

Private Hire Operator's Handbook

Advice and guidance on working as a
licensed London private hire vehicle
operator

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Introduction

As a London private hire operator you are part of the Transport for London (TfL) integrated transport network. The Taxi and Private Hire (TPH) team at TfL is responsible for the licensing and regulation of London's private hire drivers, vehicles and operators.

This handbook contains advice and guidance on acting as a licensed private hire operator in London. It gives guidance on what you must do under private hire law. It is not a complete guide and should be read in conjunction with the Abstract of Laws which gives details of private hire laws and regulations.

As well as the information in this guide we regularly publish notices on the TfL website that give up-to-date information about issues that may affect you. We also have a dedicated webpage for licensed operators where you can find up-to-date information.

Links to the Abstract of Laws, copies of TPH notices and the dedicated webpage for licensed operators can be found at a link at tfl.gov.uk/tph.

Other useful information that can be found on our website includes:

- TfL's online licence checker: This is a tool that allows you to check if the licences held by your drivers and their vehicles, and any London operators that you wish to sub-contract bookings to, are valid;
- how to tell us that you have dismissed a driver, or tell us about a complaint against a driver;
- how to apply to vary or renew your licence and;
- how to obtain a free 'Licensed Operator sign' for display at your premises and information on using TfL branding

Contact details for TPH and other agencies you may have dealings with in relation to your private hire operator's licence can be found at the back of this booklet.

For additional information visit tfl.gov.uk/tph or contact us at:

Post: London Taxi and Private Hire
PO Box 177
Sheffield S98 1JY

Telephone: 0343 222 4444

Email: tphoperators@tfl.gov.uk

The Legislation

TfL is the licensing authority for London's private hire operators, drivers and vehicles. TfL's Taxi and Private Hire department (TPH) is responsible for the day-to-day administration of the licensing process on behalf of TfL.

The Private Hire Vehicles (London) Act 1998 provides for the licensing and regulation of private hire vehicles, drivers and operators within the Metropolitan Police District and the City of London. The private hire industry in the rest of England and Wales is governed by the Local Government (Miscellaneous Provisions) Act 1976.

The 1998 Act contains the power to make regulations and the main regulations in respect of operator licences are set out in the Private Hire Vehicles (London) (Operators' Licences) Regulations 2000 (and subsequent amendments).

The purpose of regulation is to give passengers confidence that they are using an honest, professional organisation with safe drivers and vehicles.

Copies of the 1998 Act and all the relevant regulations can be viewed at tfl.gov.uk.

Key definitions within the legislation

private hire vehicle (PHV) means a vehicle constructed or adapted to seat fewer than nine passengers which is made available with a driver for hire for the purpose of carrying passengers, other than a licensed taxi or a public service vehicle.

operator means a person who makes provision for the invitation or acceptance of, or who accepts private hire bookings.

private hire booking means a booking for the hire of a PHV for the purpose of carrying one or more passengers (including a booking to carry out as sub-contractor a private hire booking accepted by another operator).

operating centre means premises at which private hire bookings are accepted by an operator.

The term 'private hire vehicle' covers a range of vehicles including minicabs, executive cars, limousines and chauffeur services. Throughout this booklet the term private hire vehicle (PHV) is used to refer to all such vehicles and to avoid any confusion the term 'taxi' refers only to licensed London taxis which are also known as 'hackney carriages', 'black cabs' and 'cabs'.

Your operator's licence

Your PHV operator's licence entitles you to invite or accept private hire bookings from the operating centre(s) specified on your licence.

An operator's licence does not entitle you to work as a private hire driver. If you want to do so, you must obtain a PHV driver's licence. Visit tfl.gov.uk/tph to apply online or for more information.

An operator's licence is not transferable. The only person who is entitled to use it is the person(s) named on the licence.

Displaying your licence

As a licensed operator you **must** display a copy of your licence at each of the operating centres specified on your licence.

Issue of replacement licences

We will issue a replacement licence if you tell us that:

- you have adopted, altered or stopped using a trading name
- you have changed your name (this includes change of name for limited liability companies) or
- your licence has been lost, destroyed or defaced

Except where a licence has been lost or destroyed, a replacement will not be issued until the original licence has been returned to us.

Trading names, advertisements and branding

Trading names

Your PHV operator's licence must specify all the trading names you use. You may have up to **five** trading names on your operator's licence. This can include URLs (website addresses). You must apply to us if you wish to add trading names to your licence. For further guidance, please contact the TPH Licensing Team.

Advertisements

There are some restrictions on the words that may be used in trading names and advertisements. Any trading name or advert for a London PHV business **cannot** include the words 'taxi', 'taxis', 'cab' or 'cabs', or any word so closely resembling any of those words as to be likely to be mistaken for it. This includes using such words in website addresses.

You **can** use the word 'minicab', 'mini-cab' or 'mini cab' (whether in the singular or plural) in your adverts.

While the following list is not exhaustive, an advert includes:

- business cards, letter headed paper, compliment slips and posters
- signage, including on shop fronts, other premises (e.g. supermarkets, hospitals, nightclubs etc.) and on licensed PHVs
- email addresses – e.g. southwarkcabs@google.co.uk could **not** be used as an email address for your passengers to make bookings but you could use southwarkminicabs@google.co.uk
- websites and website addresses – e.g. www.southwark-taxis.co.uk could **not** be used but you could use www.southwark-minicabs.co.uk. You must also make sure that photos or animations on websites **do not** show taxis/black cabs or give the impression that a taxi/black cab service is provided
- telephone numbers – e.g. if your telephone number is 0845 222 1234 you could **not** advertise this as 0845 CAB 1234
- recorded telephone messages and answer machine messages – e.g. your message should **not** say ‘Thank you for calling Southwark Cabs’ however you could say ‘Thank you for calling Southwark Cars’

In short, any advert that you issue must make it clear that you are providing a private hire service. Some examples of phrases commonly used are mini-cab service, executive car hire and private hire service.

Customers should be able to verify that you are licensed before they use your services. Your adverts should therefore contain sufficient information for potential customers to be able to identify you.

Information on your website

To prove that you are a properly licensed operator, you should consider displaying the following information on your website:

- your company name
- the trading names that are specified on your operator’s licence
- your trading address(es)
- the telephone number for accepting bookings
- your operator licence number
- your VAT registration number (if applicable)

- your email address
- the fact that you are licensed by TfL and
- if the business in question is incorporated as a company, its registered number, the address of its registered office and the part of the UK in which it is registered

For other types of adverts (e.g. business cards), you should at least specify your trading name and your operator licence number.

Use of TfL private hire branding

You can apply for permission to use TfL private hire branding on your stationery or advertising but these must meet our standards for reproducing the branding to maintain consistency and to preserve the integrity of the identity. For further information contact the TPH Licensing Team.

TfL has produced an A2 size sign with the TfL logo for you to display at your businesses to show that you are licensed.

All TfL's signs and branding will help promote your services and show you're licensed. For further information or to obtain the A2 sign contact the TPH Licensing Team.

TfL's Taxi and Private Hire department used to be known as the Public Carriage Office (PCO). As this name is no longer in use you should not use it in any advert or promotional material.

Renewing your licence

Unless we advise otherwise, your operator's licence is valid for five years. Around four months before your licence is due to expire we will send you a re-licensing application pack. This will contain all the forms and information you need to apply to be licensed for a further five years.

