

PRIVATE HIRE OPERATOR'S LICENCE CONDITIONS

1. Records

- 1.1. The records required to be kept by the Operator under section 56(2) of the Local Government (Miscellaneous Provisions) Act 1976 shall be kept:
- in a bound book, the pages of which are numbered consecutively; or
 - on a computer-based system from which a hard copy can be printed on demand; and
 - the Operator shall enter or cause to be entered therein, before the commencement of each journey, the following particulars of every booking of a private hire vehicle invited or accepted by him:
 - i. The name of any individual that responded to the booking request
 - ii. The name of any individual that dispatched the vehicle
 - iii. The time and date of the booking
 - iv. The name of the hirer
 - v. How the booking was made (i.e. by telephone, personal call, etc.)
 - vi. The time of pick up
 - vii. The point of pick up
 - viii. Destination
 - ix. The time at which a driver was allocated the booking
 - x. The plate number of the vehicle allocated for the booking
 - xi. The badge number of the driver of the vehicle used
 - xii. Remarks (including details of any sub contract)
- 1.2. Separate records must be kept at each premise from which the Operator carries out his business.
- 1.3. The Operator shall also keep a record of the particulars of each private hire vehicle operated by him as follows:
- i. The name and address of the proprietor to whom the private hire vehicle licence has been issued
 - ii. The private hire vehicle licence number together with the date of the expiry of the licence
 - iii. The registration number
 - iv. Any radio call sign used
- 1.4. The Operator shall keep a register of all staff taking bookings or dispatching vehicles and are required to evidence that they have had sight of a Basic DBS check for all individuals on or added to the register and that this is compatible to with their policy on employing ex-offenders. When individuals start taking bookings and dispatching vehicles for an Operator they must, as part of their employment contract, advise the Operator of any previous convictions, arrests or investigations while they are employed in this role.
- 1.5. All records kept by the Operator shall be kept in English, in ink, legible and preserved for a minimum period of three years following the date of the last entry.

- 1.6. All records shall be maintained and kept up to date at all times. The records shall be available for inspection at all reasonable times without notice by any duly Authorised Officer of the Council or any Police Officer. Such Officers shall be empowered to remove such records from the premises if so required.
- 1.7. The Operator shall notify the Council of any change in the number of private hire vehicles operated by him.

2. Standard of Service

- 2.1. 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: -
 - i. 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 the appointed time and place.
 - ii. Keep clean, adequately heated, ventilated and lit any premises which the Operator provides and to which the public have access, whether for the purpose of booking or waiting.
 - iii. Ensure that any waiting area provided has adequate seating facilities.
 - iv. Ensure that any telephone facilities and radio equipment provided are maintained in a sound condition and that any defects are repaired promptly.
 - v. Behave in an orderly and civil manner and shall take all reasonable precautions to ensure the safety of all persons conveyed in licensed vehicles operating from his office premises.

3. Complaints

- 3.1. The Operator shall permanently display, in a prominent position inside his premises, a properly printed notice which can be easily read by any persons seeking to hire any private hire vehicle.
- 3.2. The notice must state that any complaints regarding a contract for hire relating to his business should be addressed to Calderdale Metropolitan Borough Council, Licensing Unit, Town Hall, Crossley Street, Halifax. HX1 1UJ or licensing@calderdale.gov.uk

4. Premises

- 4.1. The Operator shall notify the Council, in writing, of any change of his address (including any address from which he operates or otherwise conducts his business as an Operator) within 7 days of such change being made.
- 4.2. The Operator shall not use any premises in which he operates or otherwise conducts his business as an Operator, unless there is in force for such premises, a valid planning consent for such purpose so far as may lawfully be required.
- 4.3. The Operator shall not use any premises in which he operates or otherwise conducts his business as an Operator, unless there is available to him adequate off street parking facilities in the vicinity of his premises. This parking must be able to accommodate the number of vehicles operating and requiring such facilities at any one time. There must also

be in force for such parking facilities a valid planning consent for such purposes so far as may be lawfully required.

- 4.4. The Operator shall not permit or suffer the premises to be used, or frequented or resorted to, by any person except for the purpose of arranging the hiring of a private hire vehicle. The Operator shall take all possible steps to exclude persons who are drunk, violent, quarrelsome or disorderly.
- 4.5. The Operator shall not cause or permit to be displayed on his premises any sign, notice or advertisement containing the words “cab”, “taxi” or “for hire” implying that vehicles are immediately available for hire.

5. Animals

- 5.1. The Operator shall accept bookings from or from a party including a disabled person where the disabled person will be accompanied by a guide, hearing or other assistance dog. No additional charge shall be made for the carriage of a guide, hearing or other assistance dog.

6. Convictions

- 6.1. The Operator shall, within 7 days, disclose to the Council in writing details of any conviction imposed on him or, (if the Operator is a company or partnership) on any of the directors, secretary or partners.

7. Rates of Fare

- 7.1. A properly printed notice showing the rates of fares and charges must be permanently fixed in a prominent position inside the premises. The notice must be able to be easily read by any person seeking to hire any private hire vehicle. This notice shall include the words, “Fares and charges for private hire vehicles are not controlled by Calderdale Metropolitan Borough Council”.
- 7.2. Disabled persons cannot be charged any more than would be charged for a non-disabled person.

8. Signs and Advertisements

- 8.1. The Operator shall not display, or permit to be displayed, on a private hire vehicle any advertisement or sign of any nature other than the signs and plates required or authorised by the private hire vehicle licence.

9. Touting

- 9.1. The Operator shall not, by himself, his agents, or any other person importune, or cause or permit to be importuned any person by calling out or by any other means whatsoever to hire any of the licensed vehicles under his control.

10. Signs and Plates

- 10.1. The Operator shall not cause or permit the private hire vehicle licence plate or any notices that are required to be displayed on the inside or outside of a private hire vehicle to be:
- Concealed from public view
 - Defaced
 - Disfigured
- 10.2. The Operator shall also ensure that the licence plate and notices are always legible and displayed in accordance with the conditions of the private hire vehicle licence.

11. Equality Act 2020 (Amended under Taxis and Private Hire Vehicles (Disabled Persons) Act 2022)

- 11.1. The Operator shall not:
- Fail or refuse to accept a booking for a vehicle if the passenger is disabled unless it reasonable not to have accepted the booking because there is no suitable vehicle available.
 - Fail or refuse to accept a booking for a vehicle if the passenger is carrying an assistance dog.
 - Make, or propose to make any additional charge for carriage of a disabled passenger or assistance dog.