



INTRODUCTION

The information in this document is intended to help you in applying for and renewing a private hire operator's licence. It also contains information you need in order to operate effectively and legally as a private hire operator. Please read it before filling in an application form and retain it for future reference. A new copy (including any changes) will be given to you each time you apply for a licence, you are advised to read it.

The main reason councils are given the responsibility to issue and enforce a private hire operator's licence is to protect the public. The procedures you are required to follow exist to show that you are a "fit and proper person" to hold a licence.

You should be aware that you cannot take bookings for private hire vehicles until you have completed all licensing procedures and been granted a private hire operator's licence.

For information on the licensing of hackney carriage and private hire drivers please ask for a "Driver Information Document 044". For information on the licensing of hackney carriage and private hire vehicles please ask for a "Vehicle Proprietor Information Document 054".

Information, policies and procedures referred to in this document may have changed since publication. Please be aware that you will be required to conform to current requirements even if different to those printed in this document.

If you do not understand any part of this document or have any suggestions/comments, please contact the Taxi Licensing Office.

Whilst this document is subject to regular checking and review, Coventry City Council does not accept liability for any loss or expense incurred as a consequence of any inaccuracies/mistakes in the information that may be contained in this document.

Information is also available on Coventry City Council's web site at www.coventry.gov.uk/taxilicensing

Please note:

Data Protection: We will use the information provided to process your request for a licence, for updating purposes or to take enforcement action. The information is used to ensure the safety of the public and to protect public funds. It may be shared with other local authorities, the Cabinet Office, Insurance Companies and Enforcement Agencies. Information is held as part of a statutory licensing function. The information will be kept for 6 years in line with our retention and disposal schedule. More information on how we handle personal information and your rights under the data protection legislation can be found on our Privacy Notice at;

http://www.coventry.gov.uk/info/25/hackney_carriage_ie_taxi_and_private_hire_licensing/3222/taxi_licensing_privacy_notice

CONTENTS

	Page No
Introduction	1
General Information (Who is an Operator)	3
How to Apply for or Renew a PH Operator's Licence	3
Filling in the Application Form	7
Convictions and Cautions	9
Committee (Licensing and Regulatory Committee)	10
Legislation and Conditions of Licence	10
Enforcing the Law and Conditions of Licence	11
Inspection of Premises	14
Contract between the licensed Operator and passengers	14
Taxi Licensing Office Information	
Contacts	17
Fees, Charges and Refunds	17
Access to Bus Lanes/Facilities	19
Protection of Information (Data Protection Act)	21
Attached Forms	
<i>Change of Address Form 015</i>	
<i>Operator's Form 058 (List of Vehicles and Drivers)</i>	
<i>Private Hire Operator's Declaration Form 065</i>	

GENERAL INFORMATION

Who is an Operator

Operator means any person making provision in the course of a business for the invitation or acceptance of bookings for private hire vehicles.

The Local Government (Miscellaneous Provisions) Act 1976 is the legislation that governs the licensing and enforcement of private hire operator's. (This Act is available from HM Stationery Office or for reference at the Public Lending Library).

HOW TO APPLY FOR OR RENEW A PRIVATE HIRE OPERATOR'S LICENCE

- **If you have not held a Private Hire Operator's licence** in Coventry or you have but it expired more than one month ago, you will need to apply for a "First Grant" licence. Please refer to the section below "Applying for a First Grant of an Operator's Licence".
- **If you hold a current Private Hire Operator's licence**, (i.e. your licence has **not** expired), you need to apply for a "Renewal" licence. Please refer to the section below "Applying for a Renewal of an Operator's Licence".
- **If you have held a Private Hire Operator's licence but it has been expired for one month or less**, you need to apply for a "Re-Grant" licence. Please refer to the section below "Applying for a Re-Grant of an Operator's Licence".
- **If you have held a Private Hire Operator's licence but it expired more than one month ago**, you need to apply for a "First Grant" licence. Please refer to the section below "Applying for a First Grant of an Operator's Licence".

Applying for a 'First Grant' of an Operator's Licence

The term "First Grant" refers to the process by which you are granted a licence for the first time or after a gap of more than one month.

Information, policies and procedures referred to in this document may have changed since publication. Please be aware that you will be required to conform to current requirements even if different to those printed in this document.

In Brief

The following is a brief summary of things you will need to do or will need to happen before a licence is granted, they are explained in more detail later.

- Submit a fully completed Private Hire Operator's Licence Application Form 037;
- Submit 1 colour passport size photograph of you, to the same standards required for a passport;
- Submit copies of your business stationery;
- Officers will visit premises to see if suitable. Virtual offices are allowed.;
- Submit proof of your approved radio system/radio frequency from the Ofcom (if applicable);
- Submit proof of your public liability Insurance (only required for premises which are open to the public).
- Your business premises will need to be inspected;
- Be interviewed and have licensing conditions & requirements explained to you;
- Sign a 'Declaration' that you understand the licensing conditions & requirements for private hire operators (Form 065);
- Submit a list of vehicles and drivers who will take bookings from you (Form 058);
- Pay the licence fee.
- Private proof of your immigration status