Please note, the renewal application only applies to your existing operating centre(s). You cannot add or change centre(s) on your licence upon renewal. If you wish to add or change a centre, please submit a PHV/106 Variation Application form prior to the renewal of your licence. Remember, you can only trade from a centre licensed by TfL.

It is important that you submit your completed application in good time (approximately 8-12 weeks prior to your current licence expiry date) so it can be processed before your existing licence expires. If you do not submit a re-licensing application before your existing licence expires, you may have to wait before you are re-licensed. This means you will not be able to trade and your drivers will not be able to undertake work for you.

A compliance inspection is also required prior to the renewal of your licence; one has not been carried out at all centres you propose to trade from within the 4 months prior to the expiry of your licence, please contact us urgently.

Refunds of licence fees

While the application fee for an operator's licence is non-refundable, there are certain circumstances in which we may refund some of the grant of licence fee.

Where we are satisfied that:

- you have ceased to operate from every operating centre specified in your licence, other than by reason of the suspension or revocation of that licence;
- you have transferred some or all of your undertaking as an operator to another person; and
- before the date of the transfer the transferee has been granted a new licence in relation to any operating centre specified on your licence

we will refund a proportion of the fee paid for the grant of the licence. In order to be granted a refund you must make a written request and surrender your licence.

Operating Centres

The operating centre is any premises licensed by TfL where private hire bookings are taken.

A premises cannot be used as an operating centre until it:

- has the requisite planning consent from the local authority (or evidence of an application for planning permission – see below for more detail on planning requirements); and
- has been inspected and passed by a TfL Authorised Officer; and
- has been issued with a PHV operator's licence bearing the address of the operating centre

Your PHV operator's licence must specify all of the operating centres at which you trade. If you accept a private hire booking anywhere other than at an operating centre specified on your licence, you are committing an offence.

You should therefore note that, until such time as you vary your operator's licence to specify different or additional operating centres, you can only accept private hire bookings at the operating centres currently specified on your licence.

If you cease to operate PHVs from any of the centres specified in your licence, you will need to apply for reference to the unused centres to be removed from the licence.

If you are applying to add additional operating centres, you should not begin trading at those premises until your application has been approved.

If you need to vary the details on your licence, you will need to submit a PHV/106 Variation Application form. Further information on how to do this can be found at tfl.gov.uk/tph. Once we receive your application, we may need to contact you to discuss the impact of any variation on your licence and the maximum numbers of vehicles you are licensed for.

Public Liability Insurance

If any operating centre specified in your licence is accessible to the public, you must have an insurance policy against public liability risks which provides a minimum indemnity of £5 million in respect of any one event.

Planning Permission

You must be able to prove that all your operating centres have the appropriate planning permission to allow you to run a private hire business from those premises.

If you want to change the address of an operating centre or add an operating centre to your licence you will need to demonstrate that the new premises meet local planning regulations before we will issue a licence. To meet this requirement you will have to provide one of the following:

- proof of planning permission from the local authority which allows the premises to be used as an operating centre;
- a Certificate of Lawful Use (also known as a Lawful Development Certificate) from the local authority which allows the premises to be used as an operating centre without planning permission;
- a letter (on headed paper) or e-mail (sent by an appropriate person with their contact details attached) from the local authority which confirms that planning permission is not required and that the proposed use of the premises would be lawful without planning permission; or
- proof (i.e. local authority planning application number or suitable correspondence between the applicant and the local authority) that planning permission or a Certificate of Lawful Use has been applied for to allow the premises to be used as an operating centre.

Where planning permission has been applied for, your operating centre may be licensed, subject to you providing outcome of planning application within three months.

Health & Safety

All businesses must ensure their workplace - whether this is an office or residential property - meets minimum health and safety standards. You have a legal responsibility for the health and safety of your employees and anyone else that may be affected by your business and its activities, such as customers.

Your responsibilities in this regard are likely to include:

- carrying out a risk assessment
- providing clean toilets and sanitation facilities
- meeting fire safety standards
- ensuring employees use IT equipment safely
- reporting accidents or dangerous incidents in workplace to relevant authorities

It is your responsibility to ensure that you comply with any relevant legislation, for example the Health & Safety at Work Act 1974.

Health and safety is about preventing people from being harmed at work or becoming ill, by taking the right precautions and providing a satisfactory working environment. Implementing good health, safety and environmental practices will help you comply with the law and provide an acceptable workplace. Advice and guidance on this important issue can be obtained from the Health and Safety Executive (HSE).

The HSE Infoline (see 'Useful contacts' at the rear of this book) is a 'one-stop' shop for rapid access to a wealth of health and safety information, expert advice and guidance. You can contact a senior HSE official via Infoline or in writing.

Voice contact facilities for passengers

Operators are required to make a person available for passengers to speak to at all times during operating hours and when a journey is being undertaken in event that a passenger wants to make a complaint to operator or discuss any matter about a booking. We call this the Voice Contact Requirement (VCR).

The VCR means that a passenger will be able to contact and speak to a real person in real time in order to make a complaint or when concerned about any aspect of the booking. It could also assist in resolving disputes and recovering lost property. This ensures that operators can be made aware of relevant concerns quickly. They will be able to respond to the matter as swiftly as possible, rather than through often less reactive electronic communication such as email. The ability to speak to a real person also provides comfort to the individual who has a complaint or concern.

We will contact the operator if we believe that it is not complying with the VCR and we will take appropriate licensing action in the event of any breach.

As well as making this service available to passengers, in interests of public safety, TfL encourages operators to make the service available to other persons such as drivers and parents or carers so that they can also speak to the operator where they need to.

The VCR requires operators to notify us of any premises with a fixed address (other than an operating centre) that will be used for taking calls.

You must ensure that TfL receives notification, in writing, of an address of premises which you will use to comply with the VCR (including an operating centre if it is used for that purpose). Our post and email addresses can be found on page 1.

You should quote your operator licence number in all correspondence.

You must also inform us of any changes to information you have provided or any new address used to comply with the VCR.

You must inform us of any address of premises which you will use to comply with the VCR **before** you begin to use those premises for that purpose. Failure to do so will be a breach of the licence condition imposed by the VCR.

We will monitor compliance with the VCR by (amongst other things) sampling passenger complaints and undertaking mystery shopping exercises.

Further guidance on the requirement is on our website.

Radio equipment

If you communicate with your drivers by radio you will be required to hold an appropriate licence issued by Ofcom (Office of Communications). If you have a radio mast you may also require planning consent from your local authority.

As a licensed PHV operator you cannot use CB radio apparatus in connection with a private hire booking at any operating centre specified on your licence or in any PHV available for carrying out bookings accepted at any such operating centre.

Other licensing requirements

In addition to the requirements for operating centres, in order to become a licensed operator you had to meet a number of other licensing requirements. Once your licence has been issued you must continue to meet these requirements and inform us of any changes.

