

Name of meeting: Licensing & Safety Committee
Date: 13th December 2016
Title of report: Revised Private Hire Operator Policy & Conditions

Is it likely to result in spending or saving £250k or more, or to have a significant effect on two or more electoral wards?	No
Is it in the Council's Forward Plan ?	N/A
Is it eligible for "call in" by Scrutiny ?	N/A
Date signed off by Director & name	Jacqui Gedman – 02/12/16
Is it signed off by the Assistant Director - Financial Management, Risk, IT & Performance?	Debbie Hogg – 09/11/16
Is it signed off by the Assistant Director – Legal, Governance & Monitoring?	Julie Muscroft – 24/11/16
Cabinet member portfolio	Cllr Mather – Portfolio Holder for Housing & Enforcement Management

Electoral wards affected: All
Ward councillors consulted: All
Public or private: Public

1 PURPOSE OF REPORT

1.1 To consider the revision of the Policy in relation to Private Hire Operator Licences and Conditions.

2 BACKGROUND

2.1 Members may be aware from previous reports that the Council already has some conditions regarding conditions relating to Operators of Private Hire vehicles.

2.2 Following the Jay & Casey reports at Rotherham which estimated that more than 1,400 children were abused in Rotherham from 1997-2013, this document considers the measures that Kirklees Council have in place to ensure that Operators perform to the high standard expected from them in the interests of public safety and that they take responsibility where they use drivers of hackney carriages licensed outside Kirklees. This issue is of particular importance because the Casey & Jay Reports both stated that taxi

drivers played a "prominent role" in the abuse which had "significant impact" on public confidence in the towns' drivers.

3 Key Points

- 3.1 Section 55 of the Local Government (Miscellaneous Provisions) Act 1976 ('the Act') creates a regime for the licensing of private hire operators. This licence, if granted, allows the licence holder to take bookings for, and dispatch, licensed private hire vehicles, driven by licensed private hire drivers.
- 3.2 The Act recognises the position of trust held by a Private Hire Operator and dictates a local licensing authority shall not grant a private hire operator's licence unless they are satisfied the applicant is a 'fit and proper' person to hold such a licence. If a licence is granted, the Act permits a local licensing authority to attach, to that licence such conditions as it considers reasonably necessary.
- 3.3 It is vitally important that the provision of a professional and respected hackney carriage and private hire trade is maintained, which can only be achieved by continued partnership working with the trade and also by monitoring and implementing improvements of the required standards of service. It is under this banner that the current private hire operator conditions, which came into force in November 2008, have been reviewed.
- 3.4 The review highlighted where improvements were needed and a revised policy, including revised conditions, was developed and consulted on. A copy of the revised Policy (changes tracked for ease of reference) is attached at Appendix 1. Details of the consultation are at Section 4 to this report.
- 3.5 In order that Members can familiarise themselves with the changes a copy of the existing conditions are attached at Appendix 2

4 IMPLICATIONS FOR THE COUNCIL

- 4.1 The Licensing regime exists to ensure that the safety of the public is protected. As a result it is necessary for the Council to have a robust licensing regime in place for private hire operators that adequately deals with any issues that might undermine the safety of the public.

5 CONSULTEES AND THEIR OPINIONS

- 5.1 The proposed revisions to the Policy have been shared with licensed private hire operators and discussed at a trade liaison meeting. No objections to the changes have been received.
- 5.2 All revised policy and conditions were shared with all ward councillors. No objections have been received.

6 NEXT STEPS

- 6.1 To implement the changes.

7 OFFICER RECOMMENDATIONS AND REASONS

- 7.1 Officers ask the Committee to note the revisions to the Policy and Conditions relating to Private hire Operators. The implementation of the revised policy will ensure members of the public can be confident the Council are taking all reasonable steps to ensure private hire operators are working to the highest standards.

8 CABINET PORTFOLIO HOLDER RECOMMENDATION

- 8.1 Cllr Naheed Mather supports the proposed revised Private Hire Operator conditions and recommends that the Committee ratifies their implementation.

