



Private Hire Operator Conditions

(Oct 2024)

PRIVATE HIRE OPERATOR CONDITIONS

REQUIREMENTS TO BE IN PLACE THROUGHOUT THE PERIOD OF THE LICENCE

1. The operator's premises shall be kept clean, adequately heated, ventilated and lit, and the operator shall ensure that any public waiting areas for the use of prospective hirers shall be provided with adequate and clean seating.
2. The operator shall ensure that office staff employed by him act in a civil and orderly manner at all times.
3. The operator shall comply with any reasonable requirement of the Council or any of its authorised Officers or of a Police Officer.
4. Operators are responsible for delivering competency training with regards to the REAL disability training programme, as a part of their induction training for their drivers, which must be recorded and be made available to the Licensing Authority.
5. The Operator must keep an accurate record of every booking that is accepted. Loss of records must be reported to the Licensing Authority within 24 hours and immediately to the police. The records must be kept at the business address/addresses at all times and must not be duplicated. All records must be in English and be permanent.
6. The operator shall, before the commencement of each journey, record in a manner prescribed by the Licensing Authority the following details of each booking:
 - (i) The time and date the booking was received and, if required, any subsequent cancellation.
 - (ii) The method by which the booking was received (e.g. telephone, email, electronic application etc.).
 - (iii) The person/despacher taking the booking (or in the case of a computer system, the identity, including the site/location of where the booking was received).
 - (iv) The time and date of the journey.
 - (v) The address/premises from which the journey will commence and the address/premises of the destination.
 - (vi) The registration and plate number of the private hire vehicle that is to be used for the booking.
 - (vii) The name, badge number and call-sign of the driver of the vehicle to be used.

(viii) Remarks, including details of any subcontracting to another licensed operator.

Each booking must be recorded consecutively in the chronological order of the time the booking was received

If manual/paper records are used, these should be in the form of bound booklets (loose leaf ring binders are not acceptable).

If computerised records are kept, the system used must be capable of immediately printing out details of any or all bookings on request from an Authorised Officer.

7. The Operator shall keep a record in a format approved by the Council of the following particulars of any private hire vehicle operated and displayed on the premises: -
 - (a) Licence plate number.
 - (b) registration number.
 - (c) make and model of vehicle.
 - (d) name and address of owner of vehicle.
8. The Licensee shall keep a record in a format approved by the Council of the following particulars of all licensed private hire vehicle drivers engaged to drive any private hire vehicle operated by him or her: -
 - (a) full names of the driver.
 - (b) full permanent address of the driver.
 - (c) Private Hire Driver's badge number.
 - (d) date employment commenced.
 - (e) date employment terminated.
9.
 - a. Prior to deploying any person to undertake 'booking clerk's' duties the operator shall require the person to obtain a Data Barring Service (DBS) basic disclosure check. The operator should determine that person to be fit and proper to undertake booking office responsibilities.
 - b. The operator is required to notify Burnley Borough Council and Lancashire Police in writing or by email as soon as reasonably practicable, and in any case within 1 working day, of any complaints of sexual impropriety, or behaviour which may compromise the safety and welfare of children, received by them or their company about any of their drivers or other members of staff.
 - c. The operator is required to notify the Council as soon as possible of any other complaints or information received about any of their drivers or other members of staff that may undermine their fitness or propriety.
 - d. The Operator shall maintain a register of all persons employed solely to undertake the role of booking/dispatch clerk. This requirement includes dates of annual DBS reviews for as long as they remain in their employment. Their employment status i.e. full time, part time or casual staff whether paid or unpaid. Such records shall also include the employee's full name, address, date of birth and National Insurance Number together with a copy of photo identity. i.e. passport, photo driving licence.

e. The operator shall ensure that all records include the commencement and termination of any shift or work periods for any person acting as a booking/dispatch clerk and record his/her start and finish times and dates. Manual/paper records should include the booking/dispatch clerk's signature and his/her name in the private hire booking records. Computerised private hire booking records should include the booking/dispatch clerk's personal username.

f. The operator shall maintain written records of all passenger transfer contracts held by the company and make those records available for inspection by an authorised officer on request.

For the purpose of these conditions a 'booking/dispatch clerk' is any person tasked by an operator to receive and/or record any private hire booking and/or deploy any private hire vehicle.

10. The records in Conditions 4, 5, 6 & 7 above must be kept for a minimum period of twelve months following the date of the last entry.
11. The Operator shall produce all or any of the records specified in Conditions 4, 5, 6 & 7 above on request of any authorised officer of the Council, or of any Police Constable.
12. The Operator shall not operate any vehicle for private hire work which is not currently licensed as a Private Hire Vehicle by the Council.
13. The Operator shall ensure:-
 - (a) that any private hire vehicle operated by him or her is in a suitable mechanical condition, safe, comfortable, clean and roadworthy.
 - (b) that the vehicle is insured at all times for the carriage of passengers for hire or reward under the terms of a private hire vehicle licence.
14. The Operator shall not employ whether directly or indirectly any driver to drive any private hire vehicle unless the driver has a current Private Hire Driver's Licence granted by the Council.
15. This Licence only permits the Operator to operate private hire vehicles from the authorised premises mentioned in the Licence.
16. The Operator shall notify the Council's Licensing Section of any material change in the particulars originally supplied to the Council when this Licence was applied for within seven days.
17. The Licence is not transferable.
18. The Licence is valid until the date of expiry of this licence.

19. The Operator shall exhibit this Licence in a conspicuous position at the authorised premises and if these premises include an office habitually used by members of the public seeking to arrange the hiring of private vehicles shall exhibit this Licence in the office in a position where it may be easily read by members of the public calling at the office.
20. The Operator shall cause a statement of fares to be fitted and maintained in such a position in each licensed private hire vehicle and in the operator's premises so as to be clearly visible at all times to the hirer. The statement shall clearly show the following:
 - a. the minimum charge of each hiring (if any).
 - b. the fare tariff.
 - c. the retention charge per minute or portion thereof.
 - d. any additional charges.
21. The Operator shall produce this Licence on request to any authorised officer of the Council, or to any Constable for inspection.
22. No operator of a private hire vehicle which is licensed by the Authority shall invite or accept a booking for such a vehicle, or control or arrange a journey to be undertaken by such vehicle, without first making available in writing, or giving orally, to the person making the booking, information as to the basis of charge for the hire of the vehicle.
23. The Operator will ensure that any vehicle hired shall, unless delayed or prevented by sufficient cause, punctually attend the appointed place.
24. No advertising material, sign, letter headings or other stationery, or any business name shall be used by the Operator including the words "Taxi" or "Cab", whether in the singular or plural and whether they form part of another word or not, other than where those words appear in the operator's website and/or email address and/or mobile application.