Changes in personal or business information

If, during the term of your licence, any of the information you provided when applying for your licence changes, you must inform us in writing within 14 days

Some examples of the things you would be required to notify us of are:

- any change to your personal details (or those of anyone named on the application) e.g. name change, change of home address. If the person who has changed address is also a PHV driver or owns a PHV, then they must return their driver or vehicle licence driver and vehicle licences to us for amendment
- any change in your personal circumstances (this applies to all people named on the application) e.g. if you are made bankrupt
- any convictions, cautions or outstanding charges
- any change that affects your company e.g. name change, the liquidation, dissolution etc. of the company, any appointments to, or resignations from, the company and
- any change that affects your business e.g. the adoption of a new trading name.

Changes to operating model

Private hire operators must notify us of material changes to their operating model(s) that may affect their compliance with the statutory and regulatory framework for operators or any conditions of their licence.

The types of changes that would warrant notification include (but are not limited to):

- the introduction of new kinds of passenger services, such as ridesharing;
- the introduction of services where it is not immediately clear whether they would fall within the scope of private hire legislation e.g. provision of driverless vehicles, car services for hotels, private members clubs, one-off public events and social or healthcare facilities;
- the introduction of a new payment method e.g. if drivers only accept payment by credit or debit card or over the internet;
- the introduction of new app-based booking systems and additional services offered through existing apps; and/or

- sub-contracting the majority of bookings to other licensed operators either in London or elsewhere.

If you are not sure whether your change is a material change please contact us so we can advise.

Change in number of vehicles available to carry out bookings

Operators must ensure that the number of PHVs they have available at any time does not exceed the maximum number for which they were granted a licence.

For the purpose of calculating the number of vehicles available to an operator, *available* refers to the number of vehicles that the operator can call upon to carry out a private hire booking at any one time. For the avoidance of doubt, it is not the total number of vehicles which have ever been available to an operator or the average number of vehicles during a fixed time period.

Where an operator wishes to have more PHVs available to accept bookings than the permitted maximum, they will need to apply for a new licence in the higher tier. A new application fee will need to be paid at the higher level along with the new grant of licence fee. In normal circumstances, a new 5-year licence will be issued.

Once a new licence in a higher tier has been obtained, the operator will be able to surrender the old licence and request a refund of the grant of licence fee in respect of remaining full months on the licence that it has already paid.

If the operator fails to apply for or obtain a new licence but continues to trade with more than the maximum permitted number of PHVs available to them, it will be in breach of a licence condition. This will lead to licensing action, which may include suspension and/or revocation of the licence.

More information can be found in our guidance material on operator licence fees which you can find on our website.

Convictions

If you or any other person named on the operator licence application form is convicted, cautioned or charged with a criminal offence you must notify us within 14 days of the conviction, caution or charge. You should provide details of the offence, the date it occurred, the court or police station you attended and any other relevant or pertinent details.

Failure to tell us of a conviction, caution or any outstanding charges could put your licence at risk.

VAT registration

As a licensed operator, you are expected to run your business in a fit and proper manner. This means that, where applicable, you must register your business for VAT purposes. You

will need to be able to provide evidence of such registration or provide a letter from an accountant stating that you are exempt from registration. If you are in doubt as to whether your business needs to register for VAT purposes, you should either contact your local VAT office or seek professional advice.

Employers' liability insurance

Under the terms of the Employers' Liability (Compulsory Insurance) Act 1969, Employers' Liability Insurance (ELI) is a legal requirement for most employers.

Employers' liability cover enables businesses to meet the costs of compensation and legal fees for employees who are injured or made ill at work through the fault of the employer. Employees injured due to an employer's negligence can seek compensation even if the business goes into liquidation or receivership.

By law, an employer must have ELI and be insured for at least £5 million (most insurers automatically provide cover of at least £10 million).

The Health and Safety Executive (HSE) is responsible for enforcing the law on ELI. You can be fined up to £2,500 for each day that you do not have appropriate insurance.

Advice and guidance on this important issue can be found on the HSE website (see page 42).

Criminal convictions check for some staff

Operators should ensure that all staff who have face-to-face contact with the public (for example, in a minicab office with public access) and/or day to day responsibility for the business have - or have proof they have applied for - a basic disclosure from the Disclosure and Barring Service (DBS).

Operators are encouraged to ensure that all relevant staff obtain, or apply for, their basic disclosure as part of their induction into the role. We recommend that all affected staff apply for their basic disclosure as soon as possible. Contact details for the DBS can be found on page 42.

Guidance for accepting bookings

You can only accept bookings at an operating centre specified on your licence.

Remember:

- bookings cannot be taken anywhere other than at a centre specified on an operator's licence;
- bookings cannot be taken in the street outside your operating centre;
- you or your representatives cannot approach anyone in the street or any other public place, to offer private hire services; and
- bookings cannot be taken on a mobile phone away from the operating centre.

You must ensure your drivers are aware that they can only accept private hire bookings from a licensed operator. Any PHV driver plying for hire or accepting fares that have not been booked through a licensed operator is committing an offence that may result in a fine, conviction and the loss of their PHV driver's licence.

Your drivers must not allow any passenger to enter their vehicles without first having received the booking from you. In addition, they must not draw attention to themselves as being available for hire. Any act or gesture accompanied by a conversation with a member of the public suggesting that the driver is available for hire without a booking from you is unlawful. This applies whether or not the driver is sat in their vehicle.

Please be aware that we may take licensing action against operators who have encouraged or facilitated drivers to illegally accept a fare.

Discharging and sub-contracting bookings

You can discharge a booking by providing a vehicle yourself or sub-contracting the booking to another licensed operator.

If you provide a vehicle yourself, that vehicle must be either:

- a licensed London PHV driven by a person holding a London PHV driver's licence, or
- a licensed London taxi driven by a person holding a London taxi driver's licence.

If you choose to sub-contract the booking, you must ensure that:

- the other operator is a licensed London PHV operator and the sub-contracted booking is accepted at an operating centre in London;
- the other operator is licensed under section 55 of the Local Government (Miscellaneous Provisions) Act 1976 by the council of a district and the sub-contracted booking is accepted in that district or

- the other operator accepts the sub-contracted booking in Scotland.

If you sub-contract work to other operators then you will, as part of your compliance visits, be required to demonstrate that you have made every effort to comply with these obligations.

Many operators who regularly sub-contract bookings tend to keep a copy of the other operator's licence, however you should be mindful that licences can be subject to suspension or revocation action, or not be renewed on expiry. You are therefore advised to make regular checks with the licensing authorities who have issued licences to the operators to whom you sub-contract work to ensure that those operators remain legally entitled to accept bookings.

If the operators you use are based in London, this can be done by using the 'Check a Licence' function on our website.

Private hire drivers and vehicles

When you take on a driver to work for you, we strongly recommend you use our on-line licence checker to validate the information you are given about both the driver and the vehicle. This is important because otherwise you might unwittingly take on a driver or vehicle that has very recently been suspended or revoked. We also recommend you undertake periodic checks using licence checker to satisfy yourself that the driver and vehicle are still licensed.

Booking confirmation

Private hire operators must provide a booking confirmation to a passenger before their journey starts. You are expected to request passenger contact information and offer to provide a booking confirmation for all bookings.

You must (at a minimum) be able to provide a booking confirmation to passengers via email, text (SMS and MMS) message and phone (regardless of what booking channels you offer). The booking confirmation must contain, as a minimum:

- the vehicle registration mark;
- the first name of the driver;
- the driver's private hire licence number, as shown on the ID the driver is wearing; and
- where the passenger can receive it, a photo of driver.