9 CONTACT OFFICER AND RELEVANT PAPERS

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Papers:

Appendix 1 – Revised Policy & Conditions Private hire Operators
Appendix 2 – Current Policy & Conditions Private hire Operators

10 ASSISTANT DIRECTOR RESPONSIBLE

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Appendix 1



Taxi and Private Hire Licensing

Policy in respect of Private Hire Operator Licences and Conditions

1. **Background**

The Local Government (Miscellaneous Provisions) Act 1976 ('the 1976 Act') was created to enable conditions relating to safety to be placed upon drivers, vehicles and operators, making private contracts with members of the public for vehicles, with drivers.. At the time the 1976 Act was introduced Private Hire at was concentrated on saloon vehicles offering, in the main, local journeys.

Since the introduction of the 1976 Act the Private Hire sector has grown and extended significantly; and there is now a much wider range of vehicles, services and technology available to assist in booking a service.

2. **Policy Statement**

The operating of a business involving Private Hire vehicles has the same business, legal and public safety principles as other areas of activity licensed by the Local Authority.

While public safety is paramount, it is also very important to Kirklees Council that Operators fit comfortably into their environment and are not the cause of residential nuisance and that they contribute positively to the image of the District and take ownership of a civic responsibility.

Operators are a major factor in contributing to public safety by ensuring they and their drivers, adhere to this policy and the conditions attached to the various licences.

The aim of the policy & conditions is to increase the professionalism of the trade through business improvements and best practice; increasing both the level of customer service offered and that of public safety.

3. **Customer focus, business improvements and best practice**

During the course of consulting on this policy some suggestions were put forward that do not form part of this policy; however, they are considered examples of good practice. . While the controlling legislation, or liability for certain acts, or failures to act, might lie within other specific legislation. The Council feels that those areas should remain outside of conditions attached to a Private Hire Operator licence, but nevertheless are worthy of highlighting as good practice. Significant breaches of other primary legislation might still be considered as factors contributing to a 'fit and proper person' test.

a. **Corporate clothing (shirt or outer garment)**

There are distinct benefits for this in terms of enhanced safety for customers and also improving the image of the trade in Kirklees. There appears to be a positive link in supplying a uniform style shirt with the company logo on it and customer satisfaction along with the professional outlook of the Operator. However, it is thought to be

beyond licensing control but should be considered as a good business practice by Private Hire Operators.

b. Staff training and public access to private hire Operator premises and health and safety considerations

It would be good practice for each Private Hire Operator (except single vehicle companies) to ensure that all of their call handling staff have received:

- Accredited customer service training
- Data protection training
- Be subject to a DBS

DBS disclosure is thought to be important, considering the amount of personal and secure information that can be collected. It is felt that the practice of using totally unqualified or untrained staff is inappropriate. Concerns within the trade are that people are 'employed' outside of all of the employment law, HM Revenue and Customs arrangements, minimum wage legislation and outside of other financial scrutiny arrangements that should be in place.

The Data Commissioner retains responsibility for monitoring the 'data controller' the Private Hire Operator. However, if there were to be breaches of data security the Council reserves the right to take compliance or other formal action against the private hire Operator to reduce the risk of crime or danger to public safety. HM Revenue and Customs or the Health and Safety Executive are the appropriate authority for some of the proposals. Whilst there may be some issues which might be poor business practice or worse it is thought to be beyond licensing control.

Where there is a public waiting area, measures must be in place to keep all personal audio and written data private and secure.

As the Operator you are responsible for the safety of staff and the public on the premises and you are advised to undertake a full review by an appropriately qualified health and safety officer.

Officers may inform the appropriate regulatory body if they have a concern.

c. Record of Driver Hours

In contrast to the regulation of hours worked by a PSV or HGV driver, a self-employed Private Hire driver has no such legal restrictions on them. If they were the subject of a contract of employment with the Private Hire Operator then there would be a restriction of 48 hours per week averaged over a 17 week period, but that is the only legal constraint. The consequences of driver fatigue all too often appear

following some serious road traffic collision and whilst the driver may be held accountable for any subsequent fatality it is an issue that the Private Hire Operator should be aware of when they use a Private Hire driver in those circumstances. There are many full time drivers but also others who use their Private Hire driver licence as a secondary form of income.

This issue requires an awareness by Private Hire Operator's and it would be best practice for Private Hire Operator's to be alert to the signs of tiredness and exhaustion and you may wish to consider your own liability in not taking full account of such issues when entering into a contract arrangement with a customer.

d. Fare awareness

This is often the subject of complaint by the travelling public and is frequently the cause of disputes. That situation can be improved upon by clearer information at the time of booking and a visible notice showing how fares are calculated on the Private Hire Operator web-site or public waiting area, to be easily read by any person seeking to hire a Private Hire vehicle or Hackney Carriage at those premises.