Making a 'First Grant' Application

- 1.1 Please read this document before starting your application.
- 1.2 Complete pages 1,2 & 3 of the Operator's Licence Application Form 037.
- 1.3 Bring the following to the Taxi Licensing Office:
(Please check office opening times)
 - The Operator's Licence Application Form 037;
 - 1 colour passport size photograph, showing a true likeness of you, to the same standards required for a passport;
 - Copies of business stationery showing the same name e.g. letter heads, advertising material, business cards etc;
 - Officers will visit premises to see if suitable. Virtual offices are allowed);
 - Confirmation of your approved radio system/radio frequency from Ofcom (if applicable);
 - Proof of your public liability Insurance (only required for premises which are open to the public).
 - Your HMRC Code (as of the 4 Apr 2022) if currently licensed by another local authority or have held a licence by another local authority within the last 12 months.
 - Supply a Basic DBS Disclosure (unless already subscribe as a licensed driver via the DBS Update Service). If a Limited Company all Directors need to supply a DBS Basic Disclosure. If a Partnership, all Partners need to supply a DBS Basic Disclosure. This is an annual requirement.
- 1.4 All the documents presented to us must be fully completed and the information must be accurate i.e. in the same surname (last name), first name, address, date of birth, National Insurance number etc.
- 1.5 Your application cannot be accepted if you do not provide all the required documents and information.
- 1.6 We will now process your application, this can take several weeks. As part of the processing procedure, we will need to inspect the business premises specified on your application form. You should arrange an appointment with the Taxi Licensing Office for this purpose. You must be present during this inspection where the conditions attached to a Private Hire Operator's Licence will be explained to you and where you will be given a 'Declaration' form to sign which states that you understand what has been said to you. We suggest you phone the Taxi Licensing Office to check on the progress of your application 4 weeks after you have submitted your application.
- 1.7 In some cases, the Taxi Licensing Office has no powers to grant a licence. In these cases, the Licensing and Regulatory Committee (Committee) will have to make the decision on whether to grant, or refuse to grant you a licence. If your application has to go to the Committee, for a decision, you will be informed in writing. We will tell you why you need to go to Committee and the procedure that will be followed. This procedure will delay your application. For a brief explanation of the Committee, refer to 'Committee' in the Contents page.
- 1.8 When a 'decision in principal' to issue a licence has been made, you will need to attend the Taxi Licensing Office bringing with you the following:
 - The signed Declaration form as mentioned at 1.6 above (unless already supplied);
 - Operator's Form 058 - listing vehicles and drivers;
 - The fee for a 5 year licence. (see 'Fees, Charges and Refunds' in Contents).
- 1.9 If you have completed all procedures your application will now continue to be processed, this can normally be done while you wait.
- 1.10 If you do not understand a question, procedure, or requirement please contact the Taxi Licensing Office for assistance.

Applying for a “Renewal” of a Private Hire Operator’s Licence

'Renewal' is the procedure used when you apply for a licence before your current one expires.

Applications for renewal can only be accepted if your current licence has not expired.

If you allow your licence to expire, no matter what the reason, it cannot be renewed. A licence that has expired does not exist, therefore, cannot be renewed. A licence cannot be extended or a temporary licence issued. If your licence has expired (even by less than 1 day) a new licence will not be granted immediately and it may take several weeks. In this case, please refer to the section below “Applying for a Re-Grant of an Operator’s Licence”.

If your licence expires you cannot accept private hire bookings or operate any licensed private hire vehicle or driver.

Information, policies and procedures referred to in this document may have changed since publication. Please be aware that you will be required to conform to current requirements even if different to those printed in this document. Therefore, please allow additional time to conform to any changes and do not leave renewing your licence until the last minute.

Making a 'Renewal' Application

- 2.1 Please read this document before starting your application.
- 2.2 **DO NOT DELAY**; you are strongly advised to apply for a renewal up to one month before the expiry date of your licence. If you apply to renew your licence just a few days before it expires, and a problem exists, we may be unable to renew it before it expires. If you renew early the expiry date of your renewed licence will be dated to the expiry date of your last licence plus one year. (i.e. you will not lose out by renewing early)
- 2.3 If you have been convicted of any offence, received a caution, or know of anything else that may affect your renewal application, you are advised to contact the Taxi Licensing Office immediately. If you delay informing us or do not inform us until applying for renewal, your licence may expire before a decision on your application can be made.
- 2.4 Complete pages 1, 2 & 3 of the Operator's Application Form 037 (sent or given to you with this document).
- 2.5 Bring the following to the Taxi Licensing Office:
 - The Operator's Licence Application Form 037;
 - 1 colour passport size photograph, showing a true likeness of you, to the same standards required for a passport;
 - Copies of business stationery e.g. letter heads, advertising material, business cards etc;
 - Proof of your public liability Insurance (only required for premises which are open to the public);
 - Operator's Form 058 – listing vehicles and drivers;
 - The fee for a 5 year licence. (see 'Fees, Charges and Refunds' in Contents).
 - Supply your HMRC Code (as of the 4 Apr 2022).
 - Supply a Basic DBS Disclosure (unless already subscribe as a licensed driver via the DBS Update Service). If a Limited Company all Directors need to supply a DBS Basic Disclosure. If a Partnership, all Partners need to supply a DBS Basic Disclosure. This is an annual requirement.
- 2.6 All the documents presented to us must be fully completed and the information must be accurate i.e. in the same surname (last name), first name, address, date of birth, National Insurance number etc.
- 2.7 Your application cannot be accepted if you do not provide all the required documents and information.

- 2.8 In some cases, the Taxi Licensing Office has no powers to issue a renewal licence. In these cases, the Licensing and Regulatory Committee (Committee) will have to make the decision on whether to issue, or refuse to issue a renewal licence. If your application has to go to the Committee, for a decision, you will be informed in writing. We will tell you why you need to go to the Committee and the procedures that will be followed. This procedure will delay your renewal application. If your licence is due to expire before the next available Committee meeting, please inform the Taxi Licensing Office so that arrangements can be made for your licence to be extended to that meeting. For a brief explanation of the Committee, refer to "Committee" in the Contents page.
- 2.9 If you have completed all procedures your application will now be processed, this can normally be done while you wait.
- 2.10 If you do not understand a question, procedure, or requirement please contact the Taxi Licensing Office for assistance.

Applying for a "Re-Grant" of an Operator's Licence

'Re-Grant' is the procedure used when you apply for a licence and it is no more than 1 month since your last licence expired.

If you have held an operator's licence but it has been expired for 1 month or less, you cannot apply for a "Renewal", you need to apply for a "Re-Grant" (this applies even if you held a licence that expired less than 1 day ago). You will not have to start as a first grant applicant, but you will need to do more than someone who is renewing their licence and this may take several working days.

