



Standard Conditions attached to a Private Hire Operator licence

Wyre Council reserves the right to add, amend or waive conditions attached to the grant of a licence as and when it deems necessary.

1. The operator must keep comprehensive records of all bookings taken. All records kept by the operator shall be securely retained and preserved for a period of not less than six months following the date of the last entry.
2. Before the commencement of each private hire journey, the following details must be recorded:-
 - a) The date and time of each booking.
 - b) The name and address of the person making the booking.
 - c) The pick-up point **and the destination**
 - d) The licence number of the vehicle despatched to fulfil the booking.
 - e) The licence number of the driver despatched to fulfil the booking.
 - f) The date, time and place of departure of the person(s) to be carried.
 - g) The identity of the person making the above mentioned entries in record.
 - h) Any fare quoted for the journey.
 - i) Where the booking is sub-contracted to, or from another operator, the name of that operator.
3. The licensed operator must keep a written record of the type, design and registration number of all vehicles operated by him as Private Hire Vehicles within the meaning of Part II of the Local Government (Miscellaneous Provisions) Act 1976.
4. The licensed operator must keep a written record of the name, licence number and expiry date, in respect of each driver, used or employed by him, to fulfil bookings.
5. **Records including the full name, address, date of birth and National Insurance number, safeguarding training and Basic DBS check of all dispatch staff, who are not also Licensed Driver's, shall be maintained and made available to an authorised officer of the Council on request.**
6. All vehicles and drivers used and employed by the Private Hire Operator must hold a valid licence issued by Wyre Council.
7. The Operator must notify the Licensing Unit as soon as they become aware, of any driver used or employed by them who has:-
 - i Any new conviction or finding of guilt in a civil, criminal or driving matter;
 - ii Any new caution issued by the Police or any other agency;
 - iii Any new issue of a Magistrate's Court summons against them;
 - iv Any new issue of a fixed penalty notice for any matter;

APPENDIX 9

- v Any new harassment or other form of warning, or order, within criminal law including Anti-Social Behaviour Orders or similar;
 - vi Any new arrest for any offence (whether or not subsequently charged)
 - vii Or of any change of address during the currency of the driver's licence.
8. The Operator must maintain a register of complaints by the public which include:
- Date and time complaint made
 - Name and contact details of the complainant
 - Nature of complaint
 - Full details of journey involved (including date/time/name of customer)
 - Driver/vehicle involved
9. Where a complaint or allegation is:
- Of sexual misconduct, sexual harassment or inappropriate sexual attention
 - Racist behaviour
 - Violence
 - Dishonesty
- The operator must advise the Council immediately they are made aware of such a complaint or allegation.
10. The operator shall not cause or procure any other person to:-
- a) Wait with a Private Hire Vehicle at any public place other than in connection with a pre-arranged booking.
 - b) Tout or solicit on a road or other public place any person to hire or be carried for hire in a Private Hire Vehicle.
- 'Road' means any highway and any other road to which the public has access including bridges over which a road passes.
- 'Public place' includes car parks attached to public houses, clubs, night clubs, restaurants and any other places of entertainment.
11. The Operator must not allow any private hire vehicle proprietor to allow any other person to refuse a reasonable request to carry a guide dog accompanying a blind passenger or an 'assistance dog' accompanying a disabled person.
12. The Operator shall only operate from the booking office address specified on the licence, within the Borough of Wyre.
13. Where an Operator provides facilities for members of the public to enter the premises specified on the licence, to make a booking or wait for a licensed vehicle, the premises must be maintained in a clean and tidy condition, be adequately lit, heated and ventilated and where a waiting area is provided, have adequate seating facilities.
14. The current Private Hire Operator's Licence must be displayed at the business premises to which the licence relates. Where provision is made for the general public to enter the premises, the Licence must be displayed in a prominent position where it can be easily read by members of the public.

APPENDIX 9

15. If sanitary and washing facilities are provided for customers and/or staff they must be clean, easily accessible and have a supply of hot and cold running water, soap and a suitable means to dry hands.
16. If separate male and female facilities are not provided, any WC must be self-contained and in a room that is capable of being locked from the inside to prevent access by more than one person at a time.
17. Licensed Operators shall have in force a suitable public liability insurance policy incident where there is public access to a booking office.
18. Licensed Operators shall, where appropriate, have suitable employer's liability insurance.
19. A Private Hire Company, operating solely with private hire vehicles must not use the word TAXI within the Company name or in any advertising.
20. Where any Operator in the course of their business, uses the trading name or business address specified on the Operator licence, to offer the services of a Hackney Carriage to the general public, the Operator shall not use the words TAXI unless the number of Hackney Carriages that the Operator can offer (without engaging the services of any other company or trading concern) is at least 51% of the total fleet.
21. An Operator, when disposing of any business interest, must give notice in writing within 14 days to the Licensing Authority that the business registered in his/her name has terminated.
22. Operators shall ensure that any dispatch staff they employ, who are not also licenced drivers, complete the online training package, "an introduction to Child Sexual Exploitation (CSE)" provided via Lancashire County Council's website. Training records should be held by the operator and made available to any authorised officer of the Council, on request.
23. During the lifetime of an Operator's licence, an authorised officer of the Council may require the licence holder and/or specified employees to undertake reasonable and appropriate training. The cost (if any) of such training will be borne by the licence holder and all such requirements, will be made in writing.
24. If there is a refusal or failure to attend, or the licensed Operator or specified employees do not meaningfully participate in the training, or attain the training accreditation, the licence may be suspended or revoked.
25. Operators must not dispatch drivers who hold only a PCV licence in a public service vehicle, such as a minibus, to fulfil a private hire booking without the informed consent of the booker.
26. Every Licensed Private Hire Operator shall make themselves aware of the provisions of the Local Government (Miscellaneous Provisions) Act 1976 and any other relevant legislation, the Council's Licensing Policy and the standard conditions attached to the grant of a private hire operator, driver or vehicle licence.