It would be helpful if at every point of producing such information it was pointed out "fares should be agreed before the journey". Where the vehicle uses a meter, this should be clearly explained and on what occasions it is not used (pre-arranged contract fares, out of Licensing District fares etc).

The more information that can be visible to passengers the better it is for your driver, your business reputation, and, of course, the public. Being 'upfront' with this can help reduce the risk of escalating arguments and create a safer environment for the driver.

4. Planning regulation

Planning legislation has primacy and responsibility for enforcing breaches of planning rests with that department and cannot be undertaken by Licensing Officers. However Licensing Officers will support communities where complaints are made in assisting enforcement by planning and Regulatory Officers and also by seeking an early resolution to a problem through the relevant Private Hire Operator.

5. Safety standards of licensed vehicles under the operating licence

Officers will consider the prosecution of Private Hire Operators for defective vehicles used in the course of their business and it is intended to continue with that theme and also offences where there is no vehicle insurance in place.

On rare occasions that may be out of the control of the Private Hire Operator but control measures can be put in place which would help the Private Hire Operator reduce their personal risk of prosecution and increase public safety.

To increase public safety and reduce the risk of prosecution to themselves, Private Hire Operators are strongly advised to maintain a weekly record of vehicle inspections carried out by them on their operating licence to ensure checks on tyres, Council livery, accident damage, condition of interior etc. as prescribed by the Council.

The personal responsibility of the licensed Private Hire Operator for the safety of their customer is inescapable and each Private Hire Operator should be able to demonstrate their commitment to customer & road safety.

6. Standard Conditions & Pre-application Criteria

All licences issued by the Council in connection with the driving and operation of Private Hire vehicles are in accordance with the provisions of the 1976 Act. Operators, Drivers and Proprietors should be familiar with this Act, the provisions of the Town Police Clauses Act and the Equality Act 2010 affecting Private Hire licences.

Set out in this booklet are the pre-conditions to the consideration of the grant of a Private Hire Operator licence. Additionally, once licensed, a Private Hire Operator must continue to meet these standard pre-conditions.

The following Conditions apply to all Operators of Private Hire vehicles, licensed or seeking to be licensed. In certain circumstances additional appropriate Conditions may be attached to an individual licence which could be set out as an addendum, by way of a formal notice served upon the licensed Operator.

Exceptions to vary conditions will be recorded on the licence and the reason for the variance.

The Council informs of changes to its Conditions by publicising them in a variety of ways. It is the responsibility of the licence holder to be familiar with those changes and seek appropriate advice and guidance if in doubt.

Additional copies of these Conditions can be obtained, free of charge, by visiting the Taxi and Private Hire Licensing office, downloading from the Council's website or requesting a copy be sent by post. It is also a Condition of the Operator's licence that a copy is available for viewing at the base

Councillors have considered carefully the following Conditions and emphasise that they are essential requirements. Failure to observe may lead to the suspension of the operating licence and consideration of licence revocation and prosecution (there are explanatory notes at the end of these Conditions).

Local Government (Miscellaneous Provisions) Act 1972
Pre-Application Criteria & Standard Conditions
Private hire Operators Licence

1. OPERATOR LICENCE – THE APPLICATION PROCESS

Any person wishing to acquire a licence to operate a Private Hire vehicle shall be a 'fit and proper person' and produce such information as reasonably required by the Authority or undertake such appropriate training and testing as required to assist in establishing that assessment.

The application to the Council shall be solely in their name on the prescribed form, and they must pay such fee as prescribed by the Council. Such fee is not returnable and may be set to enable the Council to tier fees appropriately relative to the number of vehicles operated.

2. POINT OF ENTRY TRAINING AND ASSESSMENT

Every applicant for an Operator licence shall be required to: -

- Complete the appropriate application form
- Complete a DBS Disclosure form
- Attend a Private Hire Operator training and appropriate assessment

The Council will only issue licences to applicants that are deemed to be fit and proper. In assessing this, the Council will have regard to the following:

- Criminal record (including convictions, cautions, warnings, fixed penalties and reprimands),
- Issue of any Magistrate's Court summons against them;
- Any harassment or other form of warning or order within the criminal law including Anti-Social Behaviour Orders or similar;
- Factors such as demeanour, general character, non-criminal behaviour, honesty and integrity,
- Previous conduct or complaints (particularly in cases where the applicant holds or has previously held a licence issued by Kirklees Council),
- Business practices demonstrated by the applicant (for example standard of record keeping, compliance with other regulatory requirements, financial practices etc.)
- Their arrest for any offence (whether or not charged)

3. BUSINESS PARTNERSHIPS

Every applicant shall in addition to the information specified in the above two paragraphs, provide the name, date of birth and address of any person if the applicant proposes to operate the business in partnership with any other person(s) and undertake the same 'fit and proper person' assessment and training and testing requirements.

