

# OPERATORS NEWSLETTER



50  
Years  
SERVING THE COMMUNITY  
1974-2024



JULY 2024

**Welcome to our first Operators newsletter. We wanted to take this opportunity to remind you of our operator conditions and what is expected of our Operators.**

**We will be carrying out inspections in due course to check that the conditions are being adhered to. This is to maintain a high level of standards and to assist yourselves in ensuring your business is not passing work to unlicensed or suspended drivers, or vehicles.**

## RECORDS

**A reminder of the records that an operator is required to hold:**

### **Prior to each private hire vehicle journey, the following must be recorded:**

- date of the booking
- name and address of the hirer
- time of pick-up
- pick-up address
- destination
- licence number (or other identification) of the driver allocated to the booking
- plate number (or other identification) of the vehicle allocated to the booking
- fare agreed between the operator and hirer at the time of booking
- the name of any individual that responded to the booking request
- the name of any individual that dispatched the vehicle.

### **Other records operators must keep private hire vehicles information:**

- type, make, model, colour and engine size of vehicles
- year when the vehicle was first licensed for private hire
- vehicle registration numbers
- number of seats for passengers
- owners of the vehicles
- insurance details of vehicles
- method of charging, i.e. whether or not a meter is fitted, and
- private hire vehicle number plate.

### **information drivers of private hire vehicles:**

- driver's name, address and call sign
- date employment commenced
- date employment ceased
- any change of address, including the date the address changed
- any illness, disability or condition which may affect the driver's ability to safely carry out his duties, and
- expiry date of driver licence.

Booking records shall be kept in a non-erasable form in a suitable log or book, the pages of which are numbered consecutively, or in an appropriate electronic format.

# Staff Register



Any person involved in the operation of a private hire business with access to sensitive information, for example office managers and call handlers, will be required to provide the operator with a basic DBS disclosure. Therefore, private hire operators will be required to advise the

Council of new employees. It is a condition of the granting of an operator licence that a register is kept (as a live document) of all staff that will take bookings or dispatch vehicles and also a record of when the operator viewed their DBS.

A record that the operator has had sight of a basic DBS check certificate (although the certificate itself should not be retained) should be kept for the period that the individual is on the register. Should an employee cease to be on the register and later re-entered, a new basic DBS certificate should be requested and sight

of this recorded. All records maintained by the operator shall be kept for at least twelve months after entry and shall be produced for inspection, on request, by an authorised Officer of the Council or a police officer.

Private hire vehicle operators have a duty under data protection legislation to protect the information they hold. The Information Commissioner's office provides comprehensive online guidance on registering as a data controller and how to meet these obligations.

[Small business advice | ICO](#)

## Data Protection fee Self Assessment

Under the Data Protection (Charges and Information) Regulations 2018, individuals and organisations that process personal data need to pay a data protection fee to the Information Commissioner's Office (ICO), unless they are exempt.

By going through the following questions you will be able to decide if you – as an individual or on behalf of your business or organisation – need to pay a fee to the ICO.

[Start self-assessment](#)



### PROVISIONS REGULATING THE CONDUCT OF THE OPERATOR:

- The operator shall immediately notify the Council in writing of any complaint concerning the standard of any vehicle or a complaint against the driver.
- Similarly the Council will inform the operator if a complaint is received at the Licensing Office.
- The operator shall notify the Council in writing of any change of address during the period of the licence within seven days of such change. No operator may change the address from which they operate without prior agreement in writing from the Council and prior to all licence requirements being met.
- The operator shall within seven days disclose to the Council, in writing, details of any convictions (motoring or otherwise) imposed upon them, or if the operator is a company or partnership, this information must be provided for any director or partner during the period of the licence.

- The operator will help to ensure that drivers to inform the Council of any personal change in circumstances concerning that driver.
- The operator shall notify the Council when a driver leaves their employment or alternatively when a new driver is employed.

**IMPORTANT:** If we have not been previously notified of the drivers you operate, please provide a list to the Council within the next 14 days. You will then be required to notify the Council of any changes to this list when drivers leave or join.

Although you are not required to notify the Council of any Hackney Carriage drivers you have registered, this information is welcomed in the event of the driver being suspended or having their licence revoked, as the Council can then proactively inform you not to allocate any work until circumstances change.



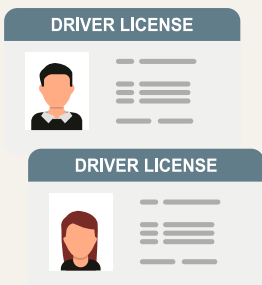
## Private Hire Insurance

The operator shall ensure that a certificate of motor insurance covers every private hire vehicle operated by them under the operator licence, which is compliant with current legislation regards the carriage of passengers for hire or reward.

## Private Hire Driver Licences

The operator shall ensure that every driver engaged by them has obtained a private hire driver licence from the same licensing authority which issued the private hire operator licence. The operator shall use their best endeavours to ensure that all drivers have a badge issued by the Council and that the drivers wear the badge at all times whilst available for hire, or display the badge within the vehicle at all times whilst available for hire.

If you have any concerns regarding a drivers licence validity, please contact the Taxi Licensing Team on 01992 785593.



## Disclosure of Convictions

The operator shall, within seven days of conviction, notify the Council in writing of any conviction or fixed penalty imposed on them during the period of his/her operator licence. If the operator is a company or partnership, this requirement shall equally apply if any of the directors or partners receives a conviction or fixed penalty.



## The Standard of Service

The operator shall provide a prompt, efficient and reliable service to the public, and for this purpose in particular:

- Ensure that when a private hire vehicle has been booked that the driver attends at the appointed time and place punctually, unless delayed or prevented by reasonable cause.
- Ensure that premises are kept clean, adequately heated, ventilated and lit, whether for the purposes of booking or waiting.
- The premises must comply with all health and safety regulations.



If you have any queries regarding the content of this newsletter, please contact the Taxi Licensing Team on 01992 785593.