



Cambridge City Council
TAXI REGULATORY HEARING

Date: Monday, 3 August 2020

Time: 10.00 am

Venue: This is a virtual meeting

Contact: democratic.services@cambridge.gov.uk, tel:01223 457000

Agenda

- 1 Appointment of a Chair
- 2 Declarations of Interest
- 3 Meeting Procedure
- 4 First Renewal Application

(Pages 11 - 58)

Licensing Sub Committee Members: Gehring, McQueen and Thittala

Information for the public

Members of the public are welcome to view the live stream of this meeting, except during the consideration of exempt or confidential items, by following the link to be published on the Council's website.

Any person who participates in the meeting in accordance with the Council's public speaking time, is deemed to have consented to being recorded and to the use of those images (where participating via video conference) and/or sound recordings for webcast purposes. When speaking, members of the public should not disclose any personal information of any individual as this might infringe the rights of that individual and breach the Data Protection Act.

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Licensing Sub-Committee: Taxi Regulatory Hearings Procedure

The City Council is the licensing and regulatory authority for Hackney Carriages and Private Hire Vehicles within the City of Cambridge. The Licensing Team of the Refuse and Environment section of the City Council is responsible for all licensing matters and an “Officer” is a manager or member of that team.

Preparation of Report

1. Where the Officer considers that the Taxi Regulatory Sub-Committee should decide whether an applicant for a licence is a fit and proper person to hold the licence for which she/he has applied, the Officer will refer the matter to the Sub-Committee. See Appendix for the relevant legislation.
2. Where the Officer has reason to believe that any of the circumstances set out in sections 60 or 61 of the 1976 Act may apply, the Officer will conduct an investigation on behalf of the Environmental Health Manager.
3. Following investigation and where the Officer considers it appropriate to do so, the Officer will prepare a report for the Sub-Committee setting out the following:
 - the relevant law, Council policy and the powers of the Sub-Committee;
 - the information obtained as a result of the investigation and the source of that information;
 - any matters in dispute.

Preparation for the Hearing

4. The Officer will write to the driver and ask her/him to say which of the witnesses she/he wants to attend the hearing to give their evidence in person. The Council will write to the driver, and the witnesses to tell them when and where the Sub-Committee meeting will be held.
5. The Officer will write to the driver giving details of the evidence which has not been included in the report because it is evidence that the driver can be expected to know about already, or there is good reason for keeping it confidential.

6. Evidence can be given in writing or orally, by the Officer, the driver or their witnesses. There are no legal restrictions limiting what kind of evidence can be heard or the form in which it must be presented.

7. If a witness whose presence is requested by the driver is unable or unwilling to attend and the Sub-Committee does not wish to adjourn the hearing, the evidence may be given in writing instead.

8. The driver can give evidence about her/his character in any way she/he thinks fit, e.g. by letters of reference or by calling witnesses.

9. The Environmental Health Manager will send the driver a copy of the report at least 5 working days before the hearing to give her/him the opportunity to comment on it or, if she/he chooses, to submit further written representations or additional evidence.

10. When presenting the report to the Sub-Committee the Officer will inform the Sub-Committee of any comments, representations or additional evidence submitted by or on behalf of the driver.

11. At any stage the driver may instruct someone (such as a solicitor, a friend or relative, an employer or a member of a trade organisation) to act as her/his representative. The driver can be represented at the hearing whether or not the driver attends the hearing.

12. If the driver fails to attend the hearing the Sub-Committee may decide to continue in her/his absence.

13. Any references in this note to a driver should be taken to include her/his representative.

Conflict of Interest

14. If a member of the Taxi Regulatory Sub-Committee becomes aware of a possible conflict of interest before or during the hearing she/he should raise this with the Head of Legal Services.

15. Members should not take part in hearing a case if they have a personal interest or involvement with it or the issues raised by it might be seen as affecting their impartiality, e.g. if they know the driver or a complainant, or they

have been previously involved with the case or a closely related case in another capacity.

The Hearing

16. Present at the hearing will be members of the Taxi Regulatory Sub-Committee, the Officer and a Legal Officer who will be the Sub-Committee's legal adviser. A Committee Manager may also be present.

17. At the start of the hearing the Chair of the Sub-Committee will open the meeting, introduce the members of the committee and officers present and explain the procedure to be followed.

18. The committee members will decide whether members of the press and public should be excluded from the remainder of the meeting.

19. The Officer will outline the report and present any witnesses in support of the Officer's case.

20. Members may ask any relevant questions of the Officer or witnesses.

21. The Chair will invite the driver or her/his representative to ask any questions of the Officer or witnesses.

22. The Chair will invite the driver or a representative to put the driver's case to the committee. This will include calling any witnesses. Witnesses will be allowed into the hearing only when giving their evidence.

23. Members may ask any relevant questions of the driver and/or her/his witnesses.

24. The Officer may ask any relevant questions to clarify the evidence or information that has been given.

25. When all the evidence has been offered, the Chair will invite all parties to summarise their points if they wish.

26. The Chair will ask all parties if they are satisfied that they have had the opportunity to say everything that they wish to say.