Each Operator licence issued by the Licensing Authority shall be issued only in the name of the applicant and that person shall be deemed solely responsible as the Operator upon the licence being granted and the licence is not transferable from the first mentioned person to another person.

An Operator shall, within seven days, disclose to the Council in writing details of any convictions imposed on him (or any business partners, directors or company secretary) during the period of the Licence or if he is arrested, cautioned or being investigated for any offence whether charged or not.

An Operator shall, within seven days, notify the Council of any change in his or his business partner's address taking place during the period of the Licence.

4. **ADVERTISING**

No Operator may use the word **TAXI** or **CAB** or **HACKNEY CARRIAGE** or any combination or derivation thereof in any advertising manner on the vehicles they operate, and any such advertising shall include the words Licensed Private Hire.

Any other type of advertising on vehicles must be in accordance with the Councils "Advertising on Vehicles" Policy. A copy is available on the Councils website or on request.

5. **RECORD OF BOOKINGS**

An Operator shall keep records in the form prescribed by the Council containing particulars of booking and of private hire vehicle operated by him. Separate records must be kept at each premise from which the Operator carries on business. The records shall be produced immediately by the Operator or his employee on request to any Authorised officer of the council or to any constable for inspection. The records shall be kept for at least three years on the premises. The council prescribe the following:-

An Operator shall keep a true and proper record of every booking of a Private Hire vehicle invited or accepted by him. The record **shall be kept** on computer or **in a suitable book** with consecutively numbered pages. Before each journey commences the Operator shall enter therein:-

- i. The place at which the booking was received and the date and time thereof
- ii. The name of the hirer

- iii. Whether the booking was made by telephone, personal call or other means (to be stated)
- iv. The address or other place from which it is to commence, the address or place of destination and the requested time, if any, for the journey to commence
- v. The plate number of the vehicle to be used for the journey
- vi. The name of the driver undertaking the hiring

If a computer is used it must be connected to a printer **at all times** in order that records can be printed **on demand** and the records must not be able to be retrospectively altered in any way .

An Operator, having accepted a booking for a Private Hire vehicle shall ensure the vehicle, unless delayed or prevented by some reasonable cause, attends at the address from which the journey is to commence, at the required time.

Drivers working for the Operators business will at all times be clean and respectable in their hair, dress and person and behave in a civil and orderly manner.

6. **VEHICLE & DRIVER RECORDS**

An Operator shall keep a record of each private hire vehicle operated by him, such record to contain details of:-

- The name and address of the proprietor to whom the vehicle licence has been issued
- The number of such vehicle licence
- The date of expiry of such vehicle licence
- The number of persons for whom the vehicle is licensed

The Operator must have in place a system of ensuring no driver works when his driving licence, insurance or vehicle licence have expired or been suspended or revoked or his vehicle has no valid compliance test in place. That system will be available for inspection at all times by an authorised officer of the Council.

7. **VEHICLE LIVERY**

An Operator shall cause permanent stuck on company signs (available from the council) to be displayed at all times on Private Hire vehicles when operating from their premises.

8. **COMPLAINTS SYSTEM**

Private Hire Operators must maintain a register of complaints by the public in a format approved by the Council (computerised or hard copy). The format of the complaints register must be maintained in the manner prescribed by the Council.

Upon receiving any 'specified complaint' or allegation regarding any person licensed by the Authority Operators must report it immediately when the licensing office is open, and in any other event within 72 hours.

The specified complaints or allegations are:

- of sexual misconduct, sexual harassment or inappropriate sexual attention
- racist behaviour
- Violence
- Dishonesty
- breaches of equality

In straight forward terms, allegations of criminal behaviour whilst acting as a Private Hire Driver.

Low level' complaints can build up a business profile that can be indicative of a professional development need, or in the worst case the concealing of some potential significant offending or allegations of unsafe behaviour.