Information, policies and procedures referred to in this document may have changed since publication. Please be aware that you will be required to conform to current requirements even if different to those printed in this document.

Making a 'Re-Grant' Application

- 3.1 Please read this document before starting your application.
- 3.2 Complete pages 1,2 & 3 of the Operator's Licence Application Form 037.
- 3.3 Bring the following to the Taxi Licensing Office:
- The Operator's Licence Application Form 037;
 - 1 colour passport size photograph, showing a true likeness of you, to the same standards required for a passport;
 - Copies of business stationery e.g. letter heads, advertising material, business cards etc;
 - Proof of your public liability Insurance (only required for premises which are open to the public);
 - Officers will visit premises to see if suitable. Virtual offices are allowed The latest confirmation of your approved radio system/radio frequency from Ofcom (if applicable).
 - Supply your HMRC Code (as of the 4 Apr 2022).
 - Supply a Basic DBS Disclosure (unless already subscribe as a licensed driver via the DBS Update Service). If a Limited Company all Directors need to supply a DBS Basic Disclosure. If a Partnership, all Partners need to supply a DBS Basic Disclosure. This is an annual requirement.
- 3.4 All the documents presented to us must be fully completed and the information must be accurate i.e. in the same surname (last name), first name, address, date of birth, National Insurance number etc.
- 3.5 Your application cannot be accepted if you do not provide all the required documents and information.

- 3.6 We will now process your application, this can take several days. As part of the processing procedure, we will need to inspect the business premises specified on your application form. You should arrange an appointment with the Taxi Licensing Office for this purpose. You must be present during this inspection where the conditions attached to a Private Hire Operator's Licence will be explained to you and where you will be given a Declaration form to sign which states that you understand what has been said to you.
- 3.7 In some cases, the Taxi Licensing Office has no powers to grant a licence. In these cases, the Licensing and Regulatory Committee (Committee) will have to make the decision on whether to grant, or refuse to grant you a licence. If your application has to go to the Committee, for a decision, you will be informed in writing. We will tell you why you need to go to Committee and the procedure that will be followed. This procedure will delay your application. For a brief explanation of the Committee, refer to 'Committee' in the Contents page.
- 3.8 When a 'decision in principal' to issue a licence has been made, you will need to attend the Taxi Licensing Office bringing with you the following:
- The signed Declaration form as mentioned at 3.6 above (unless already supplied);
 - Operator's Form 058 – listing vehicles and drivers;
 - The fee for a 5 year licence. (see 'Fees, Charges and Refunds' in Contents).
- 3.9 If you have completed all procedures your application will now continue to be processed, this can normally be done while you wait.
- 3.10 You should already have read this document. Please ensure you understand all that is required of you, especially that contained in the section "Legislation and Conditions of Licence". If you do not understand a question, procedure, or requirement please contact the Taxi Licensing Office for assistance.

Filling In the Application Form

Please note:

Data Protection We will use the information provided to process your request for a licence, for updating purposes or to take enforcement action. The information is used to ensure the safety of the public and to protect public funds. It may be shared with other local authorities, the Cabinet Office, Insurance Companies and Enforcement Agencies. Information is held as part of a statutory licensing function. The information will be kept for 6 years in line with our retention and disposal schedule.

Please read the information in this document before you complete the application form and during the application process as a whole. The office staff can also assist with any questions you may have. Each section of the form is numbered, please complete each section as follows:

1	Please read this statement.
2	Please complete the form in BLOCK CAPITALS and in pen, so that it can be easily read.
3	Read the question and answer Yes or No. This is to make sure you have a copy of the Operator Information Document 064. You are advised to read this document.
4	Tick only one of the boxes for type of application and one box for length of licence. Refer to this document for advice.
5	This question is only for applicants who have a current licence.

6	<p>In the "Title" box cross out any answer that does not apply. The blank box is for people with other titles e.g. DR. for doctor.</p> <p>Fill in your Surname (last name) and all first names you are known by.</p> <p>Fill in your National Insurance number this will start with 2 letters, followed by 6 numbers, followed by 1 letter.</p> <p>Fill in your date of birth.</p> <p>Fill in your address. This must be the one you live at and receive your post at. It may also be your business address.</p> <p>Fill in your postcode, email address and telephone numbers.</p>
---	---

7	Fill in your Business/Operator Trading Name. This is the name that will appear on the door stickers of private hire vehicle working on your system. Fill in your business address and postcode. This is the address that will appear on your operator's licence. It may also be the same as your home address. Fill in your telephone numbers. The first number (A) is the one that will appear on the door stickers of private hire vehicle working on your system.
8	Cross out the answer that is not applicable. If the owner of the business is not you, please supply the full name, address and contact telephone numbers of the owner on a separate sheet.
9	Give details of the manager or managers of the business/company.
10	Answer YES or NO. If you have answered 'YES' give details on a separate sheet if you have had a hackney carriage or private hire driver's, vehicle proprietor's or operator's licence refused, suspended or revoked.
11	If you use or intend to use automated processing equipment (e.g. computer etc) to record journey records or to store information required by the operator conditions of licence, answer YES.
12a	If you use or intend to use automated processing equipment (e.g. computer etc) to record data/records, can undetectable changes be made to the data/records? Answer YES or NO or if the question is not applicable answer N/A.
13	If you use or intend to use a radio transmission system for issuing jobs, answer Yes and supply confirmation of approval from the Radio Communications Agency.
14	If the operator premises are open to the public, answer YES and supply a copy of the insurance document issued to you, by the Insurance Company.
15	Read the sections of this document on 'Convictions, Cautions, Warnings and Reprimands' and answer this question. If you need more space, use a blank sheet of paper. Do not miss anything off because you have run out of space or because you do not think it counts.
16	You must read the 1 st Declaration and answer the question 'Have you read and understood this application form?'. Only answer 'YES' if you fully understand everything on the application form. Answer 'NO' if there is something you do not understand and an officer will go through the form with you. Enter the date when you submit the form to the Taxi Licensing Office. Please DO NOT sign the 2 nd Declaration.
17	You must sign the 2 nd Declaration when asked to do so by the staff at the Taxi Licensing Office.

