

CONDITIONS RELATING TO A LICENCE TO OPERATE PRIVATE HIRE VEHICLES

1. ISSUE OF LICENCES

- 1.1 The ~~proprietor~~ **Licensed Operator/Company Director(s)** shall notify Licensing Services, in writing within 7 days of any change of his/her residential address **or contact details** during the period of the licence.

2. KEEPING OF RECORDS

- 2.1 The holder of this licence shall keep a full and accurate record of every booking of a Private Hire Vehicle in a register, ~~details~~ to include:-

- time and date of booking
- method of receipt
- time required
- customers name
- particulars of the journey (from and to)
- the driver of the vehicle and the vehicle used
- call sign and plate number
- **area in which the booking was made**
- **the area and operator to whom the job is sub-contracted**
- **details of sub-contracted jobs to include the time and date the job was sub-contracted and accepted**

These records must be maintained in a bound book with consecutively numbered pages or an appropriate computerised booking system.

Each record is to be completed prior to the dispatch of any vehicle or the undertaking of any part of the journey.

The holder of the licence must be able to identify from their records which private hire vehicle has undertaken any particular job.

- 2.2 Where an operator accepts a sub-contracted fare from another operator the journey records must be recorded as in accordance with these conditions. However, operators are also required to record the operator from which the fare was sub-contracted from, the time at which this took place and that the sub-contracted fare was accepted. Please note that these records may be generated digitally.
- 2.3 Where an operator accepts a sub-contracted fare from an operator licensed in another Licensing Authority area, then within reason, the operator must comply with requests for records of that fare from authorised officers of the Licensing Authority from the area in which the original booking was taken.
- 2.4 At all times an operator is actively dispatching vehicles there shall be an identified phone number on which the operator (or their nominee) is available for contact by authorised officers of the Licensing Authority and the operators shall provide any information requested regarding journeys that have been dispatched and/or booked through the operator.
- 2.5 The register must be maintained up to date at all times, and shall be retained at the

address from which the business is conducted as specified in the operators licence. All records must be kept for a period of not less than 12 months from the date of the last entry in the register or computer record.

- 2.6 The register(s) ~~or~~ shall be available at any time without notice by an Authorised Officer of the Council or a Police Constable who shall be empowered to take away the register(s) and/or reports produced from an appropriate computerised booking system from the premises if required.
- 2.7 All bases operating a satellite base shall provide all necessary passwords and login information to enable Authorised Officers of the Council to access the computers being used for this purpose. Training and/or detailed instructions of how to obtain data shall also be made available to Authorised Officers of the Council.
- 2.8 All requests to provide information by Authorised Officers shall be prioritised due to their urgency
- Priority A – These are for matters of a serious nature where there is significant risk to public safety. **1 hour**
 - Priority B – These are for matters that require further investigation and have potential to be of a serious matter. **4 hours**
 - Priority C – These are for requests for information pertaining to general complaints. **24 hours**
 - General request, none prioritised. **1 week.**

Priority A & B, significant risk to public safety or serious matters, will be determined on a case by case basis by the Licensing Manager or Compliance Lead Officer.

A named person shall be supplied to be the liaison with the Licensing Authority.

3. SPECIFIED VEHICLES

- 3.1 The holder of the licence shall provide the council **on request** ~~with~~ a schedule of all vehicles which he/she operates to include the following:-
- the registration number of the vehicle
 - council licence plate number of the vehicle
 - base call sign
 - make/model of vehicle
- 3.2 The holder of this licence shall ensure that at all times, full and current records for each vehicle operated are kept. Each file shall **To** ~~shall~~ include the following:
- **an image** of the current Private Hire Vehicle Licence
 - **an image** of the current valid MOT Certificate
 - **an image** of a current valid Private Hire Insurance Certificate or cover note
- 3.3 The holder of this licence shall ensure that at all times the vehicles operated by him/her are duly licensed in accordance with the Local Government (Miscellaneous Provisions) Act 1976.

4. MAINTENANCE OF VEHICLES

- 4.1 Each Private Hire Vehicle operated by the licence holder must be regularly

maintained and inspected for defects to ensure compliance with the Council's conditions in relation to the licensing of such vehicles.

- 4.2 The holder of this licence shall initially provide and thereafter ensure that Private Hire Vehicles working for them shall at all times display their unique Private Hire Vehicle Operators door sign bearing the name, telephone number and/or 'App' on each side of the vehicle which has been approved by Licensing Services. The use of magnetic door stickers is prohibited.

5. SPECIFIED DRIVERS

- 5.1 Individual records for each driver employed by the licence holder are required to be stored at the licence holder's premises and kept fully up to date at all times. Each file ~~must~~ To include the following:-

- the current an image of Private Hire Vehicle Drivers Licence
- an image of DVLA Driving Licence
- full name, address, and ~~contact details~~ email address and contact telephone number.