These concerns are to be dealt with by a requirement to maintain a 'register of complaints' and outcomes, for inspection by the Authority for a set period, of 12 months.

9. LICENCE DURATION

Each Operator licence issued by the Licensing Authority shall be valid for a period up to 5 years or as the Licensing Authority may decide, subject to any changes to primary legislation.

10. USE OF OPERATOR NAME FOLLOWING REVOCATION OF LICENCE.

Where an Operator licence is revoked by the Council, the name (or a similar name) of the Private Hire company associated with that licence cannot be used by another Operator until such time as six months has elapsed since the date of revocation or the date on which all appeal processes have been concluded (whichever is the longer).

11. Applicants or existing licence holders that are found to have intentionally misled the council, or lied as part of the application process, will not be issued with a licence and any existing licence may be revoked.

12. An Operator found guilty of aiding and abetting the driving of passengers for hire and reward whilst without insurance or when unlawfully booked may have his Operator's Licence revoked immediately and will not be permitted to hold a licence for a period of at least three years.

13. ABSENCE FROM BUSINESS AND COMMUNICATION WITH PRIVATE HIRE OPERATORS

Private Hire Operators must notify the Council and nominate a responsible person to take responsibility on an interim basis if they are absent for 15 days or more and supply contact detail of the manager to the Local Authority.

At all times the Private Hire Operator will ensure that the Local Authority has his/her most up to date contact detail including a mobile telephone number and email address. There should be a generic email address for the company and a confidential email address for the Operator so that sensitive information can be properly handled and held confidentially by the Operator.

Subsection (2) to (5) of section 233 of the Local Government Act 1972 shall have effect and are incorporated in these Conditions in relation to any notices required or authorised by these Conditions to be given or served on the **Operator** by or on behalf of the Council or by an Authorised Officer.

14. TRAINING TO EXPECTED STANDARDS OF SERVICE AND SAFETY DURING THE LIFETIME OF A LICENCE

During the lifetime of a Private Hire Operator licence, an Authorised Officer of the Council may require a licence holder to undertake reasonable and appropriate training to meet these expectations and requirements. Such a requirement would be in writing. A reasonable time scale of up to 3 months will be set for the training to be successfully undertaken at a place designated by the Council. If there is a refusal or failure to attend, or the licensed Operator does not meaningfully participate in the training or attain the training accreditation the licence may be suspended and consideration given to its revocation. The cost of such training will be borne by the licence holder.

Similarly, the same considerations set out in the preceding paragraph will apply to those who manage distinct areas of the operating business or business partner(s).

15. ASSISTANCE DOGS

Every Proprietor, Driver and Operator of a licensed Private Hire vehicle shall ensure that assistance dogs are carried within the passenger compartment of the vehicle on request.

Operators are reminded of their responsibilities under the Equality Act, 2010, and are advised

16. 'OUT OF TOWN' HACKNEY CARRIAGES ACTING AS PRIVATE HIRE VEHICLES IN THE KIRKLEES LICENSING DISTRICT

SCHEDULE OF DRIVERS

The Private Hire Operator, shall in writing, notify the Licensing Authority forthwith, and in any event within 72 hours of each and every Hackney Carriage driver employed or used for Private Hire bookings this will include Hackney Carriage drivers licensed by this or other Authorities.

Where a Private Hire Operator ceases to employ or use any such licensed Hackney Carriage driver, the Operator shall forthwith, and in any event within 72 hours, notify the Licensing Authority in writing.

The Private Hire Operator shall retain a copy of the Hackney Carriage driver licence granted by this or any other authority along with a copy of the driver's DVLA licence, and any other driver of that vehicle, and forward a copy of those documents to the Licensing Office forthwith, and in any event within 72 hours of registering that driver.

SCHEDULE OF VEHICLES

The Private Hire Operator shall, in writing, notify the Licensing Authority forthwith, and in any event within 72 hours of each and every Hackney Carriage vehicle employed or used by the operator. This includes those Hackney Carriage vehicles licensed by this or other Authorities.

Where a Private Hire Operator ceases to employ or use any such licensed Hackney Carriage vehicle, the Operator shall forthwith, and in any event within 72 hours, notify the Licensing Authority in writing.

The Private Hire operator shall retain a copy of the Hackney Carriage vehicle licence granted by another Authority along with a copy of the MOT or Compliance Certificate and policy of insurance and vehicle registration document and forward a copy of those documents to the Licensing Office within 72 hours.