Where the passenger books in person or by landline phone, a photo must be provided if the customer requests confirmation through a communications channel that can provide an image, for example an email or smart phone.

Best practice is for operators to provide the Voice Contact Requirement number when sending passengers the booking confirmation or to display it at a booking office that might be attended by passengers.

Fares

As a condition of your licence, you must agree a fare for the journey booked or provide an accurate estimate of that fare and record it.

It is good practice to display your fare tariff at your office or on your website. By doing this, customers will have an opportunity to inspect your prices before making their booking thereby reducing potential disputes over cost.

If you provide a licensed London taxi to carry out a private hire booking, the fare payable must be calculated as if the vehicle was a PHV, unless the fare shown on the taximeter is less.

Hire and reward vehicle insurance

Vehicles must be covered by hire and reward insurance at the point at which they are licensed and whenever they are used as a PHV.

Details of the vehicle's hire and reward insurance must be carried by the driver or displayed in the vehicle whenever it is being used as a PHV. If the vehicle is covered by a fleet insurance policy then you must ensure drivers carry the correct documentation to show they have the correct insurance.

Remember it is your responsibility to make sure that the vehicles and drivers you use to discharge private hire journeys have the correct insurance for the service being undertaken. If a driver is not carrying evidence of appropriate insurance they will be reported by a Authorised Officer. The Officer may also contact the operator to verify that the driver and vehicle are covered by appropriate insurance, and may ask the operator to email them a copy. If verification is not possible then the Authorised Officer may report the vehicle as unfit. This means the vehicle cannot be used as a PHV until the necessary evidence of insurance is provided.

As part of your record keeping responsibilities you must retain a copy of the vehicle insurance certificate. The next section covers this and all other record keeping requirements.

Record Keeping

One of the most important tasks associated with being a PHV operator is keeping records. Records prove the good running of a business - they safeguard the public and form part of good business practice.

If you fail to comply with any of the requirements listed below in respect of booking, driver and vehicle records you won't be complying with the law and in serious cases this could result in the suspension or revocation of your licence.

Booking records

Booking records requirements

You must keep at each specified operating centre, a record of **all** private hire bookings accepted there. You can keep these records either in writing or electronically but you must be able to produce a printed version on request.

Before the start of each journey booked at your operating centre, you must record the following details:

- the date on which the booking is made and, if different, the date of the proposed journey;
- the name of the person for whom the booking is made or some means of identifying them, or, if more than one person, the name or means of identifying one of them;
- the agreed time and place of collection, or, if more than one, the agreed time and place of the first;
- the main destination (see below);
- the fare or accurate estimated fare quoted;
- the name or ID number of the driver carrying out the booking;
- if applicable, the name of the other operator to whom the booking has been sub-contracted; and
- the registration number of the vehicle to be used or such other means of identifying it as may be adopted.

Recording destinations

The very minimum you should record is the street and postal area of the main destination (e.g. Blackfriars Road, SE1). At best it should be the full postal address (e.g. 197 Blackfriars Road, SE1 8NJ). It is not sufficient to record just the postal area (e.g. SE1) as that would cover too wide an area. However where you know the full postcode (e.g. SE1 8NJ) that will suffice, as it would identify the street destination.

Retention period - booking records

- you must keep records for 12 months from the date on which the booking was accepted
- if you voice-record a private hire booking, you must preserve the recording of that conversation for a period of 12 months

If you cease to use an operating centre specified on your licence, you must preserve the booking records you were required to keep there for 12 months.

Production of booking records

You must produce your booking records for inspection at the request of a police officer or TfL Authorised Officer.

Vehicle records

Vehicle record requirements

You must keep at each operating centre, records of the PHVs which are available to you for carrying out bookings accepted at that centre (unless you have nominated one specific centre where all the vehicle and driver records will be kept).

The details you must keep of each vehicle are as follows:

- the make, model and colour;
- the registration number;
- the name and address of the registered keeper;
- a copy of the vehicle's London PHV licence;
- a copy of the current MOT certificate that is no more than 6 months old (unless the vehicle is less than 12 months old in which case no MOT is needed);
- a copy of the vehicle's hire and reward insurance policy or, if you have an insurance policy covering a fleet of vehicles, a schedule or rental agreement that shows each vehicle and driver is covered by that policy;
- the date on which the vehicle became available to the operator; and
- the date on which the vehicle ceased to be so available.

Retention period – vehicle records

- 12 months from the date on which the vehicle ceased to be available for carrying out bookings

If you cease to use an operating centre specified on your licence, you must preserve the vehicle records you were required to keep there for 12 months.

Production of vehicle records

You must produce your vehicle records for inspection at the request of a police officer or TfL Authorised Officer.

Driver records

Record keeping requirements

You must keep at each specified operating centre, records of the drivers who are available to you for carrying out bookings accepted at that centre (unless you have nominated one specific centre where all the driver and vehicle records will be kept).

The details that you must keep of each driver are as follows:

- surname, forenames, address and date of birth; (as they appear on the licence)
- National Insurance number;
- a photocopy of their driving licence;
- a copy of their London PHV driver's licence;
- a photograph of them;
- the date on which they became available to you; and
- the date on which they ceased to be available to you (if applicable).

Retention period – driver records

- All driver records must be retained for a period of 12 months from the date on which the driver ceased to be available for carrying out bookings

If you cease to use an operating centre specified on your licence, you must preserve the driver records you were required to keep there for 12 months.

Production of driver records

You must, at the request of a police officer or a TfL Authorised Officer produce your driver records for inspection.

Providing driver and vehicle details to TfL

Operators must provide us with details of the drivers and vehicles they have used to fulfil private hire bookings, or have had available to them to fulfil bookings in a specified period, currently on a weekly basis. This is commonly known as the 'operator upload'. We use the information for data analysis and assessing whether the operator is operating at or below the maximum number of vehicles for their tier.

Each Monday, all operators are required to upload the relevant data for the preceding week via their online account.

You can create your online account and upload your weekly data via our website.

We contact operators individually to confirm arrangements. If you have any more queries, email the TPH Operator Licensing team at tphoperators@tfl.gov.uk.

dismissal

If you dismiss a driver because of their unsatisfactory conduct in connection with the driving of a PHV, you must, as a condition of your licence, notify TfL in writing of the name of the driver and the circumstances of the case within 14 days of dismissing the driver.

Please complete form PHV/I05, which is available on our website to report any driver dismissals.

You can also use our PHV/I05 form to notify us of any serious complaints that you receive about a driver that is currently working for or has worked for you. To support you in providing us with this information, it is important that you read and fully understand the 'Guidance on reporting crime' document on our website should you need to report a serious complaint or concern.

All completed forms should be sent by email to tphlicensing@tfl.gov.uk or by post via the address on page 1.

Reporting of alleged or suspected criminal conduct

As an operator you may receive information about a potential crime being committed. This may come from a passenger using your services, a driver or another member of the public. It is important that all reports of a potential crime are passed to the police immediately to ensure they can properly deal with the matter and investigate the incidents effectively and efficiently.

We have produced, in conjunction with the Metropolitan Police, guidance to assist operators in reporting alleged or suspected criminal conduct to the police. The guidance sets out what you should do if a criminal offence is suspected or identified, either by a driver, or through a complaint by a passenger or other party. It also explains the details you should record, what to do if the person complaining does not want to give their details and how you should inform us of the complaint. The guidance can be found on our website.