- 5.2 The holder of this licence shall ensure that at all times that the drivers employed or used by him/her on private hire business are duly licensed by the Council to drive such vehicles.
- 5.3 When the holder of the licence ceases to employ or use any licensed Private Hire Driver, the operator shall notify Licensing Services in writing, within 72 hours. The Private Hire Vehicle Driver Licence must be returned to the driver.
- 5.4 The Private Hire Vehicle Driver licences shall be available for inspection at all times by any Authorised Officer of the Council or Police Constable who may take the licence(s) away from the premises if so required.

6. STANDARD OF SERVICE

- 6.1 The holder of this licence shall provide a prompt, efficient and reliable service to members of the public at all reasonable times. ~~and for this purpose shall in particular:-~~
- 6.2 Ensure that when a Private Hire Vehicle has been hired, the vehicle shall, unless delayed or prevented by sufficient cause, punctually attend at the appointed time and place;
- 6.3 Ensure that any premises which the licence holder provides and to which the public have access, whether for the purpose of booking or waiting, are kept clean and adequately heated, ventilated and lit. He/she shall also ensure that any waiting area which he/she provide has adequate seating facilities.

7. CONVICTIONS, CAUTIONS AND FIXED PENALTIES

- 7.1 The holder of this licence shall within 14 days disclose to Licensing Services in writing details of any conviction, caution or fixed penalty imposed on him/her or, if the holder of this licence is a company or partnership, any conviction, caution or fixed penalty imposed on the company or any of the directors or partners during the

period of the licence.

8. INSURANCE

- 8.1 The holder of this licence shall ensure at all times, that every private hire vehicle so operated shall be covered by a Certificate of Insurance or cover note indemnifying the proprietor of the said vehicle within the provisions of Part VI of the Road Traffic Act 1988.

All vehicle insurance documents must state that the insurance covers the driver for the carriage of Passengers for hire or reward whether or not the operator is the owner/proprietor of the vehicle.

A copy/~~scan~~ of the current valid certificate of insurance or cover note(s) relating to each vehicle which shows those persons entitled to drive the vehicle must be retained by the operator on the premises specified on the licence.

9. PLANNING PERMISSION AND LICENCE FOR RADIO EQUIPEMENT

- 9.1 The holder of this licence shall not conduct his/her business from any premises unless any ~~the~~ necessary planning permission under the Town and Country Act 1990 ~~as amended~~ has first been obtained, ~~where applicable~~, for the premises from which the business will operate.
- 9.2 ~~If applicable an Operator must obtain a~~ A licence for radio equipment under the wireless Telegraphy Act 1949 or any other relevant statutory provision.
- 9.3 Council House Tenants must also obtain permission from ~~the Housing Department~~ ~~Wolverhampton Homes~~.

10. Operational Matters

- 10.1 All staff employed in a role where they interact with members of the public shall be subject to an Enhanced Disclosure Barring Service (DBS) check and records kept by the Operator. All DBS checks that reveal convictions shall be brought to the attention of the licensing authority.
- 10.2 All staff employed in a role where they interact with members of the public shall undergo CSE and Safeguarding training within 3 months of commencing work for an Operator.
Allocated dates will be provided by the licensing authority on a quarterly basis and it is up to the Operator to ensure staff attend. Training will be provided free of charge.
- 10.3 The holder of this licence shall provide a video conferencing facility (e.g. Skype) and an appropriate room in order to facilitate driver reviews. A driver has the right to be accompanied by a solicitor or representative, if they wish, and this must be accommodated.

~~11. DISPLAY OF TERMS AND CONDITIONS~~

- ~~11.1 The holder/s of this licence shall at all times keep on his/her premises a copy of these conditions and shall make them available for inspection by members of the~~

public who are either actual or potential fare paying passengers.

11. LICENSING

11.1 Regular trade working groups are held throughout the year and all Operators are expected to attend or send a suitable representative.

11.2 The holder acknowledges receipt of this Private Hire Operators Licence.

City of Wolverhampton Council, Licensing Services, Civic Centre, St Peter's Square, Wolverhampton. WV1 1DA

The above conditions are subject to change that may be made by the Licensing Committee. Any such changes will be displayed on the Council's website and shall be the default conditions applicable to all private hire licensed Operators. Licensing Services shall make reasonable endeavour to publicise any change to conditions which can be challenged in the Magistrate Court within 21 days of the Committee date.

NB Please note that should you feel aggrieved by any of the conditions in this licence then you have the right of appeal to the Magistrates Court within 21 days from the date when this licence is issued.