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# Chelmsford City Council

## Licensing

### Private hire vehicle operators

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#### Licence conditions

1. A Private Hire Vehicle Operator shall keep a record of the particulars of all private hire vehicles operated under this licence in the form of a book containing the following:
  - a) Type and make of vehicle
  - b) Vehicle registration no
  - c) Owner's name and address
  - d) Private hire vehicle no
  
2. A Private Hire Vehicle Operator shall keep a record of every booking of a private hire vehicle invited or accepted in the form of a book containing the following:
  - a) The time of the request and booking
  - b) The name of the passenger
  - c) Pick up location
  - d) The destination
  - e) Details of the driver (full name and driver licence number)
  - f) The vehicle registration number
  - g) Name of person taking booking if different to dispatch
  - h) The method of booking and where so employed the name of any individual that responded to the booking request
  - i) The method of dispatch and where so employed the name of any individual that dispatched the vehicle
  
3. Either or both of the records specified in Conditions 1 and 2 of this licence must be produced to any authorised officer of the Council or constable for inspection and to take copies therefore. The records must be retained for a period of 12 months.
  
4. It shall be made clear in any trade description or advertising material used by the operator that the service is a private hire vehicle service and the use of the words "Taxi" or "Cab" is prohibited.
  
5. A Private Hire vehicle Operator must notify the Council within 7 days of any change of his/her address during the period of this licence.

6. The operator, shall within 48hrs, disclose to the Council in writing details of any conviction/fixed penalty or caution, whether for a driving offence or otherwise imposed on him/her or on any person concerned in the operation of any of the vehicles during the period of the licence.
7. A Private Hire Vehicle Operator shall be familiar with and at all times comply with the relevant provisions of the Local Government (Miscellaneous Provisions) Act 1976 as the same may be amended and all Regulations and Byelaws made by the Council and other relevant statutory provision for the time being in force. Copies are available for inspection at the Council's Safer Communities, Civic Centre (Coval Lane Building), Chelmsford during normal office hours.
8. A Private Hire Vehicle Operator shall take all proper and reasonable steps to ensure that all private hire vehicles which he/she operates and all drivers who he/she employs also comply with the relevant statutory provisions and byelaws. Copies are available for inspection at the Council's Licensing Reception, Civic Centre, Chelmsford during normal office hours.
9. A private hire operator shall co-operate with any reasonable request made by another licensing authority as if made by licensing officers of Chelmsford City Council.
10. A private hire operator will ensure that any employee involved in the acceptance of a booking or dispatch of drivers and vehicles are subjected to a Basic DBS check before being so employed and annually thereafter. These checks will be recorded and that record shall be made available to any authorised officer upon request.
11. Private hire operators will maintain a record of complaints in respect of drivers and staff, which will include contact details of the complainant, the nature of the complaint, the staff member concerned and the outcome of any investigation. Any complaint of a criminal nature will be reported to the Authority within 72hrs of receipt and records made available to any authorised officer. Details of the complaints policy shall be made available on any website or other publicity, including social media.
12. The Licensing authority shall be immediately informed of any complaint made against an operator working under contract for children or vulnerable adults - howsoever informed – in respect of a driver or a licensed vehicle, or any driver or vehicle subcontracted by them to complete that service.
13. A private hire operator will have an employment of ex-offenders policy where applicable, which will be produced upon request of any authorised officer.
14. A private hire operator shall at all times have public liability insurance indemnity for the minimum amount of £5,000,000.
15. Each director or partner of the business that is connected with the Operator's Licence - unless covered by a DBS check elsewhere by this Licensing Authority – shall provide a Basic DBS certificate annually on the anniversary of the issue of the licence.