27. The Chair will invite the Legal Adviser to the Sub Committee to give any legal advice that the Adviser considers to be appropriate.

28. If the Sub-Committee wish to consider their decision in private, everyone, except the members of the Sub-Committee, will be asked to leave the room; alternatively the Sub-Committee will withdraw to another room. The Sub Committee may invite the Legal Adviser to join them. Any legal advice given to the Sub Committee when they are withdrawn will be reported back to the hearing before the Chair resumes it.

29. The Sub Committee may reconvene the meeting in order to seek clarification of the facts.

30. When the decision has been made the Chair will announce this to the driver.

The Decision

32. Following the hearing the Council will write to the driver with formal notification of the decision of the Sub-Committee and informing the driver of the right to appeal to the Magistrates Court and the time within which appeals must be submitted.

33. A suspension or revocation of a drivers licence will take effect at the end of the period of 21 days beginning with the day on which written notice of the Sub-Committee decision was given to the driver unless the Sub-Committee have decided that the interests of public safety require the suspension or revocation to have immediate effect. The letter notifying the driver of the Sub-Committee's decision will include a statement that this is so and an explanation why. The suspension will then take effect when the letter notifying the decision is given to the driver.

34. In urgent cases, the Environmental Health Manager has delegated power to suspend a driver's or vehicle licence. If this power is used the driver/proprietor will be notified of the decision and of their right to appeal to the Taxi Regulatory Sub-Committee within 14 days. If an appeal is submitted the hearing must take place within 7 days of receipt.

35. If, in the opinion of the Environmental Health Manager the interests of public safety require that the suspension of a driver's licence has immediate effect the letter to the driver will include a statement that this is so and an

explanation why. The suspension will then take effect when the letter notifying the decision is given to the driver.

APPENDIX

Pursuant to section 60 (1) of the Local Government (Miscellaneous Provisions) Act 1976 the City Council has power to suspend or revoke or refuse to renew a vehicle licence on any of the following grounds:

- a) that the hackney carriage or private hire vehicle is unfit for use as a hackney carriage or private hire vehicle;
- b) any offence under, or non-compliance with, the provisions of the Town Police Clauses Act 1847 or Part II of the Local Government (Miscellaneous Provisions) Act 1976 by the operator or driver; or
- c) any other reasonable cause

Pursuant to section 61 of the Local Government (Miscellaneous Provisions) Act 1976 the City Council has power to suspend or revoke or refuse to renew the licence of a driver of a hackney carriage or private hire vehicle on any of the following grounds:

- a) that he has since the grant of the licence:
 - i. been convicted of an offence involving dishonesty, indecency or violence; or

been convicted of an offence under, or has failed to comply with the provisions of the Town Police Clauses Act 1847 or Part II of the Local Government Miscellaneous Provisions Act 1976; or

- aa) that he has since the grant of the licence been convicted of an immigration offence or required to pay an immigration penalty; or
- b) any other reasonable cause.

(1A) Subsection (1)(aa) does not apply if-

(a) in a case where the driver has been convicted of an immigration offence, the conviction is a spent conviction within the meaning of the Rehabilitation of Offenders Act 1974, or

(b) in a case where the driver has been required to pay an immigration penalty—

- (i) more than three years have elapsed since the date on which the penalty was imposed, and
- (ii) the amount of the penalty has been paid in full.

(2)(a) Where a district council suspend, revoke or refuse to renew any licence under this section they shall give to the driver notice of the grounds on which the licence has been suspended or revoked or on which they have refused to renew such licence within fourteen days of such suspension, revocation or refusal and the driver shall on demand return to the district council the driver's badge issued to him in accordance with section 54 of this Act.

(b) If any person without reasonable excuse contravenes the provisions of this section he shall be guilty of an offence and liable on summary conviction to a fine not exceeding level 1 on the standard scale.

(2ZA) The requirement in subsection (2)(a) to return a driver's badge does not apply in a case where section 62A applies (but see subsection (2) of that section).

(2)(a) Where a district council suspend, revoke or refuse to renew any licence under this section they shall give to the driver notice of the grounds on which the licence has been suspended or revoked or on which they have refused to renew such licence within 14 days of such suspension, revocation or refusal and the driver shall on demand return to the district council the driver's badge issued to him in accordance with section 54 of this Act.

(2A) Subject to subsection (2B) of this section, a suspension or revocation of the licence of a driver under this section takes effect at the end of the period of 21 days beginning with the day on which notice is given to the driver under subsection (2)(a) of this section.

(2B) If it appears that the interests of public safety require the suspension or revocation of the licence to have immediate effect, and the notice given to the driver under subsection (2)(a) of this section includes a statement that that is so and an explanation why, the suspension or revocation takes effect when the notice is given to the driver.

(3) Any driver aggrieved by a decision of a district council under subsection (1) of this section may appeal to a magistrates' court.

Enforcement Action

Specific consideration will be given to the following items contained under 'Level 3 Enforcement' of the 'Hackney Carriage and Private Hire Enforcement System' by the Environmental Health Manager, and subsequently the Licensing Sub-Committee, who may exercise discretion to grant or to renew a licence, or to suspend or revoke an existing licence.