APPLYING FOR AN HMRC CODE (as of the 4 Apr 2022)

First Grant applicant operators who have previously been licensed by another local authority within the last year or who are licensed by another local authority, and all Renewal applicant operators must supply an HMRC Code.

You obtain a tax check code from the HMRC by registering, if not previously registered, at <https://www.gov.uk/check-income-tax-current-year/sign-in/prove-identity> by registering or if you have registered login to the site.

The Taxi Licensing Office cannot accept an application for a First Grant applicant operator who has been previously been licensed by another local authority within the last year or who are licensed by another local authority, or any Renewal applicants until they supply an HMRC Code.

CONVICTIONS AND CAUTIONS

You must disclose all convictions and cautions for offences (including Traffic Offences) in the boxes provided on your application form (page 3) as stated in the chart below or which are not spent as stipulated in the "Rehabilitation of Offenders Act, 1974". This Act is available from HM Stationery Office, or for reference at the Public Lending Library.

If you are unsure if a conviction or caution should be disclosed on the application form, please contact the Taxi Licensing Office. You can use the coding system for driving licence endorsements, on the application form if you wish.

Do not be tempted to leave out a conviction or caution because you are not sure if it has to be declared or because you have not declared it before. Ask for advice from the Taxi Licensing Office staff or a solicitor.

It can be considered a very serious matter if you fail to declare a conviction or caution. A failure to declare may result in prosecution and/or the refusal, suspension or revocation of a licence.

N.B. Licence holders must notify Taxi Licensing within 48 hours of an arrest and release, charge or conviction of any sexual offence, any offence involving dishonesty or violence and any motoring offence.

COMMITTEE (Licensing and Regulatory Committee)

The Licensing and Regulatory Committee has the power to delegate some decisions directly to the Manager and Officers of the Taxi Licensing Office. When Officers make decisions affecting your application using these delegated powers, you will be notified in writing of the decision and the reason for it.

In some cases, the staff at the Taxi Licensing Office cannot deal with an application. In these cases the application will be referred directly to the Licensing and Regulatory Committee. As a general guide the following chart indicates if your application will need to be referred to the Committee. However, there may be other instances where an application will be referred directly to the Licensing and Regulatory Committee.

Convictions & Cautions (Including driving convictions)	Refer to Committee?
Any unspent conviction (as indicated in the section "Convictions and Cautions")	Yes
Any caution	Possibly (if relevant)

Other Reasons	Refer to Committee?
Any offence or non compliance with the Local Government (Miscellaneous Provisions) Act, 1976	Yes
Any conduct which may render the licensee unfit to hold an operator's licence	Yes
Any material change since the grant of a licence which may affect the granting of that licence	Yes
Any reasonable cause (Including complaints)	Yes

You must not fail to declare a conviction or caution to avoid Committee. Unfortunately, if your application is referred to Committee, it will be delayed. The Committee can also be asked to review the licence held by an operator, if the operator has been convicted for an offence, been cautioned or had complaints made against him/her.

If your application or licence is referred to the Committee then you will be informed in writing and the procedures will be explained to you.

LEGISLATION AND CONDITIONS OF LICENCE

General Information

LEGAL

The 'Local Government (Miscellaneous Provisions) Act 1976' covers the licensing of private hire operators. (This Act is available from HM Stationery Office, or for reference at the Public Lending Library.) The Taxis and Private Hire Vehicles (Disabled Persons) Act 2022 also applies;

A Driver of a hackney carriage or private hire vehicle where a vehicle has been booked by or for a disabled person or another person accompanied by a disabled person that the driver has been made aware before the start of the passenger's journey that the passenger requires assistance to identify or find that vehicle.

CONDITIONS

You are required to act in accordance with the conditions attached to your private hire operator's licence, which are printed below. Failure to do so may result in prosecution and/or your licence being suspended, revoked or not renewed.

ENFORCING THE LAW AND THE CONDITIONS OF LICENCE

Enforcement of the laws and conditions of licence, relevant to your operator's licence, is undertaken by officers of the City Council and the Police. Some of the ways this will be done are explained below.

- **Spot Checks** You may be approached by officers and asked to show your records or any other items covered by the conditions, or questioned about journeys/jobs you allocated vehicles to, or anything in connection with your licence.
- **Monitoring** Officers may take journeys in vehicles operated by your company to find out if you are breaking the laws and/or conditions of your licence. Officers may or may not make themselves known to you or the driver's at the time.
- **Complaints** Complaints made against your company will be investigated by officers. You may be asked to attend the Taxi Licensing Office to be interviewed.

It is an offence to obstruct an officer or fail to give an officer assistance or information that he/she reasonably requests.

CONDITIONS ATTACHED TO THE GRANT OF A PRIVATE HIRE OPERATOR'S LICENCE

1. Journey Records

- (i) The 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 bound book with consecutively numbered pages, or any other approved system (e.g. but not limited to computers and other automated systems such as computers or "Apps").
- (ii) Approval to use a system other than a bound book shall be obtained from the Licensing Office, in writing and prior to installation taking place.
- (iii) The operator shall, in the record referred to above, enter or cause to be entered therein, before the start of each journey, the following particulars of every booking received:
 - (a) date on which the booking is made and, if different, the date of the proposed journey;
 - (b) time of booking;
 - (c) time job was allocated to driver;
 - (d) time of passenger pick-up (POB);
 - (e) name of hirer;
 - (f) point of pick up and destination;
 - (g) driver's unique call sign or name;
 - (h) where requested, any fare agreed or estimated for the journey;
 - (i) details of any sub-contractor used.
- (iv) All entries shall be made and maintained in a coherent and legible way using clear written English.
- (v) Paper records

All records shall be retained in their original state with any alterations made clearly identifiable.
- (vi) Computer records and automated systems

Where Data is inputted into a computer or stored within an automated system alterations or deletions are not permitted. Provisions should be in place to allow officers access to information immediately by producing a clear print out of all bookings received and / or via remote access. Where solely automated (web based) systems are used remote access must be provided to the Council for provision of all information which would otherwise be available through a manual or other system,

- (vii) Journey bookings may only be accepted from the business address stipulated on the operator's licence.
- (viii) All types of journey records shall be held and secured at the operator's business address and on their computer or automated system where used and shall be made immediately accessible at all reasonable times to an authorised council officer or police constable at that address.

