

LOCAL GOVERNMENT (MISCELLANEOUS PROVISIONS) ACT 1976

1. BOOKING AND RECORDS

- (1) Records required to be kept by the operator under Section 56(2) of the Local Government (Miscellaneous Provisions) Act 1976 shall be kept in a form approved by the Council and shall be made available on demand by an authorised officer of the Council or any constable. The operator shall enter a record, before the commencement of each journey, of the following particulars of every booking of a private hire vehicle invited or accepted by him:-
- a. The time and date of the booking.
 - b. The name of the hirer.
 - c. How the booking was made (i.e. by telephone, personal call, etc.)
 - d. The time of pick-up.
 - e. The point of pick-up.
 - f. The destination.
 - g. The time at which a driver was allocated the booking.
 - h. The registration number, plate number, call sign or other identifying mark of the vehicle allocated the booking.
 - i. The driver attending the booking.
- (2)
- a. The operator shall keep the current private hire driver and vehicle licences, or copies issued by the Council, of each driver and vehicle engaged by him for private hire.
 - b. The operator shall keep the private hire vehicle licence, or a copy issued by the Council, of each private hire vehicle operated by him, driver(s) of the vehicle, any radio call sign used, and the dates on which the vehicle started and finished with the operator.
 - c. The driver and vehicle licences should be returned to the person to whom it has been issued on cessation of engagement of the licence holder by the operator.
- (3) All records kept by the operator shall be preserved for a period of not less than six months following the date of the last entry.

2. STANDARD OF SERVICE

The operator shall provide a prompt, efficient and reliable service to members of the public at all reasonable times and for this purpose shall in particular:-

- a. Ensure that a hired private hire vehicle punctually attends at an appointed time and place, unless unavoidably delayed.
- b. Keep any waiting or booking area clean, adequately heated, ventilated, lit and maintained.
- c. Ensure that any waiting area has adequate seating facilities.
- d. Ensure that any telephone facilities and radio equipment are maintained in a sound condition and that any defects are repaired promptly.

3. COMPLAINTS

The operator shall promptly notify the Council in writing of any complaints concerning a contract for hire or purported contract for hire relating to or arising from his business and of the action (if any) taken or proposed.

4. CHANGE OF ADDRESS

The operator shall notify the Council in writing of any change of his address (including any address from which he operates or otherwise conducts his business as an operator) during the period of the licence within seven days of such change taking place.

5. CONVICTIONS

The operator shall within seven days disclose to the Council in writing details of any conviction imposed on him (or if the operator is a company or partnership, on any of the directors or partners) during the period of the licence.

6. APPEALS

Any person aggrieved by these conditions may appeal to the magistrates court within 21 days of being notified of the Council's requirements.