1. The licence holder has committed an action covered in Levels 1 and 2 where they have been interviewed by an officer of the Commercial & Licensing Team in the previous 12 month period and a final written warning has been given.
2. The licence holder or licence applicant has been convicted of any offence of a sexual nature which is not spent under the Rehabilitation of Offenders Act 1974.
3. The licence holder or licence applicant has been convicted of any offence involving possession, supply of drugs or a related offence which is not spent under the Rehabilitation of Offenders Act 1974.
4. The licence holder or licence applicant has been convicted of any offence involving dishonesty which is not spent under the Rehabilitation of Offenders Act 1974.
5. The licence holder or licence applicant has been convicted of any offence involving violence which is not spent under the Rehabilitation of Offenders Act 1974.
6. The licence holder or licence applicant has been convicted within the last 5 years of more than one offence of drunkenness or related.
7. The licence applicant has held their DVLA driver's licence for less than 2 years after its return as a result of suspension for any reason.
8. The licence holder or licence applicant has been convicted of any offence relating to alcohol and motor vehicles which is not spent under the Rehabilitation of Offenders Act 1974.
9. The licence holder or licence applicant has been convicted within the past 3 years of any offence which has resulted in 6 or more points being attached to their DVLA driver's licence.
10. The licence holder or licence applicant has been convicted within 1 year of any combination of offences which has resulted in more than 6 points being attached to their DVLA driver's licence.

11. If at the time of application (for grant, renewal or during the life of an existing licence) the licence holder or licence applicant has more than 9 points attached to their DVLA driver's licence.

12. If the licence holder or licence applicant has one or more convictions relating to

- Town Police Clauses Act 1847
- Part II of the Local Government (Miscellaneous Provisions) Act 1976
- Part IV of the Transport Act 1980
- Part I of the Health Act 2006
- Chapter 1 of Part 12 of the Equality Act 2010

which is not spent under the Rehabilitation of Offenders Act 1974.

13. If the licence holder or licence applicant is found to be living or working in the UK without the required authorisation, or if they have committed any offences arising from Asylum & Immigration matters.

14. If the licence holder or licence applicant fails the initial or refresher safeguarding training test paper on three occasions or fails to complete the training as required by the Council.

15. If the licence holder or licence applicant presents a medical assessment (or makes a declaration) for consideration but does not declare them unfit to drive.

16. Upon the application for or the duration of a licence, if there is intelligence, supplementary information or any other reasonable cause where officers have concerns about the grant or the continuation of a licence.



Item

TO CONSIDER AIRCAMBRIDGE'S APPLICATION FOR A FIRST RENEWAL OF AN OPERATOR'S LICENCE WITH CAMBRIDGE CITY COUNCIL

To: Licensing-Sub Committee: Taxi Regulatory Hearing

Report by: Gemma Tilley - Team Manager (Commercial & Licensing)

Tel: gemma.tilley@cambridge.gov.uk E-mail: 01223 457727

Wards affected: All

Appendix 2 contains exempt information during which the public is likely to be excluded from the meeting subject to determination by the Scrutiny Committee following consideration of a public interest test. This exclusion would be made under paragraphs 1& 2 of Part 1 of Schedule 12A of the Local Government Act 1972

1. INTRODUCTION

- 1.1 The purpose of this report is to consider the first renewal application for a Private Hire Operator's Licence issued by Cambridge City Council submitted by Mr Mert Buyukdag (operating as 'AIRCAMBRIDGE').
- 1.2 The application is classed as a first renewal application, which is for any Private Hire Operator wishing to renew the licence at the expiry of the first year of holding the licence. As per the current application procedure for first renewals, an operator is required to demonstrate that they have been operating a private hire business for the full duration of the licence; the matter is then be referred to the Licensing Sub-Committee for determination.

2. RECOMMENDATIONS

- 2.1 It is recommended that Members consider the information contained in this report, any representations made to them and the legislative provisions and policy considerations detailed in paragraphs 4 and 5 below, and determine whether Mr Buyukdag is a "fit and proper person" to continue to be licensed by Cambridge City Council as a holder of a Private Hire Operator's Licence.

3. BACKGROUND

- 3.1 Mr Buyukdag was first granted a Private Hire Operator's Licence (Licence Number: PHO095) on 2nd September 2019. The licence is due to expire on 1st September 2020. A copy of the current licence is attached as Appendix 1.

