



The Authority is committed to encouraging the professional image of the trade and it considers that drivers should conform to a minimum standard of dress, as set out below, in order to raise and maintain the profile of the licensed trade. Whilst the Authority does not wish to impose such standards by way of conditions to any licence it expects, however, that such standards will be maintained at all times.

Acceptable Standards of Dress within this code

(1) Tops

- Shirts, blouses, T-shirts, or sweat tops should cover the shoulders and be capable of being worn inside trousers or shorts.
- Shirts or blouses can be worn with a tie or open-necked.

(2) Trousers/Shorts/Skirts

- Trousers may be either full length or shorts if tailored.
- Female drivers should not wear short skirts.
- Smart jeans type trousers permitted.

(3) Footwear

- Footwear should fit around the heel of feet.

Examples of Unacceptable Standards of Dress within this Code

- Bare chests
- Unclean or damaged clothing or footwear
- Clothing with offensive words, logos or graphics
- Sportswear promoting sports teams
- Clothing with studs or sharp edges
- Beach type footwear (e.g. Flip flops and mules)
- Baseball caps or 'hoodies'
- Tracksuits or Shellsuits

Appendix J

Private Hire Operator's Licence Conditions



1 Standards of Service

The operator shall:

- 1.1 Provide a prompt, efficient and reliable service to members of the public at all reasonable times;
- 1.2 Ensure that office staff behave in a civil and orderly manner at all times;
- 1.3 Ensure that when a vehicle has been hired, it arrives punctually at the appointed place, unless delayed by unforeseen circumstances;
- 1.4 Ensure that premises provided for the purpose of hiring or waiting are kept clean, adequately lit, heated and ventilated; and
- 1.5 Ensure that any waiting area provided has adequate seating facilities and if provided any telephone facilities are in good working order.

- 1.6 Ensure that any sanitary conveniences and washing facilities provided for customers and/or licensed drivers and vehicle proprietors should do so at readily accessible places in the building. They and the rooms containing them should be kept clean and be adequately ventilated and lit. Washing facilities should have running hot and cold or warm water, soap and clean towels or other means of cleaning or drying. Men and women should have separate facilities unless each facility is in a separate room with a lockable door and is for use by only one person at a time.

2 Records

- 2.1 Records shall be kept by operators in a suitable form that does not permit back dating and in a form easily able to be inspected by authorised officers and the Police.
- 2.2 Extracts of the records shall be available to be taken away by authorised officers or the police.
- 2.3 All records maintained by the operator shall be kept for at least 6 months after entry and shall be produced for inspection, on request, by any authorised officer or Police officer.

3 Bookings

- 3.1 Prior to each journey, the operator shall enter the following particulars of every booking in the above records:
 - the date of the booking;
 - the name of the hirer;
 - the time and date of pick-up;
 - the address of the point of pick-up;
 - the destination;
 - any fare quoted at the time of booking;
 - the plate number of the vehicle allocated;
 - the badge number (or other identification) of the driver allocated; and
 - the details of any booking sub contracted to another Preston licensed operator or hackney carriage in the district.
- 3.2 Only licensed private hire vehicles and licensed private hire drivers be used for bookings involving less than nine persons unless expressly requested by the hirer.

4 Vehicles

- 4.1 The operator shall keep a copy of licences issued by the Authority, for private hire vehicles it operates.

5 Drivers

- 5.1 The operator shall keep a copy of licences issued by the Authority, for drivers it operates.
- 5.2 The operator shall keep records of the following:-
 - driver call signs;
 - date of when a new driver begins service; and
 - date when a driver ceases service;
- 5.3 If the operator becomes aware that any driver is suffering from any illness, disability or condition which may affect the driver's ability to drive then they shall inform the Authority.

6 Change of Address

- 6.1 The operator shall notify the Authority in writing of any change affecting this licence, including change of address (including any address from which he operates or otherwise conducts his business), which takes place during the currency of the licence. Such notice shall be given within 14 days of the change to the Licensing Section.

7 Disclosure of Convictions

- 7.1 The operator shall, within 14 days of conviction, notify the Authority in writing of any conviction or fixed penalty notice imposed on him during the currency of his/her operator's licence. If the operator is a company or partnership, this requirement shall apply if any of the directors or partners receives a conviction or fixed penalty notice.



8 Insurance

- 8.1 The operator shall ensure that a certificate of motor insurance covers every private hire vehicle operated under the licence, which is compliant with the Road Traffic Act 1988 as regards the carriage of passengers for hire or reward.
- 8.2 If the Operator has premises to which the public have access, in connection with the hiring of vehicles, he shall ensure that there is public liability insurance in force, which indemnifies him against any claim for loss, damage or personal injury by any person using those premises.

9 Display of Terms and Conditions

- 9.1 The operator shall keep a copy of these conditions at all premises used for a private hire business and shall make the same available for inspection by customers and on request by authorised officers and the Police.

Note: Planning Consent

To operate a private hire business from a residential dwelling, planning permission, for such business use, will normally be required. A Private Hire Operator's Licence will not be granted without evidence that either planning permission has been issued for the premises concerned or planning permission is not required for the limited use proposed.



Appendix K

Enforcement Policy & Practice