



Epping Forest District Council

PRIVATE HIRE OPERATOR LICENCE CONDITIONS

Before granting an operator licence, the Council shall be satisfied that, in addition to being a fit and proper person, applicants have met any further requirement that may be prescribed, which include the following requirements relating to Operating Centres:

1. Details of any conviction incurred by the licensee during the currency of the licence must be reported in writing to the Council within two weeks of the date of the conviction.
2. Details of any changes to the information supplied on the application form, eg change of address or telephone number, must be notified to the Council within two weeks of the change.
3. Operators must indicate clearly at the Operating Centre or within any advertising or promotion of their service, that the service provided is in respect of pre-booked journeys only.
4. Details of fare tariffs should be available to members of the public and displayed on public view at the Operating Centre or made available upon request.
5. Fares will be in accordance with the operator's advertised table of fares, unless otherwise agreed with the hirer at the time of booking.
6. The operator should give details of the fare for a particular hiring to the hirer when the booking is being made, if requested by the hirer.
7. Operators will be required to notify the Council of the name of the person responsible for the day-to-day running of each Operating Centre named on the licence, and of any changes.
8. Operators must establish a complaints procedure, ensuring that all complaint records include the driver's name, nature of complaint, details of complainant and action taken.
9. Operators must establish a procedure for dealing with client's property lost or found in a PHV operated by them or under contract to them. This should include evidence that an attempt has been made to return the property to the owner, and a system for recording and storing lost property.
10. Operators must provide details to the Council of any licensed driver whose services are dispensed with by the operator, where the circumstances of the driver's dismissal relate to a breach of the licence conditions.
11. Operators must display on public view, at Operating Centres with public access, evidence of their public liability insurance.
12. Operators shall not employ or otherwise engage, whether directly or indirectly, any vehicle that has not been licensed by the Council or a driver who does not have a valid licence, for any bookings.
11. Operators shall only accept booking at an authorised Operating Centre.

12. Operators shall display a copy of their licence at the Operating Centre in a position that is accessible to members of the public.
13. Operators shall only sub-contract bookings to a licensed operator.

Records

Records of private hire bookings and of vehicles and drivers available to the operator shall be kept as follows:-

1. Records must be kept in a form which gives easy access for inspection, e.g., in a bound book or if a booking is made by computer, a print out of each day's bookings, or bookings kept in computerised form if these can easily be made available for inspection;
2. The operator shall keep at each Operating Centre, records of the PHV drivers and vehicles (including a copy of their licence) available to the operator for carrying out bookings accepted at that centre.
3. All records must be made and retained in written or electronic form and securely stored.
4. Records of each hiring must contain the following details:
 - (a) Date and time booking made
 - (b) Name of hirer
 - (c) Name of principal passenger (if different from (b))
 - (d) Agreed time of pick-up
 - (e) Agreed place of pick up
 - (f) Destination(s) specified at time of hiring by the hirer(s)
 - (g) Identity of vehicle undertaking the hiring (vehicle registration or PHV licence number)
 - (h) Identity of driver undertaking the hiring (name or PHV driver licence number)
 - (i) Fare quoted to hirer (if requested when hired)
 - (j) Date of journey (if different from (a) above)
 - (k) Whether the booking was sub-contracted; if so, the name of the sub-contractor, the Licensing Authority and the operator licence number.
5. Records of the PHV driver(s) used by the operator must contain the following details:
 - (a) Full name of driver,
 - (b) Date of birth
 - (c) Address (normal place of residence)
 - (d) Date driver became available to operator
 - (e) Category of vehicle for which eligible to drive
 - (f) Private Hire licence number
 - (g) Date driver ceased to be available to the operator
6. Records of the PH vehicle used by the operator must contain the following details:
 - (a) Manufacturer, model and colour
 - (b) Registration number
 - (c) Private Hire licence/plate number
 - (d) Registered owner name and address (on registration document)
 - (e) Date when vehicle became available to operator
 - (f) Copy of current valid certificate of insurance
 - (g) Date vehicle ceased to be available to the operator.

The authority is under a duty to protect public funds it administers, and to this end may use information you have provided on this form for the prevention and detection of fraud. It may also share this information with other bodies responsible for auditing or administering public funds for these purposes.