Right to reside and work in the United Kingdom

Drivers must supply evidence of their right to work and reside in the United Kingdom. Evidence of this is according to the specified documents as listed in the Home Office publication 'Guidance for Licensing Authorities to prevent illegal working in the taxi and private hire sector in England and Wales'.

If there are restrictions on a driver's right to live and work in the UK, we will add an appropriate condition on their licence. You should make sure that you are aware of these conditions and make sure that drivers have an ongoing right to work.

In particular, if one of your drivers is in the UK on a student visa they will only be allowed to work for a limited number of hours each week and will not be allowed to be self-employed. Again, these conditions will be specified on their licence, and as the employer it is your responsibility to ensure that they adhere to them.

If you are in any doubt about whether one of your employees or drivers is legally entitled to reside and work in the UK, you are advised to contact the Home Office Immigration & Nationality Directorate. See the useful contacts section for their contact details.

Complaints

You must establish and maintain a procedure for dealing with complaints arising in connection with any booking you accept. As a licensed operator you are required to record the details of the complaint, investigate it and document the outcome of your investigation and subsequent action taken as a result.

Record keeping requirements

At each operating centre specified on your licence, you must keep a record containing:

- the details listed below of any complaint made about a private hire booking you accept at that centre and
- the details set out at (d), (e) and (f) below of any other complaints made about your company.

In relation to each complaint, the details referred to above are:

- a) the date of the booking
- b) the name of the driver who carried out the booking
- c) the registration mark of the vehicle used
- d) the name of the complainant and any address, telephone number or other contact details provided
- e) the nature of the complaint; and
- f) details of any investigation carried out and subsequent action taken as a result.

Retention period – complaints records

You must retain these details for 12 months from the date on which the details of the complaint were recorded.

Lost property

You must establish and maintain a procedure for dealing with lost property arising in connection with any private hire booking you accept.

Record keeping requirements

At each operating centre specified on your licence you must keep a record, containing the details set out below of any lost property found:

- at that centre, or
- in any PHV used to carry out a booking accepted there.

In relation to each item of lost property the details you need to keep a record of are:

- the date on which it was found;
- the place where it was found and if it was found in a vehicle, the registration mark of that vehicle;
- a description of the item;
- evidence to show that, where practical, an attempt was made to return the item to the owner and whether or not this was successful; and
- in the case of any unclaimed item which has been disposed of, how it was disposed of.

You must also keep at each operating centre a record containing the following details of any property reported to you at that centre as having been lost:

- the date of the report;
- the date on which it is alleged to have been lost;
- the place where it is alleged to have been lost;
- a description of the item; and
- evidence to show that, where practical, an attempt was made to find the item.

Retention period – details of lost property

- 12 months from the date on which the details of the item of lost property, or lost property report, were recorded.

Data protection

The principles of the General Data Protection Regulations (GDPR) apply to anyone holding information about living individuals in electronic format, and, in some cases, on paper. If you collect, use or store information about identifiable individuals using a computer or mobile device, a website or a manual (paper) filing system, then you are likely to be 'processing' personal information – and you will be a 'data controller'.

Our guide 'Privacy and data protection – A guide for private hire operators' sets out your obligations when handling your customers' personal information, as well as the personal information of any employees or others that may work with you or for you. You can find this document on our website.

Operating centres in late night venues

If you have an operating centre in a nightclub or other venue you must comply with the same requirements as any other PHV operating centre including taking full details of the booking (see page 16 for details of booking records requirements).

If you have been granted a licence to operate from within a late night entertainment venue you should note the following which will help you comply with the law:

- Your licence will specify where in the venue you can accept bookings and you must only accept bookings at this designated location
- The designated area must be appropriately signed in order that customers can identify that this is where they can make bookings for private hire services
- Your licence must be displayed at the designated booking location
- Do not allow staff to stand in front of the venue and take bookings on the street. They must not approach people on the pavement or outside the venue offering private hire services
- Bookings must only be taken **inside** the building at the designated booking location – bookings taken elsewhere inside the premises or on the pavement or open areas outside the building (whether cordoned off, roped off, divided with planters etc.) are illegal and the person taking them is committing an offence
- All passengers making a booking should be provided with a receipt that provides information regarding their booking – as a minimum this should include the identity of the vehicle and/or driver and the customer's name
- Undertake a full review of parking facilities and restrictions in the vicinity of the operating centre
- Undertake an environmental assessment of the immediate vicinity of the operating centre in terms of noise, traffic and/or customer movement and impact this may have on neighbours
- Ensure all your drivers understand their individual responsibilities on parking their vehicles, noise, and general behaviour

If you or any person working on behalf of your company is observed accepting bookings away from the operating centre (e.g. on the street), TfL will consider removing that operating centre from your licence.

Repeated breaches of licensing regulations could ultimately lead to the revocation of the whole licence.

Compliance Visits

TfL has a duty to check that all licensed operators are meeting the conditions and obligations of their licences and that they are running their businesses in a fit and proper manner. For the most part, this is achieved by way of regular compliance inspections carried out by TfL Authorised Officers.

After the initial pre-licensing inspection you will get compliance inspections at roughly six monthly intervals, or more frequently if necessary.

As well as ensuring that you are complying with the regulations, Authorised Officers are also available to give advice and if possible to assist with other licence related problems or queries you may have.

In the event that a compliance inspection does not meet the required standard, the Authorised Officer will explain why, and may issue a formal notice identifying those reasons. You will be given an indication as to what is likely to happen next. It is important that you read any notices of compliance inspections that did not meet the required standards thoroughly, take immediate and appropriate action and seek guidance or clarification from us if required.

Tips on a successful compliance visit

The advice below is aimed at making the compliance inspection as easy as possible for both you and the Authorised Officer.

Ensure that records are available for inspection at any time by a TfL Authorised Officer or a police officer.

You should also be aware that your records may be inspected by other organisations such as HM Revenue and Customs, Department for Work & Pensions and other officers authorised under other legislation.

Records

You are required to keep the following documents on your premises and will be asked to produce them during every inspection:

- your original PHV Operator's licence (not a copy)
- booking records (for the last 12 months)
- driver records (both current and ex-drivers for the last 12 months)
- vehicle records (both current and ex-vehicles for the last 12 months)
- any company or fleet insurance for company cars
- complaints and lost property records (for the last 12 months)

- current Ofcom licence (if applicable)
- current public liability insurance certificate (if applicable)
- current employer's liability insurance certificate
- verification of VAT status (current accountant's letter or certificate of exemption)
- verification of audited or certified accounts (set of current audited accounts or current accountant's letter) certificate of incorporation (limited companies only) proof of right to live and work in the UK (passport or printed National Insurance number) *

The Authorised Officer has to have sight of the relevant documentation on every visit. They will not phone accountants, insurance companies etc. It is up to you to produce these proofs. Doing this will allow the inspection to be as efficient and effective as possible.

(Items marked with * will not generally be required to be produced at every visit).