- 3.2 Mr Buyukdag has been a licensed driver with Cambridge City Council since 21st July 2011. He currently holds a Dual Driver's Licence which is due to expire on 14th September 2020.
- 3.3 Mr Buyukdag submitted an application to renew his operator's licence for five years on 7th July 2020. Applicants renewing their operator's licence from the 'first renewal' onwards are able to renew their licence for either one or five years. The application form is attached as Appendix 2. Please note in sections 5 (j), (k) and (l) as well as 6 (a) that Mr Buyukdag answered the questions in relation to the policies and procedures adopted by the operators he receives jobs from.
- 3.4 An operator inspection was conducted by Mr Alex Beebe on 17th July 2020. This inspection took place remotely over the telephone, with permission of the Team Manager, due to the on-going COVID-19 pandemic. Mr Buyukdag uses a domestic premises, rather than an office, as his business address and all relevant documentation could be brought into council offices. For clarification, Mr Buyukdag does not offer any waiting room facilities for customers at the registered address. The application fee was paid in full after the inspection. A copy of the inspection form is attached as Appendix 3.
- 3.5 A sample of the records evidencing Mr Buyukdag has been operating for a year since the initial grant of the licence is attached as Appendix 4. Some minor issues were identified with the records being kept that omitted some necessary information required as set out in Appendix P ('Guidance for Private Hire Operators') of Cambridge City Council's 'Hackney Carriage and Private Hire Handbook'. This included: time/date of booking; booking method; and, the fare. Mr Buyukdag commented in the inspection that this missing information would be in the e-mails received from customers/the distributing operator. Mr

Buyukdag was therefore advised to maintain all the necessary information in one place. This will be reviewed at the next annual inspection.

- 3.6 Mr Buyukdag has been using the operator's licence to conduct airport runs and other private hire work using his own vehicle licensed as PV1513; this is the only vehicle on the fleet and is a plate exempt vehicle. Mr Buyukdag has also been accepting sub-contracted jobs from other operators licensed by Cambridge City Council and South Cambridgeshire District Council.
- 3.7 No complaints have been received regarding Mr Buyukdag's driver or operator's licences since the grant of the initial operator's licence.
- 3.8 In summary, Mr Buyukdag has completed all parts of the application process satisfactorily and there are no significant, outstanding issues from the inspection. Members must therefore determine whether the licence can be renewed.

4 LEGISLATIVE PROVISIONS

- 4.1 Section 62 of The Local Government (Miscellaneous Provisions Act) 1976 provides that:

(1) Notwithstanding anything in this Part of this Act a district council may suspend or revoke, or (on application therefor under section 55 of this Act) refuse to renew an operator's licence on any of the following grounds:—

(a) any offence under, or non-compliance with, the provisions of this Part of this Act;

(b) any conduct on the part of the operator which appears to the district council to render him unfit to hold an operator's licence;

(c) any material change since the licence was granted in any of the circumstances of the operator on the basis of which the licence was granted;

(ca) that the operator has since the grant of the licence been convicted of an immigration offence or required to pay an immigration penalty;]or

(d) any other reasonable cause.

(1A) Subsection (1)(ca) does not apply if—

(a) in a case where the operator has been convicted of an immigration offence, the conviction is a spent conviction within the meaning of the Rehabilitation of Offenders Act 1974, or

(b) in a case where the operator has been required to pay an immigration penalty—

(i) more than three years have elapsed since the date on which the penalty was imposed, and

(ii) the amount of the penalty has been paid in full.]

(2) Where a district council suspend, revoke or refuse to renew any licence under this section they shall give to the operator notice of the grounds on which the licence has been suspended or revoked or on which they have refused to renew such licence within fourteen days of such suspension, revocation or refusal.

(3) Any operator aggrieved by a decision of a district council under this section may appeal to a magistrates' court.

5 POLICY

- 5.1 Section 44.4 of the Cambridge City Council Hackney Carriage and Private Hire Licensing Policy provides that an application for a Private Hire Operator's licence shall be made on the specified application form, be accompanied by the appropriate fee and in accordance with the application procedure set out in Cambridge City Council's 'Hackney Carriage and Private Hire Handbook'. The Licensing Authority will then decide whether the applicant is a "fit and proper" person to hold an operator's licence.
- 5.2 A definition of what could constitute "fit and proper" is provided by Bingham LCJ in *McCool v Rushcliffe Borough Council* [1998] 3 All 889, QBD: "...those licensed to drive private hire vehicles are suitable to do so, namely that they are safe drivers with good driving records and adequate experience, sober, mentally and physically fit, honest and not persons who would take advantage of their employment to abuse or assault passengers".
- 5.3 Appendix P of the 'Hackney Carriage and Private Hire Handbook' sets out the application procedure for those operators submitting a first renewal application. An operator will need to demonstrate they have been operating a private hire business for the full duration of the licence. An application for a renewal of a Private Hire Operator's Licence will be granted for either 1 or 5 years. The Licensing Sub-Committee reserve the right to limit the duration of the licence and request a further review of the licence before any future renewal is granted. This handbook is available at:

<https://www.cambridge.gov.uk/media/6738/hackney-carriage-and-private-hire-handbook.pdf>.

- 5.4 The 'Councillor Handbook: Taxi and Private Hire Licensing' published by the Local Government Association contains advice on decision making by Licensing Sub-Committees. This handbook is available online at:

https://www.local.gov.uk/sites/default/files/documents/10.9%20Council%20Handbook%20-%20Taxi%20and%20PHV%20Licensing_November_2017.pdf.

6. OPTIONS

- 6.1 The Authority has a duty to ensure that a safe and secure 'taxi and private hire' service is available to the public.
- 6.2 Every case should be dealt with on its own merits, and after consideration of any representations from the applicant and his referees, the following options are available to the Sub-Committee;
1. Renew the operator's licence for one year;
 2. Renew the operator's licence for one year with additional conditions;
- or
3. Refuse the renewal application.

