gaping hole or a shiny patch could look like a big puddle. If you see someone looking confused, see if you can reassure them.

Communication tips

Find out about accessible routes and facilities.

Remember that sometimes people need extra time to understand or to explain what they need.

You may need to repeat what you have said using different words, to help someone understand.

Consider offering several methods for someone to book a journey with you, not everyone can use the phone or an app with ease.

Communication isn't just about talking. It's also about listening.

When you're communicating with anyone, think about your tone of voice, as well as the words you use.

To be an inclusive communicator, remember that people may face different types of language barrier, such as a hearing impairment, using English as an additional language, having a learning disability or problems with memory.

Use clear and simple words and phrases.

Avoid jargon or long words that might be hard to understand.

Be prepared to use different communication tools or methods (for example, just pointing may not help to explain to someone with a visual impairment where to go).

Follow the lead of the person you're communicating with.

Go at the pace of the person you're communicating with, check you have understood and be creative.

Assistance dogs

Assistance dogs are specially trained animals that support individuals with disabilities or medical conditions, enhancing their independence, mobility, and quality of life.

Below is an overview of their roles and how they are identified:

Type of assistance dog	Purpose	Task
Guide dogs	Assist individuals who are blind or visually impaired.	Navigating obstacles, leading across roads, and finding destinations.
Hearing dogs	Support people who are deaf or hard of hearing.	Alerting to sounds like doorbells, alarms, or someone calling their name.
Mobility assistance dogs	Aid those with physical disabilities.	Retrieving items, opening doors, pressing buttons, and providing balance support.
Medical alert dogs	Detect medical conditions and warn their owners.	Sensing low blood sugar levels (for diabetics), detecting seizures, or alerting to allergens.
Psychiatric assistance dogs	Support individuals with mental health conditions, such as PTSD or anxiety disorders.	Interrupting self-harm behaviours, grounding during panic attacks, or reminding owners to take medication.
Autism assistance dogs	Help individuals, particularly children, with autism.	Providing safety, reducing anxiety, and facilitating social interactions.

Assistance dogs can be identified through various features and protections. They frequently wear branded harnesses, jackets, or vests indicating their role, such as "Guide Dog" or "Medical Alert Dog," and many handlers carry identification cards issued by recognised assistance dog organisations.

Behaviourally, these dogs are well-trained, calm, and focused, even in busy environments, remaining non-aggressive and generally unbothered by distractions.

In the UK, the Equality Act 2010 grants assistance dogs legal access to public places, including shops, restaurants, and public transport, ensuring their handlers can navigate society with greater ease and independence.

When interacting with a passenger with an assistance dog, you should not touch or talk to the dog or otherwise distract them while they are supporting their owner. Always ask the owner before approaching or interacting with the dog in any way.

The Equality Act 2010

Disability is one of the protected characteristics under the [Equality Act 2010](#).

The Equality Act 2010 places several duties on drivers of licensed vehicles both Private Hire and Hackney Carriage.

These include:

- To carry the passenger
- If the passenger is in or has with them a wheelchair, to carry the wheelchair
- If the passenger has with them any mobility aids, to carry the mobility aids
- To take such steps as are reasonable to ensure that the passenger is carried in safety and reasonable comfort
- To give the passenger such mobility assistance as is reasonably required

In addition to this drivers of designated wheelchair vehicles also must:

- Carry the passenger in the wheelchair
- If the passenger chooses to sit in a passenger seat, to carry the wheelchair.

The act defines mobility assistance as:

- To enable the passenger to get into or out of the vehicle
- If the passenger wishes to remain in the wheelchair, to enable the passenger to get into or out of the vehicle while in the wheelchair (designated vehicles only)
- To load the passenger's luggage or mobility aids into or out of the vehicle
- If the passenger does not wish to remain in the wheelchair to load the wheelchair into or out of the vehicle

Assistance dogs:

- If a disabled person is accompanied by an assistance dog then a licensed driver must allow the dog to travel with the person.
- You must not refuse to carry the assistance dog or refuse the passenger travel.

Drivers must not make any additional charge or take any additional fee for the any of the above duties.

Failing to comply with the duties placed on licensed drivers by the equality act is an offence. If convicted you could face a fine of up to £1000 and risk action being taken against your licence.

Only a licensed driver with a valid exemption certificate is exempt from any section of the assistance listed above.

The Benefits of an inclusive service

We all have places to go, people to see, work to do and celebrations to attend. Why should this be more difficult just because someone uses a walking stick or doesn't see as well as others? Maybe someone struggles to remember things as quickly as they once did, does this mean that they should not benefit from the same excellent service that someone else does.

As a licensed driver you will be the face of the entire licensed trade when dealing with the public. Your actions will affect the passengers directly and their experiences will be relayed to others, be it family and friends, on social media or by complaint to the licensing authority. These experiences could be positive or negative but by doing your best to ensure they are positive you encourage more people to use taxis and private hire vehicles.

Imagine you are a disabled person in a wheelchair planning a trip, and you read the following comments on social media:

"Tried to go into town today, taxi turned up late, shoved my wheelchair in his car and complained that I took ages to get in. Didn't offer any help and was rude, won't be going again any time soon, it's such a faff!"

"Oh my god, I can't believe how difficult it is to get a taxi round here. As soon as I mention I have a guide dog they are suddenly all busy and not available. Something needs to be done."

How likely are you to be put off going on your trip? What if you suffer from anxiety, will the above comments give you confidence that your journey is going to be OK or make your worries worse? Would you be using a taxi if you don't have to, or will you cancel your plans?

Now look at the following comments:

"I went to the station this morning and want to give a big shout out to Dave the taxi driver for all his help. He was cheerful and smiling as he helped me into the car. He made sure I was comfortable before setting off and when we got there he helped me out at my own pace, even gave me directions of where the ticket office was and made sure I was OK. Dave I want you to know we need more drivers like you, thank you."

"If you're looking for a cab I can't recommend Speedy Cars enough, always on time, drivers are polite and patient and even help me to my door when I'm struggling."

The second set of comments will give people the confidence to use Taxis and private hire vehicles more often. They don't only apply to people with a disability but to all passengers.

Word of mouth is one of the strongest brands of advertising. If the public lose confidence in the licensed trade then they won't use them, but if people talk about the good experiences they have when using taxis and private hires, more will consider them in future.

A truly inclusive service will give all passengers confidence and not exclude any passenger or group of users from travel.

End of guidance notes

You've now reached the end of the guidance notes.

Please feel free to revisit any section at any time to refresh your understanding and ensure you are familiar with all relevant information before proceeding with the test.