ADVERTISING ON VEHICLES

Where a Hackney Carriage vehicle is licensed by another Authority, such a Hackney Carriage driver or Hackney Carriage vehicle is expressly prohibited from using any literature, any documentation, any advertising or displaying any signage associated to the Private Hire Operator or Kirklees Council which suggests or might lead to a misunderstanding that the vehicle is licensed by this Authority.

17. LOCAL GOVERNMENT (MISCELLANEOUS PROVISIONS) ACT 1976, PART 2

All licences in connection with the driving and operation of Private Hire vehicles and all conditions attached to the grant of such licences are issued by the Licensing Authority in accordance with the provisions of the 1976 Act.

Each Private Hire Operator shall make themselves aware of the provisions of the 1976 Act and any other relevant legislation including the Licensing Authority conditions attached to the grant of a Private Hire Operator, driver or vehicle licence.

PLEASE NOTE THAT SHOULD YOU FEEL AGGRIEVED BY ANY OF THE CONDITIONS IMPOSED ON THE LICENCE, YOU HAVE THE RIGHT OF APPEAL TO A MAGISTRATES' COURT WITHIN 21 DAYS FROM THE DATE WHEN THIS LICENCE WAS ISSUED TO YOU.

I understand that an Operators' licence has been granted to me, having regard to the above mentioned conditions. I undertake to abide by these conditions and further understand that should I, or any driver operating through this business fail to do so my Operators licence could be reviewed or revoked.

Signed.....

Witness.....

Dated.....

Dated.....

KIRKLEES COUNCIL

LOCAL GOVERNMENT (MISCELLANEOUS PROVISIONS) ACT 1976

**PART II – LICENSING OF PRIVATE HIRE VEHICLES – CONDITIONS
ATTACHED TO A LICENCE TO OPERATE A PRIVATE HIRE VEHICLE**

1. An **Operator** shall keep records in the form prescribed by the Council, containing particulars of bookings and of private hire vehicles operated by him. Separate records must be kept at each premise from which the **Operator** carries on business. The records shall be produced by the **Operator** on request to any Authorised Officer of the Council or to any Constable for inspection. The records shall be kept for at least one year. The Council prescribe the following:-
 - (a) An **Operator** shall keep a true and proper record of every booking of a Private Hire vehicle invited or accepted by him. The record **shall be kept in a suitable book** with consecutively numbered pages in which the **Operator** shall, before each journey commences, enter therein:-
 - i) the place at which the booking was received and the date and time thereof
 - ii) the name of the hirer
 - iii) whether the booking was made by telephone, personal call or other means (to be stated)
 - iv) the date of the journey, the address or other place from which it is to commence, the address or place of destination and the requested time, if any, for the journey to commence
 - v) the plate number of the vehicle to be used for the journey
 - vi) the name of the driver undertaking the hiring
 - (b) An **Operator** shall keep a record of each Private Hire vehicle operated by him, such record to contain details of:-
 - i) the name and address of the proprietor to whom the vehicle licence has been issued
 - ii) the number of such vehicle licence
 - iii) the date of expiring of such vehicle licence
 - iv) the number of persons for whom the vehicle is licensed
 - (c) An **Operator** shall cause permanent stuck on Company signs approved by the Council to be displayed at all times on Private Hire vehicles when operating from their premises.

2. An **Operator's** Licence granted by the Council will remain in force for a period of one year, unless the Council specify a lesser period or revoke or suspend the licence at any time.
3. An **Operator** shall only operate from premises in respect of which planning permission has been obtained from local planning authority.
4. Subsection (2) to (5) of section 233 of the Local Government Act 1972 shall have effect and are incorporated in these Conditions in relation to any notices required or authorised by these Conditions to be given or served on the **Operator** by or on behalf of the Council or by an Authorised Officer.
5. An **Operator**, having accepted a booking for a Private Hire vehicle shall ensure the vehicle, unless delayed or prevented by some reasonable cause, attends at the address from which the journey is to commence, at the required time.
6. An **Operator** shall, within seven days, disclose to the Council in writing details of any convictions imposed on him (or if the **Operator** is a Company on any of it's Directors or it's Secretary) during the period of the Licence.
7. An **Operator** shall, within seven days, notify the Council of any change in his address taking place during the period of the Licence.