If Members choose options 2 then they must state the conditions to be added and give reasons for this decision.

If Members choose option 3 then they must be satisfied that Mr Buyukdag has behaved in a manner that is not appropriate for a "fit and proper person" to hold an operator's licence and give their reasons.

Members are required to give their reasons for any decision reached.

6.3 Mr Buyukdag has the right to appeal to the Magistrates Court against any decision taken by this Sub-Committee under Section 62(3) of the Act.

6.4 Members may give their decision at the hearing and, in any event, Mr Buyukdag will be informed of the decision in writing as soon as possible. Any appeal must be lodged with the Magistrates Court within 21 days of receipt of the notification of the decision.

Should Members decide not to grant Mr Buyukdag a licence then it should be noted that Mr Buyukdag's details will be added to the NR3 National Anti-Fraud Network (NAFN) database. Information concerning such a refusal would then be available to other licensing authorities.

7. APPENDICES

Appendix 1 – Private Hire Operator Licence

Appendix 2 – Application Form

Appendix 3 – Inspection form

Appendix 4 – Booking Records

8. INSPECTION OF PAPERS

To inspect the background papers or if you have a query on the report please contact:

Alex Beebe (Senior Technical Officer – Commercial & Licensing)

Tel: 01223 457723

alex.beebe@cambridge.gov.uk



PRIVATE HIRE OPERATOR'S LICENCE

under the Local Government (Miscellaneous Provisions) Act 1976

AIRCAMBRIDGE

83 Bishops Road, Trumpington, Cambridge, CB2 9NQ

Valid From: **2nd September 2019** Expiry Date: **1st September 2020**

Proprietor(s) Name Only: **Mert Buyukdag**

This licence is subject to the provisions of, and the byelaws made under the Town Police Clauses Act 1847; the Local Government (Miscellaneous Provisions) Act 1976; the Transport Act 1985 and the conditions enacted by Cambridge City Council.

Environmental Health Manager

Authorised Officer

Commercial and Licensing Team
Environmental Services
Cambridge City Council
PO Box 700
Cambridge
CB1 0JH

Tel: 01223 457888

Email: taxi@cambridge.gov.uk

Licence fee: £286.00
Receipt: 1032 CAM 00775
Fee paid: 5th September 2019

L11 - WK/201974541

Please read conditions on the reverse.

PRIVATE HIRE OPERATOR – LICENCE CONDITIONS

Local Government (Miscellaneous Provisions) Act 1976

1. Records

The records required to be kept by the operator under Section 56(2) of the Local Government (Miscellaneous Provisions) Act 1976 shall be kept in a suitable book, the pages of which are numbered consecutively.

The records to be kept by the operator shall contain details of all Private Hire Vehicles operated by him, including the names and addresses of the owners and drivers, registration numbers and drivers of the vehicles, together with any radio call sign used.

2. Complaints

The operator shall immediately upon receipt notify the Council in writing of any complaints concerning a contract for hire or purported contract for hire relating to or arising from his business and of the action (if any), which the operator has taken or proposes to take in respect thereof.

3. Change of Address

The operator shall notify the Council in writing of any change of his address during the period of the licence within 7 days of such change taking place.

4. Convictions

The operator shall within 7 days disclose to the Council in writing details of any conviction imposed on him (or if the operator is a company, on any of its directors) during the period of the licence.

Please note that failure to comply with the conditions of this Licence may result in disciplinary action

By virtue of paragraph(s) 1, 2, 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

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Appendix 3 – Inspection Form

STR RENEWAL.

Cambridge City Council Licensing & Enforcement Team Environmental Services		 CAMBRIDGE CITY COUNCIL		
Record of Private Hire Operator Visit & Inspection				
Worksheet ref: WK/				
Type of inspection:	New <input type="checkbox"/>	First Renewal <input checked="" type="checkbox"/>	Renewal <input type="checkbox"/>	Routine inspection <input type="checkbox"/>
Name of applicant(s) / licence holder(s):	MERT BUYUNDALY		Date of Initial Contact:	04/06/2020
Name of Company:	AERCAMBRIDGE		Number of Vehicles:	1
Prior to scheduling an inspection visit, the inspecting officer will contact the applicant in order to check the following:				
Applications only (not for routine inspections):				
Applicant/s has submitted an up to date application - Form can be obtained online here: https://www.cambridge.gov.uk/taxi-operator-licence - Form must be completed in full, dated and signed by applicant/s - Full 5 year address history with dates must be provided - Any convictions must be detailed	if present	Date & Initial		
	<input checked="" type="checkbox"/>	AB 07/07		
Fees paid and Receipts obtained before inspection visit - Fees explained (dependent on the duration and type of licence) - Copies of all receipts issued retained	TO FOLLOW			
Applicant has an up to date Equality & Diversity Monitoring Form ready for submission at the Inspection Visit - Form can be obtained online here: https://www.cambridge.gov.uk/apply-for-or-renew-a-private-hire-operator-licence - Form is not mandatory	N/A			
Basic Disclosure & Barring Service Certificate has been obtained by Applicant/s and is ready for submission at the Inspection Visit - In the case of any licence applicants who are not already licensed drivers with CCC - Certificate must be dated within 1 month of the Inspection Visit	N/A	CURRENT DRIVER		
Enhanced Disclosure & Barring Service Certificate Verified by Officer - In the case of any licence applicants who are licensed drivers with CCC, check that DBS is still current (on M3).	N/A			
Certificate of Good Conduct - Where applicable a copy of an original, translated if necessary, certificate of good conduct is available and validated by the Enforcement Officer - This is only applicable for individuals who have spent a period of six months or more, in the last five years, residing outside the UK	N/A			
Original Documents are ready for submission at the Inspection Visit - All original documents which have been provided as part of the application seen, verified and copies taken where appropriate	<input checked="" type="checkbox"/>	YES AB 09/07		
References have been obtained by Applicant/s and are ready for submission at the Inspection Visit - Only where a new application is being made or where a new applicant is applying on the licence, two references must be sought - References satisfactory and accepted for processing	N/A			
Inspection Booked by Enforcement Officer - Inspection booked	<input checked="" type="checkbox"/> AB 09/07			

