

## OPERATOR POINTS TABLE

	If an operator accrues 12 points in a 12 month period they will be put in front of committee for a hearing.		
F1.17	The licensee shall notify the Council of any change of home or business address, within 7 days of any such change.	2	
F1.19	The licensee shall ensure that the following details of bookings shall be entered in a record book, or loose leaf file system or electronic system) prior to the commencement of the journey in respect of which the booking was made. a) Name of the hirer b) Time and date of hiring c) Pick up point d) Destination of passenger(s) e) Councils' licence plate number of the vehicle used for the booking. f) Council's identification badge number of driver undertaking the booking g) If at the time of booking a quotation has been given for the fare to be charged, the amount of that quotation.	1	
Page 111 F1.	The licensee shall ensure that the following details be recorded for each vehicle operated: a) Vehicle registration mark b) Council's licence plate number c) Name and address of proprietor of the vehicle. d) Date of expiry of the Private Hire or Hackney Carriage licence. e) Expiry date of the insurance certificate or cover note for the vehicle together with details of the type of cover provided ie for public or private hire.	1	
F1.21	The licensee shall ensure that the following details be recorded for each driver used in connection with the business: a) The driver's name b) The driver's Council identification badge number c) The date of expiry of the driver's Hackney Carriage or Private Hire driver's licence issued by the Council.	1	
F1.22	The licensee shall ensure that a complaints record book be kept in which are recorded the following details: a) Date of complaint b) Date and time of incident complained of c) Name and, if known, address of complainant d) Nature of complaint e) Licence number of vehicle if subject of complaint f) Licence number of driver if subject of complaint g) Any action taken by the operator in respect of the complaint	1	

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F1.23	All records required to be kept by conditions shall be made available for inspection by any authorised officer of the Council or any police constable and, if not immediately available for inspection at the operator's premises must, within 72 hours of the making of such a request, be produced for inspection.	3	
F1.24	The licensee must ensure, that when bookings are accepted and a pick-up or response time given to a hirer, that the appropriate vehicle be despatched to fulfil that booking so as to arrive punctually unless such vehicle is delayed due to unforeseen circumstances beyond the control of the operator.	1	
F1.26	The licensee shall ensure that any waiting/booking rooms provided for customers are kept clean and in good repair.	1	
F1.27	The licensee, if convicted of any offence during the currency of the licence, must disclose any such conviction to the Council within 7 days of conviction. The disclosure must include the date of conviction, the Court where the hearing took place, details of the offence and the penalty imposed.	6	
F1.28	The licensee shall ensure that any records required to be kept in accordance with these conditions of licence are kept and made available for inspection for a minimum period of 6 months from the date of the last entry in the record book or file.	1	