

Form A



SPELTHORNE BOROUGH COUNCIL PRIVATE HIRE OPERATORS LICENCE CONDITIONS OF LICENCE LOCAL GOVERNMENT (MISCELLANEOUS PROVISIONS) ACT 1976

1.0 Definitions

In these conditions the following terms have the definitions assigned to them

“Council”	means Spelthorne Borough Council
“Driver”	means the person holding and acting in accordance with a private hire driver’s licence issued to them by the Council
“Operator”	means the person holding and acting in accordance with a private hire operator’s licence issued to them by the Council
“Vehicle”	means a private hire vehicle licensed by the Council

2.0 Hiring details

The operator shall keep (in a permanent and easily legible form) a record of the following particulars of every hiring, invited or accepted by them before any hiring is commenced:

- a) the date and time of the booking;
- b) the date and time of the journey;
- c) the name of the hirer;
- d) the place at which the hire commences and the destination;
- e) the name and licence number of the driver; and
- f) the licence number of the vehicle.

3.0 Vehicle details

The operator shall keep (in a permanent and easily legible form) a record of the following particulars of every private hire vehicle operated by them:

- a) the make and model;
- b) the registration number;
- c) the private hire vehicle licence number;
- d) the age;
- e) the expiry date of the private hire vehicle licence;
- f) the name of the licensing authority;

Form A

- g) the name and address of the proprietor; and
- h) a brief description of all works of modification and major works of maintenance or repair carried out to the vehicle.

4.0 Driver details

The record required to be kept by the operator of each of his/her drivers, under Section 55(3) of the above Act, shall contain the following details:

- (a) name of driver;
- (b) date of birth;
- (c) address (or normal place of residence);
- (d) date the driver became available to the operator;
- (e) national insurance number;
- (f) driving licence number and category of vehicle for which eligible to drive;
- (g) photograph of driver;
- (h) date the driver ceased to be available to the operator.
- (i) date of commencement and expiry of the private hire driver licence of each driver employed by the company;

Records of a private hire driver must be kept for a period of twelve months from the date the driver ceased to be available to the operator.

Operators must provide details to the Council within fourteen days of any licensed driver whose services are dispensed with by the operator, where the circumstances of the driver's dismissal related to the driver's unsatisfactory conduct.

5.0 Non-driving staff

Operators must ensure that they and any controllers working under their employ (paid or unpaid) are the subject of basic criminal record check at least once every three years. These checks must be kept for the duration of the certificate (i.e. for three years from the date of issue) and should be available for inspection upon request of an authorised officer of the Council without delay. Relevant convictions which show up on any certificate as detailed in the 'Policy regarding the relevance of convictions and other related information' (attached as an Appendix to 'Spelthorne Borough Council's Taxi & Private Hire Licensing Policy') may be taken into account accordingly when the Council is determining whether an Operator or applicant can be considered "fit & proper" to hold a private hire operator licence. It is expected that a fit & proper private hire operator will give weight to such convictions, reprimands, cautions, warnings or any other relevant information when hiring controller staff.

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Operators must also ensure that they and any controllers working under their employ complete the Barnardos 'Safeguarding Vulnerable Adults & CSE' online training module before undertaking any work. Operators must keep certificates for this module for the duration of a controller's tenure and must make them available for inspection upon request of an authorised officer of the Council, without delay.

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Form A

Failure to produce any records as detailed in the section will result in the issue of penalty points to an Operator's licence in accordance with 'Spelthorne's Penalty Points Scheme', and may call into question their suitability to continue to hold said-licence.

6.0 Change of details

The operator shall notify the Council, in writing and within fourteen days of any material change in the circumstances on the basis of which the licence was granted during the period of the licence. In particular the operator must inform the Council of:

- a) any change of address giving their new address;
- b) any change in the nature of the business carried out by them;
- c) any convictions recorded against them or if the operator is a company or partnership, against any other director or partner; and
- d) any other change in the information given by the operator to the Council at the time of granting the current licence.

7.0 Prohibition on the use of words "Taxi" and "Cab"

The operator shall not include the words "Taxi" or "Cab" whether in the singular or plural and whether they form part of another word or not, in their business name or any advertising material, letter headings or other stationary.

8.0 Standard of service

The operator shall provide a prompt, efficient and reliable service to members of the public at all reasonable times and for this purpose shall in particular:

- a) ensure that when a private hire vehicle has been hired to be in attendance at an appointed time and place, the vehicle shall, unless delayed or prevented by sufficient cause, punctually attend at that appointed place and time;
- b) keep clean, adequately heated, ventilated and lit any premises which the operator provided and to which the public have access, whether for the purpose of booking or waiting;
- c) ensure that any waiting area provided by the operator has adequate seating facilities and is easily accessible for the disabled; and
- d) ensure that any telephone facilities and radio equipment provided are maintained in a sound condition and that any defects are repaired promptly.

9.0 Compliance with licence conditions

The operator shall ensure that the licence conditions in respect of any vehicle used by them and drivers employed or contracted to them are complied with at all times. **IT IS AN OFFENCE FOR ANY SPELTHORNE LICENSED PRIVATE HIRE OPERATOR TO SUPPLY PRIVATE HIRE WORK TO ANY PERSON NOT LICENSED BY THIS BOROUGH OR WHOSE LICENCE HAS EXPIRED.**