



Ribble Valley
Borough Council

www.ribblevalley.gov.uk

RIBBLE VALLEY BOROUGH COUNCIL PRIVATE HIRE OPERATOR'S LICENCE

The Council has the power to suspend, revoke or refuse to renew any Operator's licence if any of these standard conditions are not complied with.

The Private Hire Operator's Licence (the "Licence")

1. The private hire Operator's license shall be valid from the date of issue until 31 January of the following year, unless suspended, revoked or surrendered.
2. All applicants must apply for an enhanced DBS check, the contents of which will form part of the process of assessing whether an applicant is a fit and proper person.
3. Upon request the Operator shall produce the Operator's licence to any authorised officer of the Council or Police Officer.

The Premises

4. The Operator shall:
 - (a) ensure that a valid planning consent is in force (when planning legislation and/or practice requires it) for the operation, on all the premises from which the operation is to be conducted;
 - (b) obtain and maintain appropriate public liability insurance in respect of any premises, which they use in the course of business. Upon request the certificate shall be produced to any authorised officer of the Council;
 - (c) ensure that the Standard Conditions for private hire Operators, vehicles and drivers are available for inspection by members of the public at the premises;
 - (d) permit any authorised officer of the Council to enter the premises for the purpose of inspecting both the premises and/or any relevant documentation held there;
 - (e) not permit any person who is drunk, or is behaving in a disorderly manner, to enter or remain upon the premises in respect of which the licence is in force; and
 - (f) not permit any person to smoke upon the premises in respect of which the licence is in force.

Drivers/Vehicles

5. The Operator shall not employ, engage, instruct or otherwise use as a driver any person who does not have:
 - (a) a current UK VOSA driver's licence;
 - (b) a current private hire or hackney carriage driver's licence and badge; and
 - (c) sufficient insurance to protect passengers in the event of claims for death or bodily injury.
6. When, in the course of business, the Operator makes provision for the invitation or acceptance of bookings for a private hire vehicle, the Operator shall (save where the booking is to be sub-contracted to an Operator in an area outside of the Ribble Valley pursuant to section 55A of the Local Government (miscellaneous provisions) Act 1976) ensure that all services are provided by vehicles and drivers in respect of which a current and valid licence has been issued by Ribble Valley Borough Council (whether the Operator makes provision by use of private hire vehicle(s) or hackney vehicle(s) and/or driver(s)).
7. The Operator shall not service, maintain or repair any private hire vehicle on a public street.

Records

8. The Operator shall maintain at the premises particulars of all vehicles operated under their Operator's licence, which shall include the following:
 - (a) The call sign or other identifying mark used on booking records;
 - (b) The licence plate number;
 - (c) The registration number;
 - (d) The name and address of the proprietor;
 - (e) The names and address(es) of driver(s); and
 - (f) The badge number(s) of the driver(s) employ, engaged, instructed or otherwise used by the Operator.

Upon request the above records shall be produced to or made available for inspection to any authorised officer of the Council or to a Police Officer.

- 8a. The operator must keep up to date records of all individuals working in any capacity (paid or unpaid) and who have access to booking records for the business as follows :
 - Full name.
 - Address;
 - Date of birth.
 - Contact details (phone and email).
 - DBS issue date and certificate number
 - Start and finish dates of employment

- Job title.
- 8b. The operator must ensure that all individuals (non-drivers) working in any capacity (paid or unpaid) who have access to booking records have obtained a basic DBS certificate from the Disclosure and Barring Service before commencing employment. The DBS certificate must be dated within one month before the commencement of employment.
- 8c. The operator must ensure that DBS checks are carried out for all relevant existing staff (as per condition 8b) within one month of the commencement of this condition.
- 8d. The operator must be able to evidence that they have had sight of a basic DBS by maintaining a register. The register should be a living document “that maintains records of all those employed for at least 12 months, being the duration of how long booking records are to be kept and allows cross referencing between the two records. A record that the operator has had sight of a basic DBS check (although the certificate itself should not be retained) should be retained while the individual remains on the register. Should a member of staff cease to be on the register and later re-entered, a new basic DBS certificate should be requested and sight of this recorded.”
9. The Operator shall, at the time of booking and before the commencement of each journey, enter on to the record sheets (available from Ribble Valley Borough Council) details of the private hire booking. The details shall include:
- (a) the time and the date of the booking;
 - (b) the method by which the booking was received, i.e. telephone or personal call;
 - (c) the collection, destination and drop points of the journey;
 - (d) the name of the person making the booking;
 - (e) the registration number, private hire vehicle or hackney carriage licence number or call sign, identifying the vehicle used for the booking; and
 - (f) the name or call sign of the driver.
10. Where a booking is to be sub-contracted to an Operator in an area outside of the Ribble Valley pursuant to section 55A of the Local Government (miscellaneous provisions) Act 1976) the Operator must keep and if requested produce records of any sub-contracted booking as will allow the Council to reasonably investigate any booking as if it had not been sub-contracted.
11. If the licence plate number or call sign is used for the records referred to in condition 7 and 8 above, then a record detailing the vehicle registration

number and the plate number or call sign allocated to it and/or the drivers name and the call sign or badge number allocated to them, must be displayed at the Operator's premises.