Speeding it up

The following tips may help make the inspection as quick and efficient as possible:

- while the operator cannot be on the premises at all times you should ensure that someone in attendance can act for you - you may wish to designate this person as the Nominated Representative as they have an active day to day role in the running of the business;
- keep relevant documentation required in a folder so that it can easily be found by either you or your employee during an unannounced visit;
- alternatively, copies of papers such as planning certificates, public and employer's insurance certificates, radio licence, certificate of incorporation (limited companies), may be framed and hung on the wall with your PHV operator's licence;
- ensure that time limited documentation such as public and employer's liability insurance is current and up to date; and
- ensure your accounts and VAT proofs are available and up to date.

Operator staff

It is possible that you may not be at your operating centre when Authorised Officers make a visit, especially if it is an unannounced one. You should therefore ensure that a member of your staff has access to all booking, driver and vehicle records, and complaints and lost property records.

Please ensure your staff are made familiar with the licensing conditions and how to take bookings. It is in your interest to make sure that all staff understand the obligations and responsibilities of licensed operators. If extra drivers are given bookings that you do not

know about and it comes to light by missing or non-existent driver/vehicle records you may be held responsible. Remember you are ultimately responsible for anything found to be incorrect at an inspection.

Common reasons for a compliance visit not meeting the required standards

Some of the most common reasons for a compliance inspection not meeting the required standards are:

- incomplete driver or vehicle records
- records locked away with no immediate access available
- no proof of VAT status
- no employer's liability insurance
- incomplete booking records
- no complaints records
- no lost property records

Incomplete driver and vehicle records are by far the most common reasons that a compliance inspection may not meet the required standards. To avoid this make sure your records are up to date and accurate.

If you have any queries in respect of compliance visits, please do not hesitate to speak to the Authorised Officer.

Customer service

If one of your drivers or other employees gives a passenger poor service, it might have little impact on them but the passenger might decide to never use your company again. It is therefore in the interests of your business for all your drivers and employees to give the best possible customer service at all times.

Helping passengers

Unless a driver has a certified medical condition which prevents this, they should give reasonable assistance to passengers, for example:

- helping passengers into and out of the PHV; and
- helping to load and unload luggage

Disabled customers

We are committed to providing an accessible public transport system in which disabled people can enjoy the same opportunities to travel as other members of the public.

To help provide the best possible service to your disabled passengers please ensure your drivers follow these important guidelines:

- ask the disabled person if they need any help, but wait for your offer to be accepted before doing anything
- listen to any requests and try to remember that everyone is different and what suits one passenger may not be appropriate for another
- talk directly to the disabled person rather than to any person with them
- let visually impaired passengers know if there are delays in the journey and also let them know when they are near their destination
- count out the change for visually impaired passengers
- have a pen and paper handy to write things down for passengers with hearing impairments
- If the vehicle has a wheelchair ramp, make sure it is available and in good working order at all times
- do not pick up or drop off passengers who are wheelchair users where there is an incline or the pavement is sloped
- do not make assumptions about a disability, or assume that it is insignificant because it is not visible

Equality Act

The following characteristics are protected under the Equality Act 2010:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Race
- Religion or belief
- Sex
- Sexual orientation

It is illegal to discriminate against someone in relation to any of these characteristics, at any time. It is therefore completely unacceptable for you, your drivers, or for any of your customers, to use discriminatory language or behaviour about any person.

Wheelchair accessible PHVs

The Act places duties on the drivers of designated¹ wheelchair accessible PHVs. You should be aware if any of the vehicles you make available for bookings are designated. If the vehicle is designated it will be specified on the vehicle licence and a list of all designated PHVs is published on our website. If the vehicle is designated then the driver's duties are:

- to carry the passenger while in a wheelchair;
- not to make any additional charge for doing so;
- if the passenger chooses to sit in a passenger seat, to carry the wheelchair;
- to make sure the passenger is carried in safety and reasonable comfort;
- to give the passenger any assistance that is reasonably required.

We will investigate any complaint we receive about a PHV driver breaching the Equality Act, and that driver may be prosecuted. Any private hire driver convicted of an offence under the Equality Act will have their licence reviewed and may have it revoked.

¹ Designated vehicles are those listed by TfL under section 167 of the Equality Act 2010.

Assistance dogs

Under the Equality Act you cannot refuse to accept a booking from a disabled passenger accompanied by an assistance dog without reasonable grounds. Assistance dogs used by disabled people must be allowed to accompany them in a PHV without any additional charge.

Assistance dogs are usually identified with a highly reflective jacket or other identifying part of their harness/lead which will state what the animal is doing (in general terms it might say 'Dogs for the Disabled' or it might be more specific and state 'Hearing Dog') and which organisation has provided its training.

Some types of dog covered:

- Guide dogs are for young people and adults who are blind or partially sighted
- Hearing dogs are for adults and children with hearing impairments
- Dog AID (Assistance in Disability) are for physically disabled adults
- Support Dogs – are for physically disabled adults, seizure alert dogs for people with epilepsy and autism assistance dogs for children with autism
- Canine Partners are for physically disabled adults
- Dogs for Good are for people with physical disabilities or children with autism
- Medical detection dogs are for adults and children with complex health conditions.

It is important to remember that not all disabled people have an obvious impairment and someone with an assistance dog may not look 'disabled'. If someone says they are disabled and have an assistance dog then the benefit of doubt should be given and the assistance dog accepted.

Not all assistance dogs have a jacket to identify them. If in doubt, you should allow the assistance dog to travel with its owner. Assistance dogs are highly trained animals and will remain on the floor of the vehicle. They are unlikely to damage or dirty it in any way.

Please be aware these animals are 'working' and should not be treated like other pets. If you wish to greet a working dog it is best to ask permission of its handler and comply with their wishes.

Your drivers have an important role to play in helping people with assistance dogs to travel around London. We've produced a short information film for drivers and customers. To watch it, please go to the accessibility page on our website.

We will always investigate any complaint received about a PHV driver refusing to carry an assistance dog, a PHV operator refusing to accept a booking from someone with an assistance dog, or a PHV driver or operator trying to charge an additional fee for doing so. Any private hire driver or operator convicted of an offence under the Equality Act will have their licence reviewed and may have it revoked.

Exemptions

An individual driver can only be exempted from carrying assistance dogs on medical grounds. If a driver has a medical condition, such as severe asthma, which is aggravated by contact with dogs, or is allergic or has an acute phobia to dogs, it may be possible for them to qualify for an exemption. Affected drivers should contact our Licensing Team in the first instance to discuss further.

If an application is successful, we will issue an exemption certificate and Notice of Exemption, which has the letters 'ED' on the front (standing for Exemption Dogs). It must be displayed facing outwards in the vehicle either fixed to the windscreen or in a prominent position on the dashboard.

SECTION 37A DISABILITY DISCRIMINATION ACT 1995
NOTICE OF EXEMPTION

Name of private hire vehicle licensing authority _____

Driver's full name¹ _____

Licence No.¹ _____

The person named above is exempt from carrying guide dogs, hearing dogs, or assistance dogs in the private hire vehicle specified at "A" below or in a kind of private hire vehicle specified at "B" below.

A Registration number of specified private hire vehicle* _____
 B Kind of private hire vehicle _____

(a) Private hire vehicle with fixed partition segregating the driver from the passenger compartment*
 (b) Private hire vehicle without fixed partition segregating the driver from the passenger compartment*

This notice expires² _____ 20____

¹Delete as appropriate
²to be completed

ED

SAMPLE

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Sample Notice of Exemption

Dogs and Islamic Law

Guidance from the Shariat Council in 2002 confirmed that trained assistance dogs can accompany disabled people in PHVs (and taxis) managed or driven by Muslims. The Council's guidance helps to clarify religious law and prevent any possible conflict with secular law.