2. Call Signs

The operator shall allocate one call sign only to each driver operated by him/her. The call sign shall be unique to the driver.

3. Records

- (i) The operator shall hold and retain a copy of the current local authority licence relating to any vehicle that is being operated and of any driver who is driving such a vehicle.
- (ii) In addition to the above, records shall be kept of the particulars of all proprietors, their vehicles and of drivers being operated. These particulars shall include the following:
 - (iii) Proprietor/vehicle records
 - (a) vehicle registration number;
 - (b) local authority licence plate number;
 - (c) colour, make and model of each vehicle;
 - (d) name and address of proprietor;
 - (e) the date on which the vehicle became available to the operator;
 - (f) the date on which the vehicle ceased to be available;
 - (g) current and continuous certificate of insurance or cover note relating to vehicle.
- (iv) Driver records
 - (a) name and address of driver;
 - (b) driver's contact telephone number (if applicable);
 - (c) driver's unique call signs;
 - (d) photocopy of the driver's badge showing a true likeness.
- (v) The driver and vehicle records referred to above shall be held and secured at the operator's business address and shall be immediately available at the request of an authorised council officer or police constable at all reasonable times.

4. Complaints Record

- (i) The operator, on receipt of a complaint, shall document in a suitably bound book or on any other approved system the following information:
 - (a) name of driver(s) implicated in the complaint;
 - (b) badge number of driver;
 - (c) vehicle registration number;
 - (d) facts of allegation including complaints of dissatisfaction with service delivery or any alleged breach of contract with the operator;
 - (e) date complaint made;
 - (f) date investigation was completed;

- (g) action taken;
 - (h) contact details of complainant.
- (ii) Prior to obtaining the above mentioned complaint details, the operator shall inform the complainant that on the request of an authorised council officer, or police constable, all relevant information may be made available for inspection in person and/ or on their computer or automated system where used and may be used as evidence at a later date.
 - (iii) The complaint records referred to above shall be held and secured at the operator's business address and shall be immediately available at the request of an authorised council officer or police constable at all reasonable times

5. Storage/Accessibility of all Records

- (i) The operator shall keep all driver, vehicle, journey and complaint records for a period of not less than 12 months following the last date of entry. At the request of an authorised officer, or police constable, these records shall be made immediately available for inspection at all reasonable times.
- (ii) The operator shall provide to the Licensing Office, on the first day of each month, a current list of all licensed vehicles and drivers operated by him or her in the format required by the Licensing Office.

6. Managers

- (i) Operators shall be required to inform the Licensing Office, in writing, of the name, home address and contact telephone number of a manager prior to him or her commencing duties or as soon as is practicable thereafter. This person shall be available to be contacted at all reasonable times.
- (ii) A manager shall be over the age of 18 years and be fully conversant with the conditions attached to this operator's licence.

7. Premises

- (i) Public waiting areas and booking rooms shall be clean, adequately heated and ventilated during the hours of business and at all times shall comply with relevant health and safety requirements.
- (ii) The operator shall ensure, where a waiting area is provided for the use of prospective passengers, that adequate seating is available.
- (iii) The operator shall only operate from that business address disclosed on his or her current operator's licence application form or as disclosed under paragraph (v) below.
- (iv) The operator shall act within the terms of any deemed or express planning permission relating to the address he or she operates from.
- (v) Any change to an operator's current operating or home address must be disclosed in writing to the Licensing Office no later than 7 days before the change takes place.
- (vi) Appropriate public liability Insurance is required for premises which are open to the public.
- (vii) Operator's premises located outside of Coventry must have their offices within a reasonable distance to ensure that officers can access records quickly and efficiently

8. Convictions

Within 14 days of an operator being convicted or receiving a police caution for an offence he/she shall disclose to the council in writing details of the conviction or caution imposed on him/her (or if the operator

is a company or partnership, any imposed on the company or on any of the directors or partners), during the period of the licence.

9. Notifying the Council of Material Changes

Any material change to your business must be communicated to the Licensing Office in writing prior to the change taking place. A material change may be defined as a change in any of the particulars disclosed on your current operator's licence application form.

10. Standard of Service

- (i) The operator shall ensure that when a licensed vehicle has been hired to be in attendance at an appointed date, time and place the hirer shall be informed, prior to acceptance of the booking, of any likelihood of delay in fulfilling the contractual terms.
- (ii) Where there is likely to be any delay in fulfilling a contract with a hirer the operator shall communicate to the hirer an accurate estimate of the time when a vehicle will be provided.

11. Lost Property

- (i) The operator shall deal with lost property in one of three ways:
 - (a) make every effort to return lost property which is found at either the operating premises or in any vehicle used to carry out a booking accepted by him/her or;
 - (b) hand lost property to the nearest police station as soon as is practicable thereafter or;
 - (c) after completing (a) above, dispose of lost property if perishable.

12. Transferring a Licence

This licence may not be transferred to another named individual, partnership or company. In the event of the death or bankruptcy of a personal licence holder or the insolvency, winding up or dissolution of a company or partnership licence holder this licence shall immediately become null and void. Any change in a named operator may only be effected by an application for a fresh operator's licence.