Appendix 3 – Inspection Form

Operator name	AIRCAMBRIDGE (MERT BUYUKDAG)
Address	[REDACTED]
Proprietor(s)	MERT BUYUKDAG.
Date of Inspection	17/07/2020.
Time Inspection Commenced	10:00 AM.
Time Inspection Ended	10:30 AM.
Officer(s) carrying out Inspection	MEX BEEBE

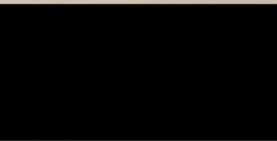
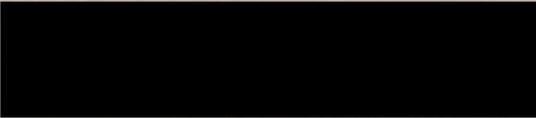
Is the operator licensed by any other authorities? YES NO
 If so, which authorities?

Name of licensing authority	Licence number
N/A	

Operator managers and contact details:	N/A
Number of people employed by the Operator:	N/A.

Last updated: 28/01/2020 AB
 Our privacy policy is available at: <https://www.cambridge.gov.uk/media/6335/environmental-health-privacy-notice.pdf>

Appendix 3 – Inspection Form

BOOKING METHODS			
	Yes	No	Details / Questions to consider
In person		X	Is there a waiting room available? If so, is this in a satisfactory condition? What other facilities are available for customers?
Telephone	X		What telephone numbers are in use? Please provide details: 
E-mail	X		What e-mail addresses are in use? How are bookings responded to? 
Website		X	How are bookings responded to? What website is in use? How often is the website updated by the applicant? Does the website have clear information on how the operator can be contacted? Please provide details:

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Appendix 3 – Inspection Form

Mobile app	X	Who invites the booking? If passengers are invited to make bookings, does the app belong to the applicant? If not, it may be that the applicant is not the right person to be licensed. Please provide details:
		Who will accept the booking? If it is the driver (by pressing 'accept' on an app) the driver may need to be licensed as an operator too. The booking should go to the operator and then the driver. Please provide details:
		Who is the contract with? Is it the app provider or driver? If the passenger is required to make a separate contract with the driver then the driver may also need to be licensed as an operator. Please provide details:
		Other general details on how the app works and how details are recorded.

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Appendix 3 – Inspection Form

Booking record

Paper record

Seen?

YES

NO

Electronic

Seen?

YES

NO

RECORD OF BOOKINGS

Please examine a sample of bookings and provide the following details for each one:

Item	SEP 5 1	DEC 18 2	JAN 14 3
Date of booking	X	X	X
Time of booking	X	X	X
Name of passenger(s)	/	/	/
Start point	/	/	/
Via* *if applicable	/	N/A.	N/A
End point	/	/	/
Date booking required	/	/	/
Time booking required	/	/	/
Booking method	X.	X	X
Fare quoted for journey	/	X	/
Actual cost of journey	/	X	/
Name of driver/callsign*	N/A	N/A	N/A
Vehicle registration no. *	N/A	N/A	N/A
Vehicle plate no. *	N/A.	N/A.	N/A.
Where sub-contracted, to who?	N/A	N/A	N/A.
Other details of note			

* ONE-MAN-OPERATOR SO SAME DRIVER, VEHICLE ON EACH OCCASION UNLESS INDICATED AS SUB-CONTRACTED.