Delivering a safe PHV service

In providing a safe service for your passengers and to protect your drivers you should consider the following:

- Make sure you record all of the passenger's details (in particular their home address and telephone number if known) clearly and correctly when they make a booking
- Make sure that all of your drivers tell passengers who are travelling on their own to sit in the rear of the vehicle and not in the front
- When you accept a booking make sure you give the passenger the required information of the driver and vehicle
- Tell the passenger that the driver will confirm the passenger's name and destination, this will also help to make sure the passenger doesn't get into an illegal cab
- Keep a list of locations that have been the source of violence and avoid taking bookings from them
- Be clear with the passenger about exactly where the driver is taking them and what the fare will be before the journey starts
- If accepting a long distance booking, be clear with the passenger if the driver is going to ask for payment up-front
- Drivers should let you know of any change to the booking. You must then tell the driver and passenger what the revised fare, or accurate estimate, will be to reduce the risk of a dispute later
- Remind all of your drivers that they must wear their PHV driver's badge when working and the photo should be clearly visible to passengers
- Report any problems with illegal cabs or touting via our [online tool](#)

Carrying children unaccompanied

There is no reference in PHV legislation regarding the age at which you can carry children unaccompanied. It is a decision for you as to whether you wish to accept bookings to carry children unaccompanied and you are not required or restricted by law to do so. However, it is good practice to ensure that your driver knows the full name of the adult and the relationship between the child and adult to whom an unaccompanied child is to be handed over at the end of the journey.

See page 36 for further information on safeguarding children and adults at risk.

Seat Belts

Your drivers are only exempt from wearing a seat belt when they are carrying a passenger on a private hire journey and **must** wear a seat belt at all other times.

It is the responsibility of your passengers to wear seat belts if they are available. However, if the passenger is under 14 years old and unaccompanied, it is the responsibility of your drivers to ensure that they wear the seat belts.

Seat belt regulations introduced in September 2006 include particular requirements relating to children wearing seat belts and/or appropriate restraints. Although PHVs are not required to provide child restraints and there are qualified exemptions in the regulations allowing children to travel unrestrained in PHVs, your drivers should make every effort to ensure that your passengers wear the correct restraints. Children may only travel in the front seat of a PHV if an appropriate child restraint is used.

Please refer to The Highway Code for further information about wearing seatbelts.

Smoking

Under the Smokefree regulations smoking is prohibited in virtually all enclosed public places and workplaces in England. This means that smoking is not allowed by **anyone** in any operating centre.

The regulations also mean that smoking is not allowed in any PHV at any time by either the driver or passengers, even when the PHV is not being used for hire and reward.

To comply with the legislation, employers, managers and those in charge of Smokefree premises and vehicles need to:

- display 'no smoking' signs in Smoke free premises and vehicles (see samples below)
- take reasonable steps to ensure that staff, customers and visitors are aware that premises and vehicles are legally required to be smoke free and
- ensure that no one smokes in Smoke free premises or vehicles.



Sample vehicle sign
(not full size)



Sample premises sign
(not full size)

The NHS (smokefree.nhs.uk) can provide you with further advice and guidance on how to make your premises smoke free as well as providing support for any members of your staff or drivers who want to stop smoking.

If you are an operator who works from home on your own you will not be required to make your premises smoke free but you will be expected to provide a smoke free environment during licensing compliance inspections.

TfL's No-Smoking Policy also includes e-cigarettes and vape sticks which are prohibited on all rail, underground and bus services. This has been extended to include all taxis and PHVs at all times.

Safety advice for PHV drivers

PHV drivers are dealing with strangers, often in isolated places and carrying cash. If they work at night they are likely to have to deal with people who may have drunk too much alcohol and may find themselves in difficult situations. As an operator we encourage you to think about how to improve the safety of your drivers. Here are some suggestions:

Adjustments to a vehicle

- Some drivers fit their car with a screen to protect them from assault. Screens are made from materials that withstand a knife attack or hard body impact, and can be fitted and taken out easily. More information can be found in 'Guidelines for Driver Protection and Safety Shields in Private Hire Vehicles' on the TfL website.
- Installing CCTV cameras has been shown to lead to reduced threats and violence against drivers. Signs in the vehicle can highlight the presence of CCTV to passengers. Cameras can be bought or rented, and the cost may be offset by reduced insurance premiums. They can be useful when there is a dispute with a passenger – it

is not just your word against theirs. Any CCTV system has to be approved by us and must meet specific criteria - more information can be found in 'CCTV Guidelines for Taxis and Private Hire Vehicles' on the TfL website

- Fitting a convex mirror that gives the driver a full view of the rear of their car will help them see what a passenger directly behind them is doing

Staying safe

- Communication with the passenger is important - encourage your drivers to polite and pleasant
- Working at night carries most risks of violence, especially as many passengers will have been drinking. Make sure your drivers are not tired and are alert at all times
- Understand that your drivers may refuse a passenger if they think that passenger may present a risk
- Encourage drivers to confirm when they have started their journey, so that the passenger will know they are in contact with you

Safeguarding children and adults at risk

What is safeguarding?

Safeguarding means taking action to protect children, young people and vulnerable adults from significant harm, and to promote their well being, including their health and welfare

Why is safeguarding important?

Safeguarding ensures that children, young people and vulnerable adults grow up with safe and effective support systems, removing any risk to their health and development, so that they can achieve their full potential

Keeping children and vulnerable adults safe from harm and abuse is everybody's responsibility, not just that of social workers or the police. As a licensed private hire operator, you can contribute towards safeguarding need to know what to do if you have concerns that a child young person or vulnerable adult is at risk.

Who is a child, young person or vulnerable adult at risk?

A child or young person is defined under legislation as a person under the age of 18 years of age. All children are deemed to be vulnerable because of their age and their dependence on adults to protect them from significant harm

A vulnerable adult at risk is anyone over the age of 18 in need of extra care and support. An adult may be at risk of harm or abuse because they are unable to protect themselves.

Disabled children, young people and some adults maybe especially vulnerable due to their inability to communicate and an impaired ability to resist, report or avoid abuse

What does this mean for me?

In your role as a licensed private hire operator you may be providing a service to children, young people or adults who are vulnerable and at risk of harm, and this may not be apparent at the time the booking is accepted. Alternatively, you may notice an unusual pattern of bookings, such as young people being taken between two hotels on a regular basis.

It is therefore important that you have established procedures to ensure all you staff and drivers working for you understand their safeguarding responsibilities. It is important that your staff and drivers know what to do should they have a concern at any point.

