

CARMARTHESHIRE COUNTY COUNCIL

LOCAL GOVERNMENT (MISCELLANEOUS PROVISIONS) ACT 1976

CONDITIONS OF LICENCE FOR PRIVATE HIRE VEHICLE OPERATORS

1. The operator must ensure only licensed drivers and vehicles are used to fulfil bookings. Prior to use, the operator must retain copies of each private hire vehicle driver licence, private hire vehicle licence; hackney carriage licence (if used), hackney carriage driver licence (if used) to fulfil bookings. The operator must monitor licence expiry dates.
2. The operator or appointed representative must notify the licensing authority in writing, within two working days of knowledge of or any direct complaints against a driver or operator and/or termination/dismissal/suspension of a driver or person named as an operator for the following reasons:
 - a) allegations of sexual misconduct (including use of sexualised language).
 - b) discrimination (including Equality Act 2010 offences).
 - c) violence (including verbal aggression).
 - d) dishonesty (including theft).
 - e) any other serious misconduct (including motoring related e.g. dangerous driving or drink driving).
3. The operator or appointed representative must notify the licensing authority in writing, within two working days, with full details of any arrest, conviction, caution, warning, fixed penalty, court summons, court orders, reprimand, motoring offence or any other serious misconduct (whether charged or not) involving one or more of the named operators.
4. The operator must notify the local authority in writing, within two working days when the operator receives a complaint regarding vehicle safety defects about a vehicle used to fulfil bookings, not applicable if the operator is aware or satisfied that any reported defects have already been repaired.
5. The operator must notify the licensing authority, in writing, within 5 working days of any changes of:
 - a) personal details (name, address).
 - b) business trading as (T/A) name.

- c) ownership/management/partnership withdrawal (please note the existing legislation provides no route to transfer an operator licence, the local authority will consider any changes of operator on their own merit)
 - d) Change of location of existing booking office or the opening of an additional booking office within the local authority area.
 - e) New websites/apps used for company information, invitation of bookings, feedback, or complaints.
6. The Operator must record and be able to produce these records to authorised officers on request:
- a) The name of the lead passenger to be transported (if known).
 - b) The requested time and location of collection.
 - c) The destination, where possible this should include the building number or name, street and town or city.
 - d) The vehicle used for the transportation (vehicle licence number or registration number).
 - e) The journey price recorded by the operator.
 - f) The hackney carriage/private hire vehicle driver's licence number connected to the booking.
 - g) (When applicable) if sub-contracted the name of the other operator and local authority who licence the private hire vehicle operator. You must record if you sub-contract in/out the booking.
 - h) (When applicable) any changes requested by the passenger/s during the journey for example additional drop-offs and any additional charges for alterations made by the passenger/s (this may be recorded post journey if information is provided by the driver during/following the journey).
 - i) (When used) tracking or GPS information to assist with complaints or authorised officer enquiries.
7. Details of how feedback or complaints may be received, must be published on the company website, App or displayed at the booking office (when applicable). The operator must provide customers with clear information on how to provide feedback or complaints regarding transport, or a booking connected to the operator.
8. The operator or an appointed representative from within the business must initiate an investigation into any complaint received from the public within 48 hours from receipt of the complaint. When responding to complainants, the operator or appointed representative must inform the complainant of the licensing authority responsible for the operator, vehicle or driver.
9. All complaints received shall be recorded and retained for six months, available for inspection by authorised officers. The information to be recorded:
- a) Date complaint received
 - b) Reason/details of complaint including location, date and time of any incidents.

- c) Vehicle/driver connected to the complaint (if applicable).
- d) Any actions by the operator due to the complaint (including notifying the local authority).

10. The booking office (when applicable) must be accessible to the public, clean, adequately heated/ventilated and well-lit. Valid public liability insurance must be held.

11. All private hire bookings must be exclusive hire provided to a passenger or passenger group unless they knowingly consent to an approved ride sharing scheme.

12. Through the invitation of bookings (including websites and booking apps) the operator must allow the booking person to request additional assistance or provide additional information when booking. Passengers shall be able to, but are not limited to:

- a) Request wheelchair accessible vehicles and provide information regarding the wheelchair (e.g. weight/power/non-powered).
- b) Request assistance locating the vehicle or assistance from door to door.
- c) Request support with the carriage of luggage or walking aids from door to door.

13. Any additional assistance or additional information received through the invitation of bookings, must be shared with drivers when the booking is allocated to/accepted by a licensed driver.

14. When an operator website and/or digital booking apps are used, they must comply with the Web Content Accessibility Guidelines (WCAG) 2.1 accessibility standard to Level AA and with the principles of the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018 as a minimum for digital content.

15. When lost property is reported by a driver or passenger following a booking in connection to the operator business, the operator shall make reasonable attempts to contact the booking person or driver and reasonably assist in returning lost property.

16. When an operator employs persons for the invitation of bookings and dispatch of drivers and vehicles, the operator must have a policy on the employment of suitable persons in those roles. The operator is responsible for any person/s employed for the purpose of dispatching drivers/vehicles through the course of their business.