12. The records shall be kept for a period of not less than twelve months from the date of the last entry or such longer period as required by an authorised officer of the Council and upon request must be produced to and/or made available for inspection to any authorised officer of the Council or to a Police Officer.
13. The Operator must ensure that all computer records are capable of being printed and must make provision for this to take place upon request by any authorised officer of the Council or Police Officer.

Insurance

14. The Operator shall ensure that an appropriate certificate of motor insurance covers every vehicle operated by him/her under the Licence. The certificate must be produced upon request to any authorised officer of the Council or Police Officer.

Information as to charges

15. An Operator of a private hire vehicle must not invite or accept bookings for any licensed private hire vehicle or control or arrange a journey to be undertaken by such vehicle without first informing the person making the booking, either orally or in writing, of the basis of charge for the hire of the vehicle.

Statement of fares

16. The Operator shall, if so required, ensure that a statement of fares (in a form previously submitted to and approved by the Council) is fitted and maintained in each licensed private hire vehicle operated under the Licence and in the Operator's premises, in such a position as to be clearly visible at all times to the person making the booking. This 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; and
 - (d) any additional charges.

Interference with equipment

17. The Operator shall not interfere with any equipment, including a taximeter, if fitted, attached to or forming part of his licensed private hire or hackney carriage vehicles.

Standard of service

18. The Operator shall provide a prompt, efficient, civil, orderly and reliable service to members of the public at all times and for this 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, attend at the appointed time and place;
 - (b) keep clean, adequately heated, ventilated and lit any premises which the Operator provides and to which the public has access, whether for the purposes of booking or waiting;
 - (c) ensure that any waiting area provided by the Operator has adequate seating facilities;
 - (d) ensure that any telephone facilities and radio equipment provided are maintained in a sound condition and that any defects are repaired promptly;
 - (e) respond fully to any complaints as soon as reasonably possible; and
 - (f) ensure that office staff employed by the Operator act in a civil and orderly manner at all times.

Animals

19. An Operator must not fail or refuse to accept a booking for the vehicle
- (a) if the booking is requested by or on behalf of a disabled person or a person who wishes to be accompanied by a disabled person, and
 - (b) the reason for the failure or refusal is that the disabled person will be accompanied by an assistance dog¹.

¹ "assistance dog" means—

(a) a dog which has been trained to guide a blind person;

(b) a dog which has been trained to assist a deaf person;

(c) a dog which has been trained by a prescribed charity to assist a disabled person who has a disability that consists of epilepsy or otherwise affects the person's mobility, manual dexterity, physical co-ordination or ability to lift, carry or otherwise move everyday objects;

(d) a dog of a prescribed category which has been trained to assist a disabled person who has a disability (other than one falling within paragraph (c)) of a prescribed kind.

20. An operator must not make an additional charge for carrying an assistance dog which is accompanying a disabled person.
21. If an Operator does not comply with its obligations set out in 19 and 20 above it will be liable to a fine on summary conviction of Level 3 on the Standard Scale, currently **£1,000**.

Disabled Passengers

22. An operator must not refuse to accept a booking for a private vehicle if the booking is requested by or for a disabled person or a person who wishes to be accompanied by a disabled person and the reason for the failure or refusal is:
 - (a) That the passenger has a disability, or
 - (b) To prevent the driver of the private hire vehicle being made subject to a duty which would otherwise be imposed on the driver by Sections 164A, 165 or 165A of the Equality Act 2010.
23. If an operator does not comply with this, they are liable to a fine on summary conviction of Level 3 on the standard scale, currently **£1,000**.

Change of name and address

24. The Operator shall notify the Council in writing of any change:
 - (a) of his address (including any address from which he operates or otherwise conducts his business as an Operator), within seven days of such change taking place; and
 - b) to the name under which the business operates, during the period of the Licence, seven days before such change takes effect.

Use of non-Ribble Valley Borough Council licensed driver and vehicle (Sub-contracted bookings).

25. If a non-Ribble Valley Borough Council licensed driver and vehicle are being dispatched to fulfil the booking, the operator must communicate the following message to the person making the booking (whether via telephone, automated booking or booking App) before the booking is made (allowing the requester the opportunity to confirm the booking or not);

“The driver and vehicle which you are about to book are not licensed by Ribble Valley Borough Council to Ribble Valley Borough Council standards, and Ribble Valley Borough Council are not empowered to take licensing action in the event of a complaint. Your driver and vehicle are licensed by XXXXX Council and customers will have to deal with that authority in the event of a complaint.”

Convictions

26. During the term of the licence, the Operator shall as soon as possible but in any event within seven days disclose to the council in writing details of any convictions, or police cautions imposed on him (or if the Operator is a company or partnership, on any of the directors or partners).