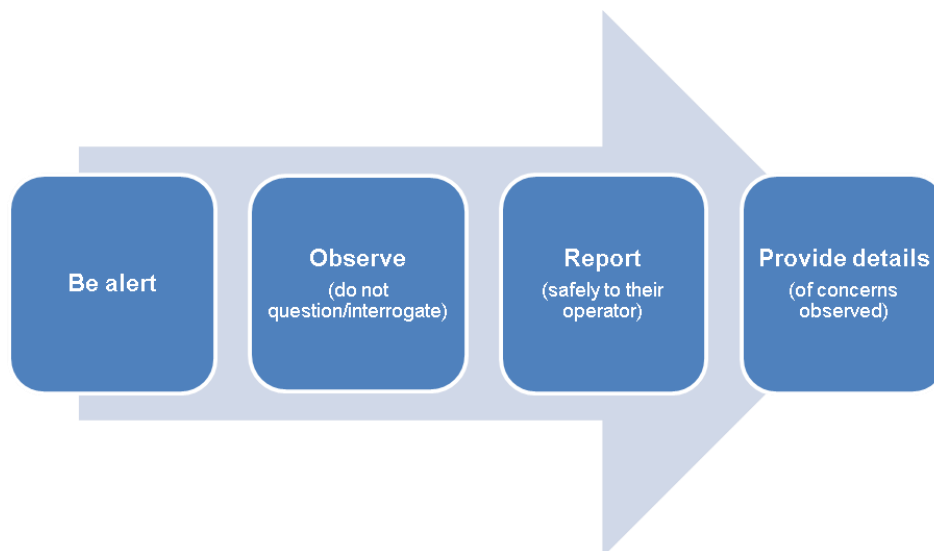
It is of course for you as an operator to decide whether to accept bookings to carry children unaccompanied - you are not required by law to do so. If you do so, it is especially important that you remind drivers to be aware of their safeguarding responsibilities and what to do if they have any concerns.

Signs that a child, young person or vulnerable person is at risk include:

- A young person or vulnerable adult being picked up and taken to hotels or suspected brothels - the time of day may increase your concerns
- A young person travelling to meet someone that they do not know, perhaps who they have met online
- An adult putting a young person into your vehicle who may be under the influence of alcohol or drugs
- The behaviour of people travelling together, particularly if there is a mix of adults and young people
- A young person or vulnerable adult who looks concerned or frightened in the company of adults
- A child, young person or vulnerable adult who presents as poorly dressed/unclean or malnourished
- A child, young person or vulnerable adult who appears to be controlled or under undue control of by someone else or having decisions made for them by another adult

What to do if your operator staff or drivers have a concern?

There are four key steps you, your staff and drivers should follow to help identify and respond swiftly and appropriately to a possible concern:



Good practice

- Make sure that all your staff and drivers are aware of what to do if they have any concern
- Be alert to possible signs of abuse – for example suspicious booking patterns

- Make a record of any incident/situation you are alerted to, including a description of what happened, the name and address, a physical description of the passenger and the date and time so can give these details to the police
- Don't let other considerations/factors, such as fear of losing a customer, prevent you from reporting a concern
- In an emergency, dial 999 immediately

As an operator, it is likely that drivers will tell you first about any concerns they have. You might be alerted by your staff, for example if they have identified a suspicious pattern of bookings, or you may be contacted by a member of the public who has seen something suspicious.

In all these cases, you should report the concerns to the police or any of the agencies listed below, or in an emergency call 999.

Other support

In most situations, you should report any incidents or concerns to the police by calling 101 or 999 in emergency. As part of any investigation, you may be required to provide further information at a later date.

Other reporting options include

- Crimestoppers (an anonymous service) - 0800 555 111
- NSPCC - 0808 800 5000
- Modern Slavery Helpline - 08000 121 700

You do not need to give your details and can report anonymously but the more information you can give the better.

Vehicle licensing

Licensing a PHV

Details of how to license a PHV, the licensing requirements, and the responsibilities of vehicle owners both before and after licensing can all be found on the TfL website.

Signage on PHVs

Signs and logos identifying you as a licensed operator are permitted (with limitations) on the rear and roof of the vehicle, subject to approval. Warning and safety signs are permitted as appropriate and subject to TfL approval. Roof markings are permitted, but signs which protrude from the roof are not permitted.

Other signs, for example, those allowing PHVs to pick up and drop off passengers on red routes, are permitted only at the discretion of TfL.

Commercial advertising on behalf of third parties is not permitted.

Further details can be found on the TfL website but if you have any queries regarding what you can or cannot display on your vehicles, please contact us before you attach the signs.

Prohibition of taximeters

London PHVs are prohibited from being equipped with a taximeter.

London Taxi and Private Hire forms

Operator licensing

PHV 101/R	Application form
PHV 102	Licensing guidance notes*
PHV 103/R	Personal declaration
PHV 104	Notification of convictions
PHV 105	Driver dismissal*
PHV 106	Variation application
PHV 108/R	Operating centre information
PHV 110	Operator passenger information services form*

Driver licensing

PHV 203/R	Private hire driver licence application form
TPH 204	Medical declaration
TPH 205	Living and working abroad*
PHV 206	Wearing driver's identity badge - exemption application
TPH 208	Carriage of assistance dogs - exemption application
TPH 209	Assisting wheelchair users - exemption application

Vehicle licensing

PHV 301	Age limit – exemption application*
PHV 302	Displaying licence disc etc. – exemption application*

Those marked * are available on the TfL website. All others are available on request.

Useful Contacts

TfL Taxi and Private Hire

London Taxi and Private Hire
PO Box 177
Sheffield S98 1JY

Operator and driver licensing: 0343 222 4444

Vehicle licensing: 0343 222 5555

tfl.gov.uk/tph

TfL Congestion Charge and ULEZ charge

Enquiries: 0343 222 2222

PCNs: 0343 222 3333 (Challenges against PCNs cannot be made by phone)

tfl.gov.uk/congestioncharge

tfl.gov.uk/ulez

Vehicle inspection centres (operated by NSL Ltd)

Canning Town

1 North Crescent
Canning Town
London
E16 4TL

Crayford

Unit Q1, Acorn Industrial Park
Crayford
Kent
DA1 4AL

Coulsdon

Unit 5B Redlands
Ullswater Crescent
Coulsdon
Surrey
CR5 2HT

Enfield

Unit 2, Watermill Business Centre
Edison Road
Enfield
Middlesex
EN3 7XF

Heston

20A Airlinks Industrial Estate
Spitfire Way
Heston
Hounslow
Middlesex
TW5 9NR

Staples Corner

Unit 2, Aquarius Business Park
Priestley Way
London
NW2 7AN

Department for Transport

www.dft.gov.uk

Disclosure and Barring Service

DBS Customer Services
PO Box 3961
Royal Wootton Bassett
Wiltshire
SN4 4HF

03000 200 190

www.gov.uk/db

DVLA

Driver licensing enquiries:

Drivers Customer Service
DVLA
Swansea
SA6 7JL

0300 790 6801

Vehicle registration and tax enquiries:

Vehicle Customer Services
DVLA
Swansea
SA99 1AR

0300 790 6802

www.dvla.gov.uk

Police

Emergencies only – 999

Non-emergencies – 101

Metropolitan Police Service

www.met.police.uk

British Transport Police

www.btp.police.uk

Health and Safety Executive

www.hse.gov.uk

HM Revenue and Customs

www.hmrc.gov.uk

Home Office

UK Visas and Immigration

www.ind.homeoffice.gov.uk

Information Commissioner's Office

0303 123 1113

www.ico.org.uk

Ofcom

0300 123 3333

www.ofcom.org.uk

City of London Police

www.cityoflondon.police.uk

Crimestoppers

0800 555 111