

Private Hire Operator Application Questions

Legislation and Policy

1. Please outline the primary legislative requirements for an operator business.
2. Please outline the local primary policy requirements for an operator business.
3. Please confirm that you have read and understood all such legislation, local policies, and conditions in connection with operating a business.
4. How will you ensure that all drivers employed, used, or controlled by you observe obligations contained in their licence conditions and any other legislation relevant to the work of a private hire driver?
5. How will you ensure that you comply with all the requirements of the Equality Act 2010?
6. How will you promote public safety and ensure the safeguarding of children and vulnerable adults?
7. Please state your insurance requirements and provide certificates of insurance taken out.
8. Please supply a copy of your business plan for your proposed business as a private hire operator.
9. Please detail in full the proposed customer care policy.

Partners, Directors and Employees

1. What experience of the private hire trade do you have? Please include dates, types of experience and supporting written evidence?
2. How will you ensure that you maintain a register of all staff that take bookings and/or are dispatching vehicles?
3. How will you evidence that you have had sight of a Basic DBS Check for staff that take bookings and/or dispatch vehicles?
4. Explain your policy on employing ex-offenders in booking and dispatch roles?
5. How will you ensure that you inform the Licensing Authority within 72 hours of any person, company director, partner etc. named on the licence having received or having had imposed on them any:
 - criminal convictions
 - cautions

- reprimands
- warnings
- fixed penalty notices
- restorative justice disposals

Premises

1. Please detail the premises you intend to use for accepting bookings as a private hire operator. You must include the full postcode, a copy of the planning permission permitting its use for private hire operator purposes; brief lease/rental details; room sizes etc.

Please note that an operator licence will only be granted to a premises in the district of Sheffield.

2. How will ensure that the premises from which you operate will conform to all legal requirements, including the Health Act 2006 and the Regulatory Reform (Fire Safety) Order 2005, and that Health and Safety at Work Regulations are adhered to?

Record and Acceptance of Bookings

1. How will you ensure that you keep an accurate record of every booking undertaken? Booking information must include, as a minimum:
 - (i) The full name of the passenger
 - (ii) The time and date the booking was received and, if required, any subsequent cancellation
 - (iii) The method by which the booking was received (e.g. telephone, email, electronic application etc.)
 - (iv) The name of the individual taking and the booking (or in the case of a computer system, the identity, including the site/location of where the booking was received)
 - (v) The name of the individual that dispatched the vehicle (or in the case of a computer system, the identity, including the site/location of where the booking was dispatched)
 - (vi) The time and date of the journey
 - (vii) The address/premises from which the journey will commence and the address/premises of the destination
 - (viii) The vehicle registration number and licence plate number of the hackney carriage or private hire vehicle that is to be used for the booking
 - (ix) The name, licence number and call-sign of the driver to be used for the booking
 - (x) Remarks, including details of any subcontracting to another licenced operator

2. How will you ensure that where bookings are subcontracted, you can evidence a record, including all information stated in question 2, as well as the time the job was sub-contracted and any additional contact information?
3. How will you ensure that you only operate private hire and hackney carriage vehicles licensed by Sheffield City Council?
4. How will you give information about fares to customers?
5. On what basis will you establish the fares to be charged by drivers of private hire vehicles operated by you?

Details of Vehicles

1. How will you ensure and what method will you use to ensure a detailed list is maintained of vehicles operated? This should include, as a minimum:
 - (i) The registration mark issued in respect of the vehicle under the Vehicles (Excise) Acts
 - (ii) A copy of the current private hire or hackney carriage vehicle licence as issued by the Licensing Authority
 - (iii) A copy of the current insurance certificate for the vehicle, clearly stating the permitted drivers and permitted use of the vehicle
 - (iv) The date on which the vehicle commenced to be operated by the licensee
 - (v) The date on which the vehicle ceased to be operated by the licensee
 - (vi) Any radio/computer call-sign/number allocated to the vehicle by the licensee
2. How will you ensure that you only operate vehicles licensed by Sheffield City Council?
3. How will you ensure that all vehicles operated by you are displaying the correct signage?
4. How do you intend to ensure that the driver of any private hire vehicle operated by you does not ply for hire without a licence?
5. How do you intend to ensure that every vehicle operated by you is and remains insured?
6. How do you intend to ensure that every vehicle operated by you is and remains safe?
7. How do you intend to ensure that every vehicle operated by you is and remains clean and otherwise fit for public service?

Details of Drivers

1. How will you ensure and what method will you use to ensure a detailed list is maintained of drivers? This should include, as a minimum:
 - (i) The name, address, and date of birth of the driver of the vehicle
 - (ii) A copy of the Hackney Carriage and Private Hire Driver's Licence as issued by the Licensing Authority
 - (iii) The date in which the driver commenced driving each vehicle
 - (iv) The date on which the driver ceased driving each vehicle
2. What steps will you take to ensure that drivers of vehicles employed, used or controlled by you observe and perform the conditions attached to their Hackney Carriage and Private Hire Driver's Licence?
3. What steps will you take to ensure that drivers employed, used, or controlled by you observe all statutory requirements, including road traffic regulations?
4. How do you intend to ensure that every vehicle operated by you is and remains licenced?
5. How do you intend to ensure that every driver of every vehicle operated by you is and remains licenced?

Complaints

1. What method will you use to ensure that a register of complaints made by the public is maintained?
2. How will you ensure that you inform the Licensing Authority in writing of a 'specified complaint' within 72 hours of receiving?

NB: A specified complaint is considered as any allegation of criminal behaviour whilst acting as a private hire or hackney carriage driver; these may include:

- Sexual misconduct, sexual harassment or inappropriate sexual attention
 - Racist behaviour
 - Violence
 - Dishonesty
 - Exploitation
 - Discrimination
 - Drugs offences
 - Breaches of equality
3. How will you ensure that you maintain a register of 'low level complaints' for inspection by the Licensing Authority?

Low Level complaints are those that are indicative of a professional development need, of concealing some potential significant offending or allegations of unsafe behaviour.

Complaints of this nature shall be kept for a minimum of 12 months.

4. How will you ensure that a customer can speak to a person in the event of a complaint or problem with the journey?

Data Protection

1. Please supply a copy of your Privacy Policy.

Further information and support on how to create a privacy policy, please visit <https://ico.org.uk/for-organisations/advice-for-small-organisations/make-your-own-privacy-notice/>

2. How will you ensure that all booking records are retained for a minimum period of 12 months?
3. What method will you use to retain booking records?
4. Please confirm if you intend to store records electronically.
5. How will you ensure driver records are retained for a minimum period of two years?
6. What method will you use to retain driver records?
7. What steps will you take to minimise the risk of any unauthorised access to personal data you store?
8. Please supply a copy of your lost property policy, outlining what actions you will take to assist in returning lost items to customers.