13. Appropriate Training of Staff on their Duties & Responsibilities to the Disabled Community

Staff working for operators taking private hire bookings must undertake training in order to understand their duties to disabled persons, so that they understand the issues of communicating with disabled persons and so that they can arrange an appropriate vehicle for those with a particular requirement or need.

INSPECTION OF PREMISES

An inspection will be conducted of the business premises named on your application form. This inspection will be carried out when you apply for a 'First Grant' or a 'Re-Grant' licence.

Officers will expect the premises to be clean and in good order. If members of the public are to be allowed to wait on the premises it must be in a satisfactory condition for their comfort and safety.

The 'Health and Safety Executive', a Government Department, not part of your Local Authority, has certain powers to enforce health and safety regulations and may also visit premises in order to enforce their regulations.

Public Liability Insurance is a core requirement for businesses. It protects you for your actions whilst at work. It covers any damages that a member of the public may be awarded as a result of injury or damage to them or their property caused by your business. It also covers legal fees and other expenses to do with defending any claim. It is the responsibility of the licence holder to take out insurance cover adequate for

the size of the operating premises named on the private hire operating licence. It is advisable that a risk assessment is undertaken to establish what would constitute adequate cover.

If the premises is a residential address and there will be no disruption by any additional vehicles then planning permission is not required.

CONTRACTURAL OBLIGATION FOR PASSENGERS

Further to a Recent Divisional Court Judgement UTAG & Uber v TFL [2021] EWCH 3290 (Admin) all our licensed Private Hire Operators before being licensed a potential private hire operator must show Taxi Licensing that they undertake a contractual obligation to passengers. This document will need to be vetted by our Legal Department.

Criteria for Private Hire Operators own stickers on doors

If any PHO wishes to advertise their services using their own sticker they will be allowed to do this subject to a maximum width of 450mm and a maximum height of 300mm. This will be limited to a maximum of two PHOs. If one PHO's own sign this must be displayed externally on the nearside and offside rear doors (with the traditional current sign being externally displayed on the nearside and offside front doors).* If two PHO's own sign one PHO must be displayed externally on the nearside and offside rear doors and the other PHO own sign must be displayed externally on the nearside and offside front doors.

These signs would display;

- 1) Coventry City Council's Coat of Arms
- 2) PHO's name
- 3) PHO telephone number and/or email, if required
- 4) PHO's logo Digital Distribution Service(s) logos (e.g. Google Play or the App Store), if required
- 5) "Pre-Bookings Only"

This will be in addition to Coventry City Council's normal traditional sign.

If there are two PHOs with their own stickers, then the current signage will be dispensed with. It should be noted that the PHV also displays external & internal smaller window stickers (with the licence plate number and registration number of the vehicle) and also displays a plate on the rear so that members of the public outside and inside can identify the vehicle. These signs will still be required, however if there is only 1 PHO advertising with their own sticker then the sign will not be advertising the PHO's Digital Distribution Service logo.

Coventry City Council does not allow magnetic signage on their vehicles.

* The traditional sign will display;

- 1) Coventry City Council's Coat of Arms
- 2) Vehicle Licence Plate Number (e.g. PV0001) and the vehicle registration plate number (e.g. B999WMP)
- 3) Name of the PHO and their landline telephone number.
- 4) "Pre-Bookings Only"
- 5) "Private Hire"

Coventry City Council Taxi Licensing Office Whitley Depot 259 London Road Coventry. CV3 4AR	Telephone: 02476 832183 or 832184 Email: taxi.licensing@coventry.gov.uk Web: www.coventry.gov.uk/taxilicensing
---	---

The TLO counter is normally open on Tuesdays and Thursdays by prior appointment. However, the TLO can be contacted by telephone/email through the rest of the working week.

The TLO will be closed on Bank Holidays

VISITING THE TAXI LICENSING OFFICE

Access to the Taxi Licensing Office is through the rear entrance to Whitley Depot on Humber Road. You will need to have made a prior appointment with Taxi Licensing otherwise the security will not let you in. There are visitors parking bays outside Whitley Depot main building.

VISITING THE FLEET MOT TESTING STATION FOR VEHICLE MOT'S

Access to the mot testing area is via the front entrance to Whitley Depot on London Road..

Drivers entering through the Humber Road or London Road entrance must observe the 5MPH speed limit, drive safely and follow the one-way system.

- **During an emergency (e.g. fire) evacuation you must follow the instructions from Council staff.**
- **Smoking is not allowed inside or outside of buildings in the Depot.**

CONTACTS

TLO/052

	=	Coventry City Council Traffic Management (HCV Ranks) Telephone: 024 7683 4324 e-mail: TrafficManagement@coventry.gov.uk
CRB/Disclosure & Baring Service PO Box 110 Liverpool L3 6ZZ Disclosure Tel: 0870 90 90 844 Dispute Tel: 0870 90 90 778	Health & Safety Executive Regional Office, Birmingham Telephone: 0121 607 6200 or 0870 154 5500	Unite Union (Coventry Taxi Trade Representatives - Simon O'Keeffe) 02476 227361
Radio Communications Agency New King's Beam House 22 Upper Ground London SE1 9SA 24 hour enquiries: 0171 211 0211	Coventry City Council Planning Service. Place Directorate. Tower Block Earl Street Coventry CV1 4LF Telephone: 024 7683 1212	Coventry City Council Comments, Compliments & Complaints Coventry City Council, Council House, Earl Street, Coventry. CV1 5RR Telephone: 0800 269 851 e-mail: Coventrydirect@coventry.gov.uk

FEES, CHARGES and REFUNDS (These fees, charges & refunds may change. Contact the relevant organisation to check)

DRIVER LICENSING

Licensing Fees *These fees are paid to the Taxi Licensing Office (TLO) by card payment.*

