

**TABLE A**

**Summary of Feedback on Draft Private Hire Operator Conditions**

<b>SUMMARY</b>	<b>COMMENTS</b>
<p><b>DOORSIGNS</b></p> <p>8. A magnetic or adhesive door sign must be affixed on either both front or both rear doors of a vehicle at all times when the vehicle is available for use as a private hire vehicle. The door sign must measure at least 590mm wide by 220mm high and shall contain the following information:</p> <p>a. the words “ADVANCE BOOKINGS ONLY” or “PRIVATE HIRE ONLY” in uppercase letters measuring at least 50% of the height of the name of the operator on the door sign and in all cases at least 30mm high. This wording must be positioned above all other information contained on the door sign</p> <p>b. the name of the Private Hire Operator for which work is being undertaken</p> <p>c. the preferred method of contact of the private hire operator for which work is being undertaken. This may include a telephone number, website address, smartphone/web app name, or similar</p> <p>9. The Operator must provide each driver with a minimum of two door signs which comply with the above requirements.</p>	<p>Doorsigns are an advert for the company and not a safety issue. Any unlicensed driver can arrange for doorsigns and licence plates to be made and displayed on an unlicensed vehicle. Other measures should be taken to ensure that a licensed vehicle is identified as such on all four sides of the vehicle.</p>
<p><b>INSURANCE</b></p>	<p>There are concerns regarding holding insurance details. A number of drivers obtain insurance weekly and this is difficult to</p>

12. Operators must take all reasonable steps to ensure that every vehicle operated by them is at all times covered by an appropriate policy of insurance for carrying out Private Hire work. The Operator must have on record, details of the expiry date of the insurance relating to all vehicles that they operate and have a system in place to remove a vehicle from their system should the insurance of that vehicle expire.

keep track of, particularly when a Private Hire Operator has a large number of vehicles.

A driver can obtain a 12 month insurance policy and cancel it after a few days. Or the driver may default on the monthly payments. The operator will not find out.

**BOOKING RECORDS**

18. The Operator must make a record of every booking of a Private Hire Vehicle invited or accepted by the Operator, whether by accepting the booking directly or undertaking it at the request of another licensed operator or if it is intended that the booking is to be sub contracted to another Operator.

19. The record of each booking must be made before the start of each journey and must contain the following information:

- a. Date and time the booking is made
- b. Name of the passenger
- c. Pick-up address/location
- d. Destination address/location (see condition 20)
- e. The name of the driver
- f. The driver's licence number
- g. The vehicle registration or Private Hire Vehicle licence number
- h. Remarks, including how the booking was made, fare quoted where applicable

A booking may be made several weeks in advance, particularly in respect of an airport booking. Operators undertaking this type of work operate in a different way to other operators.

Passengers do not always identify the exact drop off location and may change their mind part way through the journey.

The requirement for the driver's name is considered unnecessary as drivers are usually issued with a unique call sign which can be traced back to them.

i. If the booking has been sub-contracted, the name of the operator from which the work was sub-contracted

20. If the drop-off address/location was not known before the journey commenced, this information must be recorded immediately upon completion of the journey.

21. The record of bookings must be kept on either a computer database which must have the facility for printing records, or in chronological order in a book with consecutively numbered pages./ provided by Wirral Council for the purpose of taking bookings.

22. Any abbreviations used in the record of the booking must be cross referenced in a separate key.

23. The booking record is to be kept as a live record. Advance bookings should be kept as a separate log and include any amendments that are subsequently made, including but not limited to the cancellation of the booking.

24. For clarity, where any bookings are sub-contracted either by the Operator to another licensed Operator or are accepted by the Operator from another Operator a full record of the booking as detailed above including the name of the sub-contractor must be maintained.

<p>25. The record of bookings must be kept for a minimum period of 12 months and must be made available to an Authorised Officer upon request.</p>	
<p><b>CHARGES</b></p> <p>26. The Operator must ensure that details of charges are provided on request to any person making a booking, prior to the commencement of any journey.</p> <p>27. The Operator must provide Wirral Council with a current scale of fares and inform Wirral Council, in writing, of any change to the scale of fares they intend to charge prior to the changes taking effect.</p> <p>28. The operator must ensure that the fares charged by drivers of Hackney Carriage Vehicles are no more than those set by Wirral Council as shown on the taximeter.</p>	<p>It is not considered necessary to notify the Council with a table of fares and when changes are made to that table.</p>
<p><b>STAFF</b></p> <p>32. The Operator must not employ any staff before they have had sight of a Basic Disclosure and Barring Services (DBS) check certificate that has been carried out no more than 28 days prior to the proposed date for the commencement of their employment.</p> <p>33. The Operator must have in place a written policy relating to circumstances when a DBS certificate shows evidence that an</p>	<p>There are concerns regarding the DBS requirement as this could delay the start date for new employees.</p>

individual applicant wishing to work for them taking bookings and dispatching vehicles or has access to that information, has committed a criminal offence. This policy must be made available to an Authorised Officer on request. The purpose of the policy must be to ensure that any staff employed by the Operator do not pose a risk to the public or the safeguarding of children and vulnerable adults.

34. All staff employed by the Operator for the booking and dispatching of vehicles or has access to that information must undergo safeguarding training provided by the Licensing Authority within two months of starting employment with the Operator.

35. Where the Operator employs staff to make provision for the acceptance of bookings they must ensure that the staff have read, understood, and comply with these conditions and other conditions of relevant licences. A written record confirming this must be kept and made available to Authorised Officers upon request.

36. The Operator must ensure that staff employed to make provision for bookings provide a high standard of customer care at all times.

37. A register of all staff undertaking the bookings and dispatching of vehicles must be maintained which includes: the date they commenced employment with the Operator, evidence that a DBS check was carried out prior to their employment and a record of

There are concerns regarding staff having to take time out for safeguarding training and the cost implications if staff have to attend a session located away from their place of work.

when they undertook the safeguarding training with the Licensing Authority

**COMPLAINTS**

38. The Operator must have a complaints management system which is used to record and monitor all complaints received from members of the public.

39. In any part of the premises to which the public have access, and or on the website used for the purpose of taking bookings, the Operator shall prominently display a notice advising who complaints should be directed to in the first instance and the method for doing so.

40. On receipt of a complaint, the Operator must document in an electronic form or bound book with consecutively numbered pages the following information:

- a. date and time the complaint was received
- b. name and contact details of the complainant
- c. name of driver(s) against whom the complaint has been made
- d. private hire driver licence number
- e. vehicle registration number and licence number (plate number)
- f. details of the complaint including the date of the incident
- g. details of the actions taken by the Operator in response to the complaint
- h. date investigation was completed

i. outcome of complaint

j. date complaint was reported to the Licensing Authority

41. The complaint records referred to above shall be held and secured at the Operator's business address and shall be made available to an Authorised Officer at all reasonable times.

42. Details of any complaint that may constitute an offence or breach of a licence condition by any driver or which include but is not limited to reference to any of the following allegations must be reported to Wirral Council within one working day:

- Sexual misconduct, sexual harassment or inappropriate sexual attention
- Inappropriate sexual conversation
- Inappropriate conversation
- Physical abuse
- Verbal abuse
- Behaviour that contravenes The Equality Act 2010
- Dishonesty
- Driving standards
- A pattern of overcharging

Or

Details of all complaints must be reported to Wirral Council within one working day.

43. The Operator must keep records of complaints for a minimum period of 12 months.

It was identified that a list of specific complaints that are of concern to the Council should be included in the conditions.

The list should include more types of complaint

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