

OPERATOR LICENCE

Conditions of Licence

Introduction - The vehicle operators licence is granted subject to complying with the following conditions of licence.

All references to the "Council" in these conditions mean Lichfield District Council, District Council House, Frog Lane, Lichfield, Staffs, WS13 6YX,.

1.0. General Conditions

- 1.1. If you are convicted of any offence whilst the licence is in force, you must report the details of the conviction in writing to the Council within **7 days**.
- 1.2. If any details submitted to your application for an Operator Licence change, you must notify the Council in writing, within **7 days**.
- 1.3. The licence is granted to you in respect of the premises notified to the Council at the time of application.
- 1.4. If you intend to change the business address of the operation, you must first obtain written consent from the Licensing Officer and if approved you must return your original licence for amendment. Consent will only be granted in respect of premises for which planning permission for the use of a Operators business has already been granted.

2.0. Planning Consent Requirements

- 2.1. The applicant must be able to show that either:-
 - 2.1.1 Planning permission has been granted for the operating base;
 - 2.1.2 That having regard to the premises and the mode of operation that planning permission is not required.
 - 2.1.3 If a business is operated without the appropriate planning permission in defiance of any planning enforcement notice, then the Operators Licence is liable for revocation.
- 2.2. If the operating premises specified in the application are owned by the Council, the permission of the department responsible for the letting or leasing of the property must be obtained prior to submission of the application.

3.0.0 Keeping of Records

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- 3.1.1 The Operators are required to keep in a suitable book with consecutively numbered pages a record of all hire bookings, vehicles and drivers operated, in the manner specified below. It is an offence not to do so.

3.2.0. Record of Hiring

3.2.1. Before each journey is commenced, the following details must be recorded in the book:

- 3.2.1.1 The time and date of the booking made.
- 3.2.1.2 Method of booking (in person, by telephone, fax etc).
- 3.2.1.3 The name of the hirer.
- 3.2.1.4 The time and place of pick-up.
- 3.2.1.5 Destination (s) specified at time of hiring by the hirer (s).

- 3.2.1.6 The identity of vehicle undertaking the hiring (vehicle registration vehicle licence number).
- 3.2.1.7 The identity of the driver undertaking the hiring (driver name and licence number).
- 3.2.1.8 The fare quoted to the hirer for the journey.
- 3.2.1.9 Date of journey if different from (a) above.
- 3.2.1.10 Whether the booking was sub contracted, if so the name of the sub contractor, the licensing authority and the operator licence name and number.

3.2.2. Records of bookings / hiring's must be retained for a minimum period of 12 Months from the date of hiring.

3.3.0 Record of Driver(s)

3.3.1 The operator must retain certain documents relating to the vehicles and drivers operated as follows:-

3.3.2. Records of the drivers used by the operator must contain the following details:

- 3.3.2.1 name
- 3.3.2.2 date of birth
- 3.3.2.3 address (of normal residence)
- 3.3.2.4 date driver became available to the operator
- 3.3.2.5 national insurance number
- 3.3.2.6 driving licence number and category of vehicle for which eligible to drive
- 3.3.2.7 photograph of the driver
- 3.3.2.8 date driver ceased to be available to the operator

3.3.3. These records must be kept by the operator for a period of no less than 12 Months from the date the driver ceased to be available to the operator

3.4.0. Record of Vehicle(s)

3.4.1. Record(s) of the vehicle(s) at the disposal of the operator must contain the following details:

- 3.4.1.1 manufacturer, model and colour
- 3.4.1.2 registration number
- 3.4.1.3 registered owner
- 3.4.1.4 date when vehicle became available to operator
- 3.4.1.5 copy of current MOT certificate
- 3.4.1.6 copy of current valid certificate of insurance
- 3.4.1.7 date vehicle ceased to be available to the operator

3.4.2. Record(s) of a vehicle(s) must be kept for a period of 12 Months from the date the vehicle ceased to be available to the operator

3.4.3. The information regarding vehicles, drivers and insurance must be retained on the operator's premises and be available for inspection at any time by a Police Officer or an authorised Officer of the Council.

4.0. Advertising

4.1. The operator must ensure that the words 'taxi' 'taxis', 'cab' or any words so closely resembling those words as to likely to be mistaken for them are not displayed on or about any Private Hire vehicle and including on any sign or notice displayed on the operating premises or on any stationary or business cards.

5.0 Complaints against the operator

5.1 The operator must notify the Council within 24 hours of any complaint made against him/her arising from the business as an operator and the action, if any, the operator has taken or proposes to take in respect of the complaint.

5.2 Records of all complaints must be kept for a minimum period of 12 Months from the date of the complaint.

6.0 Operator or Person In charge

6.1 The licensed operator or a responsible person (manager) nominated by the operator in writing to the Council, must be on the premises or in charge of the operation and immediately contactable by any authorised officer at any time whilst the business is being operated.

6.2 Operators will be required to notify the Council of the name(s) of the person responsible for the day to day running of the operating centre named on the licence, and of any changes of that person

6.3 The operator must also ensure that any person left in charge of the premises in the absence of the operator is fully aware of these conditions of licence, particularly those relating to the keeping and maintaining of records for drivers, vehicles, and bookings and the need to comply with the conditions at all times.

7.0 Standards of service

7.1 The operator must provide a prompt efficient reliable service to all members of the public at all times and shall in particular:

7.1.1 Ensure the prompt attendance of a hired vehicle at the appointed time and place, unless the vehicle is delayed or prevented from attending due to circumstances beyond his/her control.

7.1.2 Ensure that any room or place provided by him/her for the public to book or wait for a hired vehicle is adequately heated, ventilated and lit and provided with suitable seats for waiting passengers.

7.1.3 The operator shall not refuse to accept a booking made in advance for a hirer with a guide, hearing or other assistance dog and its owner or keeper.

8.0 Display of Licence

8.1 You must display a copy of the current operators licence on the premises in a prominent position and be clearly visible at all times.

8.2 The holder of the operator licence must :-

8.2.1 Produce his/her licence when requested by a constable or authorised officer.

8.2.2 Return the licence to the Council within 7 days of expiry or revocation (and in the case of suspension, the Council may require the licence to be returned).

9.0 Offences and Penalties

9.1 Contravention of these conditions constitutes an offence under the Local Government (Miscellaneous Provisions) Act 1976. In addition it is also an offence to obstruct an authorized officer or Police Officer in his duty. Any person who commits an offence against any of the provisions of this Part of this Act in respect of which no penalty is expressly provided shall be liable on summary conviction to a fine not exceeding Level 3 on the standard scale. Contravention may also result in suspension or revocation of the licence in accordance with the statutory provision.

10.0 Revocation and Modification of Conditions

10.1 The Council reserves the right,(at its own behest and at any time) to revoke, vary, or modify any of these conditions and/or to make such additional conditions as it may deem requisite, either generally or in respect of any particular licence or occasion.