First Grant licence application HC/PH (non-refundable)	£100.00
First Grant licence issue HC/PH - 3 year	£265.00
Renewal HC/PH - 3 year (only where a licence is renewed on or before expiry date)	£265.00
Re-Grant HC/PH - 3 year (only where an application is received within 6 months of expiry)	£285.00
Additional licence HC/PH - 3 year (where a HC/PH licence is held)	£265.00
Disclosure & Baring Service Enhanced Disclosure (DBS) – formerly the CRB	£62.00
DVLA Driving entitlement enquiry	£8.00
Driver Training Course and Test/Retest	£115.00
Three-Yearly Driver Refresher Training Course	£60.00
Hackney Carriage Road Knowledge Test/Retest	£60.00
Replacement Identity Card (Badge)	£10.00
Replacement Licence Certificate	£5.00

Driving & Wheelchair Assessments

Driving Assessment.....	£80.00
Driving Test & Wheelchair Assessment (taken at the same time)	£105.00
Wheelchair Assessment.....	£25.00

Medical *These charges are paid to the Medical Practitioner who undertakes the medical or the relevant organisation*

Medical (also see below)	Price according to the Medical Practitioner
Additional medical tests	Set & charged by the relevant organisation

Disclosure & Barring Service (DBS) *This charge is paid by card to the Taxi Licensing Office*

DBS Update Service (annual charge)	£16.00 (paid by debit/credit card to the DBS)
--	---

VEHICLE LICENSING

Licensing Fees *These fees are paid to the Taxi Licensing Office by card.*

First Grant HC/PH - 1 year	£270.00
Renewal HC - 1 year (only where a licence is renewed on or before expiry date)	£230.00
Renewal PH - 1 year (only where a licence is renewed on or before expiry date)	£230.00
Re-Grant HC/PH - 1 year (only where an application is received within 90 days of expiry).	£250.00
Registration Number Change	£42.00
Vehicle/Licence Transfer	£32.00
Replacement Plate	£10.00

Replacement Licence Certificate £5.00
 Replacement PH Door Sticker £10.00
 Replacement PH/HC Window/Windscreen/Internal/No Smoking Sticker £1.00

Licensing Refunds *Paid to the licensee (card only)*

Vehicle Licence Surrender Refund (per complete month remaining on licence)£19.17

Inspection Charges *These fees are paid by online booking by card.*

(First, Renewal & 6 month)

Full Inspection & Full Inspection re-booking fee..... £65.00
 Next Day Re-Examination/Re-Inspection/Re-Test No charge
 10 Day Re-Examination/Re-Inspection/Re-Test £32.50

OPERATOR LICENSING (The approximate total cost to obtain a operator's licence is from £2200)

Licensing Fees *These fees payable by card are paid to the Taxi Licensing Office..*

First Grant - 5 year £2300.00
 Renewal - 5 year (only where a licence is renewed on or before expiry date) £2300.00
 Re-Grant - 5 year (only where an application is received within 1 month of expiry) £2350.00
 Replacement Licence Certificate £5.00

Licensing Refunds *Paid to the licensee (card only)*

Operator Licence Surrender Refund (per complete 6 months remaining on licence)...£230.00

ACCESS to BUS LANES/FACILITIES

TLO/055

Whilst this information is subject to checking and review, Coventry City Council does not accept liability for any loss or expense incurred as a consequence of any inaccuracies/mistakes. You should only use a bus lane/facility if the sign(s) say you can. This information is not up to date and should be taken as a guide only; any queries should be taken up with Traffic Management who put in the bus lanes.

Bus lanes	Hackney	Private Hire
Binley Road from Bromleigh Drive to Allard Way	Yes	No
Binley Road from Sowe Bridge to Windmere Avenue	Yes	No
Binley Road inbound approach to Gulson Road	Yes	Yes
Butts Road from Albany Road to Ring Road	Yes	Yes
Butts Road from Albany Road to Windsor Street	Yes	Yes
Butts Road from Ring Road to Albany Road	Yes	Yes
Butts Road from Windsor Street to Albany Road	Yes	Yes
Corporation Street (Approach from Burges into Corporation Street)	Yes	No
Corporation Street from Upper Well Street to West Orchards Access Road	Yes	No
Corporation Street from West Orchards Access Road to Upper Wells Street	Yes	No
Croft Road from Queen Victoria Road to Ring Road	Yes	No
Croft Road from Sky Dome Access Road to Queen Victoria Road	Yes	No
Foleshill Road from Broad Street to Lockhurst Lane	Yes	No
Foleshill Road from Cash's Lane to Eagle Street	Yes	No
Foleshill Road from Eagle Street to Harnall Lane	Yes	Yes
Foleshill Road from Harnall Lane West to Ring Road	Yes	No
Foleshill Road from Lockhurst Lane to Canal Bridge	Yes	No
Foleshill Road from Matlock Road to Courtaulds Way Link Road	Yes	No
Foleshill Road from Ring Road to Harnall Lane West	Yes	No
Foleshill Road Inbound and outbound approaches to Old Church Road	Yes	Yes
Gosford Street (Contraflow Access Road from Gosford Street to Far Gosford Street)	Yes	No
Gosford Street outbound approach to Link Road to Far Gosford Street	Yes	No
Grey Friars Road from Car Park Access Road to Warwick Road	Yes	No
Holbrook Lane from Burnaby Road to Holbrook Way	Yes	No
Ironmonger Square	Yes	Yes
Little Park Street Left Slip Road to High Street	No	No
Little Park Street from St. Johns Street to New Union Street	Yes	No
Lockhurst Lane from Drake Street to Foleshill Road	Yes	No
London Road from Abbey Road to St James Lane	Yes	No
London Road from Daventry Road to Whitley Roundabout	Yes	Yes
Longford Road from Hurst Road to Vincote Road	Yes	Yes
Longford Road Windmill Road Arena Interchange Access Road	Yes	No
Queen Victoria Road from Rover Road to Barracks Access Road	Yes	No
Sky Blue Way from Gulson Road to Ring Road	Yes	Yes
Stoney Stanton Road from Phoenix Way to Bright Street	Yes	Yes
Tile Hill Lane from Beech Tree Avenue to A45	Yes	No
Tower Street from Bishop Street to Sorting Office entrance	Yes	No
Upper Well Street from Lamb Street to Corporation Street	Yes	No
Walsgrave Road inbound approach to Longfellow Road	Yes	Yes
Walsgrave Road inbound approach to Sky Blue Way	Yes	Yes
Whittle Arch (22:00hrs to 05:00hrs)	Yes	Yes

