

PROPOSED CONDITIONS ATTACHED TO THE GRANT OF A PRIVATE HIRE OPERATOR'S LICENCE

1. Journey Records

- (i) The records required to be kept by the operator under section 56(2) of the Local Government (Miscellaneous Provisions) Act 1976, shall be kept in a bound book with consecutively numbered pages, or any other approved system (e.g. but not limited to computers and other automated systems such as computers or "Apps").
- (ii) Approval to use a system other than a bound book shall be obtained from the Licensing Office, in writing and prior to installation taking place.
- (iii) The operator shall, in the record referred to above, enter or cause to be entered therein, before the start of each journey, the following particulars of every booking received:
 - (a) date on which the booking is made and, if different, the date of the proposed journey;
 - (b) time of booking;
 - (c) time job was allocated to driver;
 - (d) time of passenger pick-up (POB);
 - (e) name of hirer;
 - (f) point of pick up and destination;
 - (g) driver's unique call sign or name;
 - (h) where requested, any fare agreed or estimated for the journey;
 - (i) details of any sub-contractor used.
- (iv) All entries shall be made and maintained in a coherent and legible way using clear written English.
- (v) Paper records

All records shall be retained in their original state with any alterations made clearly identifiable.
- (vi) **Computer records and automated systems**

Where Data is inputted into a computer or stored within an automated system alterations or deletions are not permitted. Provisions should be in place to allow officers access to information immediately by producing a clear print out of all bookings received and / or via remote access. Where solely automated (web based) systems are used remote access must be provided to the Council for provision of all information which would otherwise be available through a manual or other system,
- (vii) Journey bookings may only be accepted from the business address stipulated on the operator's licence.
- (viii) All types of journey records shall be held and secured at the operator's business address and on their computer or automated system where used and shall be made immediately accessible at all reasonable times to an authorised council officer or police constable at that address.

2. Call Signs

The operator shall allocate one call sign only to each driver operated by him/her. The call sign shall be unique to the driver.

3. Records

- (i) The operator shall hold and retain a copy of the current local authority licence relating to any vehicle that is being operated and of any driver who is driving such a vehicle.
- (ii) In addition to the above, records shall be kept of the particulars of all proprietors, their vehicles and of drivers being operated. These particulars shall include the following:
 - (a) vehicle registration number;
 - (b) local authority licence plate number;
 - (c) colour, make and model of each vehicle;
 - (d) name and address of proprietor;
 - (e) the date on which the vehicle became available to the operator;
 - (f) the date on which the vehicle ceased to be available;
 - (g) current and continuous certificate of insurance or cover note relating to vehicle.
- (iii) Proprietor/vehicle records
 - (a) name and address of proprietor;
 - (b) local authority licence plate number;
 - (c) colour, make and model of each vehicle;
 - (d) name and address of proprietor;
 - (e) the date on which the vehicle became available to the operator;
 - (f) the date on which the vehicle ceased to be available;
 - (g) current and continuous certificate of insurance or cover note relating to vehicle.
- (iv) Driver records
 - (a) name and address of driver;
 - (b) driver's contact telephone number (if applicable);
 - (c) driver's unique call signs;
 - (d) photocopy of the driver's badge showing a true likeness.
- (v) The driver and vehicle records referred to above shall be held and secured at the operator's business address and shall be immediately available at the request of an authorised council officer or police constable at all reasonable times.

4. Complaints Record

- (i) The operator, on receipt of a complaint, shall document in a suitably bound book or on any other approved system the following information:
 - (a) name of driver(s) implicated in the complaint;
 - (b) badge number of driver;
 - (c) vehicle registration number;
 - (d) facts of allegation including complaints of dissatisfaction with service delivery or any alleged breach of contract with the operator;
 - (e) date complaint made;
 - (f) date investigation was completed;
 - (g) action taken;
 - (h) contact details of complainant.

- (ii) Prior to obtaining the above mentioned complaint details, the operator shall inform the complainant that on the request of an authorised council officer, or police constable, all relevant information may be made available for inspection in person and/ or on their computer or automated system where used and may be used as evidence at a later date.
- (iii) The complaint records referred to above shall be held and secured at the operator's business address and shall be immediately available at the request of an authorised council officer or police constable at all reasonable times

5. Storage/Accessibility of all Records

- (i) The operator shall keep all driver, vehicle, journey and complaint records for a period of not less than 12 months following the last date of entry. At the request of an authorised officer, or police constable, these records shall be made immediately available for inspection at all reasonable times.
- (ii) The operator shall provide to the Licensing Office, on the first day of each month, a current list of all licensed vehicles and drivers operated by him or her in the format required by the Licensing Office.

6. Managers

- (i) Operators shall be required to inform the Licensing Office, in writing, of the name, home address and contact telephone number of a manager prior to him or her commencing duties or as soon as is practicable thereafter. This person shall be available to be contacted at all reasonable times.
- (ii) A manager shall be over the age of 18 years and be fully conversant with the conditions attached to this operator's licence.

7. Premises

- (i) Public waiting areas and booking rooms shall be clean, adequately heated and ventilated during the hours of business and at all times shall comply with relevant health and safety requirements.
- (ii) The operator shall ensure, where a waiting area is provided for the use of prospective passengers, that adequate seating is available.
- (iii) The operator shall only operate from that business address disclosed on his or her current operator's licence application form or as disclosed under paragraph (v) below.
- (iv) The operator shall act within the terms of any deemed or express planning permission relating to the address he or she operates from.
- (v) Any change to an operator's current operating or home address must be disclosed in writing to the Licensing Office no later than 7 days before the change takes place.
- (vi) Appropriate public liability Insurance is required for premises which are open to the public.

- (vii) Operator's premises located outside of Coventry must have their offices within a reasonable distance to ensure that officers can access records quickly and efficiently

8. Convictions

Within 14 days of an operator being convicted or receiving a police caution for an offence he/she shall disclose to the council in writing details of the conviction or caution imposed on him/her (or if the operator is a company or partnership, any imposed on the company or on any of the directors or partners), during the period of the licence.

9. Notifying the Council of Material Changes

Any material change to your business must be communicated to the Licensing Office in writing prior to the change taking place. A material change may be defined as a change in any of the particulars disclosed on your current operator's licence application form.

10. Standard of Service

- (i) The operator shall ensure that when a licensed vehicle has been hired to be in attendance at an appointed date, time and place the hirer shall be informed, prior to acceptance of the booking, of any likelihood of delay in fulfilling the contractual terms.
- (ii) Where there is likely to be any delay in fulfilling a contract with a hirer the operator shall communicate to the hirer an accurate estimate of the time when a vehicle will be provided.

11. Lost Property

- (i) The operator shall deal with lost property in one of three ways:
 - (a) make every effort to return lost property which is found at either the operating premises or in any vehicle used to carry out a booking accepted by him/her or;
 - (b) hand lost property to the nearest police station as soon as is practicable thereafter or;
 - (c) after completing (a) above, dispose of lost property if perishable.

12. Transferring a Licence

This licence may not be transferred to another named individual, partnership or company. In the event of the death or bankruptcy of a personal licence holder or the insolvency, winding up or dissolution of a company or partnership licence holder this licence shall immediately become null and void. Any change in a named operator may only be effected by an application for a fresh operator's licence.

13. Appropriate Training of Staff on their Duties & Responsibilities to the Disabled Community

Staff working for operators taking private hire bookings must undertake training in order to understand their duties to disabled persons, so that they understand the issues of communicating with disabled persons and so that they can arrange an appropriate vehicle for those with a particular requirement or need.