

LOCAL GOVERNMENT (MISCELLANEOUS PROVISIONS) ACT 1976

STANDARD CONDITIONS FOR PRIVATE HIRE OPERATOR'S LICENCE

- (1) 1.1 The Licensee shall keep records in a manner acceptable to the Council and shall add to that record before the start of each journey the following particulars of every booking of a private hire vehicle invited or accepted by him, whether received directly from the person wishing to hire the vehicle or taking it at the request of another operator, and such record must be maintained for at least the period of one year from the date it was made: -

- (a) Place at which vehicle is to attend;
- (b) Date and time at which vehicle is to attend;
- (c) Destination;
- (d) Plate and registration numbers of vehicle;
- (e) Name of driver of vehicle.

1.2 The licensee shall ensure any controller or other member of staff likely to be on duty alone shall have full training in order to access and provide details of these bookings immediately if required to do so by an authorised officer or police constable.

1.3 If the Licensee notifies to an authorised officer of the Council in writing a call sign identifying a private hire vehicle operated by him and its driver, and the officer accepts the said call sign, the Licensee may as an alternative to entering the particulars of the plate and registration number of the vehicle and its driver in accordance with requirements 1.1 (d) and (e) above, enter particulars of the said call sign provided that no such particulars shall be entered in respect of any bookings of a private hire vehicle which may be invited or accepted before the said call sign is notified to and accepted by the authorised officer of the Council.

1.4 If any call sign accepted by or on behalf of the Council is transferred to another vehicle and/or driver the Licensee shall not enter the said call sign as an alternative to the particulars of the plate and registration number of the vehicle and its driver until such time as the Licensee has notified the change of vehicle and/or driver to an authorised officer of the Council and the officer has accepted the change.

- (2) The Licensee shall keep a record of the following particulars of any private hire vehicle operated by him: -

- (a) Registration number;
- (b) Private Hire plate number;
- (c) Permitted number of passengers to be carried as shown on Private Hire plate;
- (d) Make and model of vehicle;
- (e) Name and address of proprietor of vehicle;
- (f) Date vehicle was first licensed for motor taxation purposes;
- (g) Date when vehicle was first licensed by the Council for private hire work;
- (h) Date when vehicle was added to operator's fleet;
- (i) Date on which vehicle was withdrawn from fleet.

- (3) The Licensee shall keep a record of the following particulars of all licensed private hire vehicle drivers engaged to drive any private hire vehicle operated by him: -

- (a) Full names of the driver;
- (b) Full permanent address of the driver;
- (c) Date of birth;
- (d) Private hire badge number;
- (e) Date that engagement/employment commenced;

- (f) Date that engagement/employment terminated.
- (4) The Licensee shall produce all or any of the records specified in conditions (1), (2) and (3) above on request to any authorised officer of the Council or to any constable for inspection.
- (5) The Licensee shall not operate any vehicle for private hire work, which has not been licensed by Watford Borough Council for such work.
- (6) The Licensee shall not employ or otherwise engage whether directly or indirectly any driver to drive any private vehicle operated by the Licensee unless the driver has been granted a private hire vehicle driver's licence by the Council.
- (7) The Licensee shall ensure that any private hire vehicle operated by him is in a suitable mechanical condition, safe, comfortable, clean and presentable and that the private hire plates provided by the Council are affixed to the vehicle in such manner and position as shall be prescribed by the Council's officers.
- (8) The Licensee must give the Council 28 days' written notice of a change in the Licensee's operating address, home or business address.
- (9) (a) The Licensee will publish within 28 days of the grant of the licence a complaints procedure and send a copy to the Council, maintain a written record of complaints received by him, and make those records available to authorised officers of the Council on request;
- (b) Details of how to make complaints will be made available free of charge by drivers operated by the Licensees to hirers who request them.
- (10) The Licensee will maintain a record of the expiry dates of the licences, insurance policies and Certificates of Compliance of drivers and vehicles operated by him.
- (11) The Licensee will maintain a record of the National Insurance numbers of drivers who operate his vehicles.
- (12) The Licensee will keep in force a public liability insurance certificate in the sum of not less than £5 million in respect of any one event, or some other sum as may be from time to time agreed by the Council and to produce it on request to the Council's authorised officers.
- (13) All records required to be kept by the Licensee shall be maintained for a minimum period of one year.
- (14) The Licensee must ensure that all advertising in connection with their private hire business makes it clear that all bookings must be pre-booked in advance through the Licensee.
- (15) The Licensee must publish and send a copy to the Council within 28 days of the grant of the licence a full and detailed policy on assisting disabled customers.
- (16) The Licensee will provide proof of their attendance at disability awareness training to include specific training on the Equalities Act 2010 and the relevance and impact of this to service providers.
- (17) The Licensee to provide proof of their attendance at a recognised course on preventing Child Sexual Exploitation.

- (18) The Licensee will ensure that all staff acting and/or employed as controllers or who have contact in any way on a regular basis with members of the public have provided a basic criminal record check from the Disclosure and Barring Service.
- (19) The Licensee will ensure that all staff acting and/or employed as controllers or who have contact in any way on a regular basis with members of the public have attended a recognised course on preventing Child Sexual Exploitation.
- (20) The Licensee will inform the Council in writing within 14 days of being found guilty and/or convicted or receiving a caution for any criminal offence, or on becoming aware of a driver operated by him being found guilty and/or convicted or receiving a caution for any criminal offence.
- (21) The Licensee will advise the Council in writing within three working days of the name and badge number of any licensed driver who starts to work for him or ceases his employment with him.
- (22) No booking is to be accepted unless the hirer is either given an estimate of the charge for that journey or the basis on which the charge will be made.
- (23) The Licensee will ensure that adequate vehicles are available to carry passengers in wheelchairs for no extra charge over any other vehicle type where to charge more would amount to discrimination.
- (24) The Licensee to ensure any rooms provided for the public, for waiting or making bookings, to be accessible, clean, adequately heated, ventilated and lit.