Bus Only Streets	Hackney	Private Hire
Ambulance Station Access Road, off Foleshill Road	No	No
Arena Interchange Access Road on Foleshill Road	Yes	Yes
Corporation Street from Barracks Access Road to Spon Street	Yes	No
Corporation Street from Burges to West Orchards Access Road	Yes	No
Courtaulds Link Road	Yes	Yes
Daventry Road Right Turn into London Road	No	No
High Street	Yes	Yes
Trinity Street from Iron Monger Row to Broadgate	Yes	Yes

Bus Gates	Hackney	Private Hire
Binley Road at Whitley Roundabout	Yes	Yes
Binley Road near Allard Way junction	Yes	No
Foleshill Road inbound approach to Ring Road Junction 1	Yes	No
Gosford Street to Far Gosford Street	No	No
Longford Road at Longford Square	Yes	No
Stoney Road (Rail bridge)	No	No

Banned Turns	Hackney	Private Hire
Bishop Street No Left Turn into Tower Street	Yes	No
Bishop Street No Right Turn into Tower Street	Yes	No
Chace Avenue No Right Turn into London Road	No	No
Earl Street No Right Turn into High Street	Yes	Yes
Foleshill Road Inbound and outbound approaches to Old Church Road	Yes	Yes
Foleshill Road No Left Turn into Arena Interchange access road	No	No
London Road No Right Turn into Chace Avenue	No	No
Longford Road from Hurst Road to Vincote Road	Yes	Yes
Stoney Stanton Road from Phoenix Way to Bright Street	Yes	Yes
Warwick Road No Right Turn into Grey Friars Road	No	No

To be confirmed (Under review/Being removed-installed)	Hackney	Private Hire
Millennium Place Link Road	-	-
Radford Road from Light Lane to Ring Road	-	-

PROTECTION OF INFORMATION (Data Protection Act)

Introduction.

As part of the licensing process, all applicants will be required to provide personal information to the Taxi Licensing Office. Legislation governs the way this information is gathered and processed. The legislation, which applies in this area, is called the Data Protection Act.

Data Protection (Fair Obtaining Clause).

The Taxi Licensing Office is required by law to comply with certain legal requirements when processing personal information. Before an applicant provides personal information they will be shown (seen on all forms requesting information), a 'fair obtaining clause'. This is a statement, which tells you why the information is requested and what is done with it.

Fair Obtaining Clause

🔒 Data Protection: We will use the information provided to process your request for a licence, for updating purposes or to take enforcement action. The information is used to ensure the safety of the public and to protect public funds. It may be shared with other local authorities, the Cabinet Office, Insurance Companies and Enforcement Agencies. Information is held as part of a statutory licensing function. The information will be kept for 6 years in line with our retention and disposal schedule.

The right to information.

The information held about you may not be confidential as certain people can have access to it (e. g. Police, Inland Revenue etc). Requests for information should be made in writing to the Taxi Licensing Office. There is a charge (see 'Fees, Charges and Refunds' in Contents) and the processing can take a maximum of 40 days. This means that a request for information may take 40 days to complete.

Should you wish to request access to information held about you, the charge and the 40-day rule will apply



OPERATORS FORM 058
LIST OF VEHICLES AND DRIVERS

Please include on this form ALL Private Hire Vehicles and Drivers Operating from your system

Data Protection: We will use the information provided to process your request for a licence, for updating purposes or to take enforcement action. The information is used to ensure the safety of the public and to protect public funds. It may be shared with other local authorities, the Cabinet Office, Insurance Companies and Enforcement Agencies. Information is held as part of a statutory licensing function. The information will be kept for 6 years in line with our retention and disposal schedule. More information on how we handle personal information and your rights under the data protection legislation can be found on our Privacy Notice at;

http://www.coventry.gov.uk/info/25/hackney_carriage_ie_taxi_and_private_hire_licensing/3222/taxi_licensing_privacy_notice

Business Name _____

Business Address _____

	Driver's Name	Drivers Badge Number	Plate No. of Vehicle	Registration Number	Driver Call Sign or Call Name
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					
16					
17					
18					
19					
20					
21					

(Continue on another form if necessary)

I declare that the information given on this form is a true and accurate record.

Page Number _____

Signed _____ Print Name _____ Date ____/____/____



**PRIVATE HIRE OPERATOR
DECLARATION FORM 065
Taxi Licensing Office**

Local Government (Miscellaneous Provisions) Act, 1976

🔒 Data Protection: We will use the information provided to process your request for a licence, for updating purposes or to take enforcement action. The information is used to ensure the safety of the public and to protect public funds. It may be shared with other local authorities, the Cabinet Office, Insurance Companies and Enforcement Agencies. Information is held as part of a statutory licensing function. The information will be kept for 6 years in line with our retention and disposal schedule. More information on how we handle personal information and your rights under the data protection legislation can be found on our Privacy Notice at;

http://www.coventry.gov.uk/info/25/hackney_carriage_ie_taxi_and_private_hire_licensing/3222/taxi_licensing_privacy_notice

Business Trading Name

I declare that I have read and fully understand the conditions subject to which the private hire operator's licence is granted. I further understand that should I fail to observe or comply with any of the conditions at any time I may be liable to prosecution and the licence may be subject to suspension or revocation by Coventry City Council.

I further undertake that I will only operate from within Coventry and that the private hire vehicles and drivers used by me will be licensed by Coventry City Council.

Applicant's Signature

Print Name

Officer Present

Officer Present

Date Signed