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Appendix 3 – Inspection Form

FLEET / DRIVER RECORDS	
Item	Details
Schedule of vehicles – has this changed since the time of making application? Please provide details:	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
Does the operator intend to use hackney carriage vehicles to fulfil bookings? If yes, how does the operator ensure that where Hackney Carriage Vehicles are used to fulfil jobs within Cambridge City that the Hackney Carriage Table of Fares is observed?	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
Number of drivers	Hackney Carriage: N/A Private Hire: 1
Does the operator have tracking installed on vehicles?	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
Does the operator hold (copies or acknowledgement of) insurance documents? Provide details of examples	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO DRIVER OWNERS VEHICLE
Does the operator hold (copies of or acknowledgement of) vehicle/driver licences? Provide details of examples	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO AS ABOVE.
Evidence of vehicle licences seen?	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO N/A.
Evidence of driver licences seen?	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO N/A.
Do all three licences match? (Driver, Vehicle and Operator) Provide details of examples	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO

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Appendix 3 – Inspection Form

<p>How does the operator maintain separate booking records vehicles licensed by different licensing authorities? Please provide details of examples seen:</p>	<p>N/A - ONLY LICENSED BY CCC.</p>
<p>How does the operator ensure that an appropriate vehicle is sent to the passenger? <i>i.e. can passengers specify a vehicle to suit their needs e.g. wheelchair-accessible, saloon, multi-seater etc.</i></p>	<p>N/A - ONLY ONE VEHICLE ON FLEET.</p>

DRIVER AND STAFF TRAINING

Item	Details
<p>How are drivers advised of the legal requirements of private hire work? e.g. illegally plying for hire, displaying their badge etc. Please provide details of any records seen:</p>	<p>DRIVER HAS UNDERGONE CCC CUSTOMER AWARENESS TRAINING</p>
<p>What checks or tests are carried out by the operator before taking a driver on? Please provide details of any records seen:</p>	<p>N/A - ONE-MAN-OPERATOR.</p>
<p>What training is given to drivers? e.g. Knowledge Test, safeguarding, taking of assistance dogs, when to start the meter etc. Please provide details of any records seen:</p>	<p>N/A - AS ABOVE.</p>

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Appendix 3 – Inspection Form

<p>Schedule of ancillary staff – has this changed since the time of making application?</p> <p>Please provide details:</p>	<p><input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>N/A.</p>
<p>What checks or tests are carried out by the operator before taking a member of staff on?</p> <p>Please provide details of any records seen:</p>	<p>N/A.</p>
<p>What training is given to staff members?</p> <p>Please provide details of any records seen:</p>	<p>N/A.</p>
<p>What disciplinary procedures are used by the operator?</p> <p>What records are kept?</p> <p>Please provide details of any records seen:</p>	<p>N/A.</p>
<p>How are complaints handled by the operator?</p> <p>What records are kept?</p> <p>Please provide details of any records seen:</p>	<p>RESPOND WITHIN 24 HOURS.</p> <p>ADVISED THAT AGGRIEVED CAN CONTACT THE CUSTOMER SERVICE CENTRE / CRL TEAM TO MAKE COMPLAINT.</p> <p>SERIOUS COMPLAINTS REFERRED TO THE COUNCIL.</p>

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Appendix 3 – Inspection Form

How does the operator observe equal opportunities?	N/A - DRIVER HAS RECEIVED CUSTOMER AWARENESS TRAINING. ALSO ONE - PERSON - OPERATOR.
What records are kept?	
Please provide details of any records seen:	

GENERAL	
Item	Details
Copy of Planning Permission seen?	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO N/A.
Details of Planning Information (planning granted, when, requirements/ conditions etc)	N/A.
What fare structure is used by the operator? <i>Include details of any surge pricing in effect, use of a taxi fare calculator etc.</i>	FIXED - PRICE FARE QUOTED UPON RECEIPT OF BOOKING / ENQUIRY.
How are fares advertised to passengers?	GIVEN UPON ENQUIRY.
What measures does the operator take to ensure drivers and vehicles are not a nuisance to local residents? <i>e.g. switching engines off, parking considerately and legally when awaiting a booking</i>	DISCUSSED NEED TO RESPECT LOCAL RESIDENTS WHEN

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Appendix 3 – Inspection Form

<p>What checks or training does the operator undertake to facilitate this?</p> <p>Please provide details of any records seen:</p>	<p>AS ABOVE.</p>
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QUESTIONS FOR FIRST RENEWALS ONLY

<p>What evidence can the operator provide to demonstrate that they have been operating for a whole year?</p>	<p>APPLICANT HAS PROVIDED SAMPLES UPON REQUEST FOR SEP, DEC + JAN. I AM THEREFORE SATISFIED THERE IS SUFFICIENT EVIDENCE THE APPLICANT HAS BEEN OPERATING FOR A WHOLE YEAR SINCE GRANT OF THE LICENCE.</p>
<p>What complaints have been received in the first year of operation?</p> <p>Please provide any appropriate details</p>	<p>NONE.</p>
<p>What drivers have received disciplinary action in the first year of action?</p> <p>Please provide the names of drivers and any appropriate details</p>	<p>N/A.</p>

Appendix 3 – Inspection Form

DETAILS OF MATTERS IDENTIFIED DURING INSPECTION THAT REQUIRE FOLLOW-UP:			
Issue	Action Required	By Whom	Follow Up due by
RECORDS	NEED TO MAINTAIN IN LINE WITH REQUIREMENTS IN HANDBOOK.	APPLICANT (AB TO SEND E-MAIL)	NEXT INSPECTION DUE SEP 2021

Following an inspection of the above premises I can confirm that I have undertaken the Private Hire Operator Inspection as described above. I can confirm that the applicant(s) or licence holder(s) has provided the current, original documentation and that my findings were that the inspection was:

Satisfactory (Nothing Outstanding / No Further Action Necessary)
 Unsatisfactory (Outstanding Issues / Further Action Necessary)

Where an application has been submitted:

It is therefore, in light of my findings that the Private Hire Operator Licence should be:

Granted Not Granted
 Referred to Licensing –Sub Committee for consideration (FIRST RENEWAL)
 Other (fill in details below)

Inspecting Officer: Signature
 Signed: [Redacted] Dated: 17/07/2020
 Print Name: ALEX DEEBE

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Appendix 3 – Inspection Form

Post Inspection Checklist (FIRST RENEWALS ONLY)	when completed	Date & Initial
All documentation from the applicant/s, copies of documents, application forms, inspection paperwork scanned and attached to M3	✓	AB 17/07
Any outstanding actions logged and/ or assigned with timescales under action management on M3	✓	AB 17/07
Inspection Reviewed and Risk Rating completed on M3	✓	AB 17/07
Sub-Committee Hearing arranged with Committee Services	✓	AB 17/07
Date of hearing confirmed with applicant e.g. letter sent	✓	AB 17/07
Committee Report drafted and peer reviewed		
Sub-Committee Hearing: if granted, Temporary Operator Licence (for 21 days) processed and emailed to Operator		
Private Hire Operator Licence created on M3 and emailed to Operator		
Worksheet Closed		

Post Inspection Checklist (NEW AND SECOND RENEWALS)	when completed	Date & Initial
All documentation from the applicant/s, copies of documents, application forms, inspection paperwork scanned and attached to M3		
Any outstanding actions logged and/ or assigned with timescales under action management on M3		
Temporary Operator Licence (for 21 days) processed and emailed to Operator		
Inspection Reviewed and Risk Rating completed on M3		
Private Hire Operator Licence created on M3 and emailed to Operator		
Worksheet Closed		

Appendix 4 – Booking records

SEPTEMBER

2019

Via = Linton Thursday 5

05:50 [redacted] (£69.00 acc) From Haverhill, [redacted]
 \$79.00 cash To STN

08:30 [redacted] (£49.00 acc) From STN (EZ7 [redacted])
 To [redacted] Capital Park

08:50 [redacted] £110.00 + cp cash From LHR T2 (02 [redacted])
 (£20.00 acc) To [redacted] Combrid

The American outlaw Jesse James was born near Kansas City in 1847

17:30 [redacted] (£120.00 cash) Friday 6
 From = Cambridge
 To = LHR Holiday Inn [redacted]

04:00 [redacted] From = [redacted] Cambridge
 (£110.00 acc) To = Gatwick "South Terminal"

08:00 [redacted] From [redacted] Cambridge
 (£100.00 acc) Via = [redacted] Cambridge
 Via = [redacted] Cambridge
 To = LHR T3

11:30 [redacted] (£35.00 + cp) From = LHR T2
 To = [redacted] Cambridge

13:40 [redacted] (H21277) From Gatwick North (U28824)
 CMR To [redacted]

[redacted] £520.00 [redacted] 1879 St. Ed.

Saturday Tax week 23 Week 36 · 250-115

08:00 [redacted] (H20785) From = [redacted] Newark
 To = LGW South

14:00 [redacted] (H17613) From = LHR T2
 To = [redacted] Cambridge
 To = [redacted] Cambridge

21:00 [redacted] From = [redacted] Fulborn

02:00 [redacted] From = [redacted] Cambridge

22:00 [redacted] (£106.00 acc) To = LHR T4
 From = LTN ([redacted])

17:00 [redacted] (£75.00 acc) To = [redacted] Avenue
 From = [redacted] Cambridge
 To = LGW T North

07:35 [redacted] (£110.00 acc) From = [redacted] (H29002)
 (H21971) To [redacted]
 (H17613) [redacted] 21 22 23 = Cambridge 30 31

14:00 [redacted] From [redacted] Cobcote
 (H17259) To STN

Appendix 4 – Booking records

2019 DECEMBER

Thursday 12
Week 50 - 346-019
 Fulbourn

13:30 [redacted] (H30143) From = [redacted]
 ARM To = LHR T4

10:55 [redacted] (H29640) From = STN (E21) [redacted]
 Team Consulting To = [redacted]

18:25 [redacted] (£70,000 acc) From = LCY (KL [redacted])
 To = [redacted] Hauxton

Friday 13
Week 50 - 347-018
 Republic Day, Malta
 Main Street, Shute Comps
 Brentwood.

07:30 [redacted] (H27408) From = [redacted]
 To = [redacted]

12:40 [redacted] (H29647) From = LHR T5 (RA [redacted])
 (H28625) To = [redacted] Baldock
 ARM St. Albans

Saturday 14
Week 40 - 348-017
 Cambridge

05:20 [redacted] (Marque House) From = [redacted]
 £51.00 cash To = STN (FR [redacted])

17:30 [redacted] From = [redacted]
 £106.00 acc To = LHR

20:10 [redacted] From = LHR T2
 To = [redacted] Cambridge

Sunday 15
Week 50 - 349-016
 City Centre

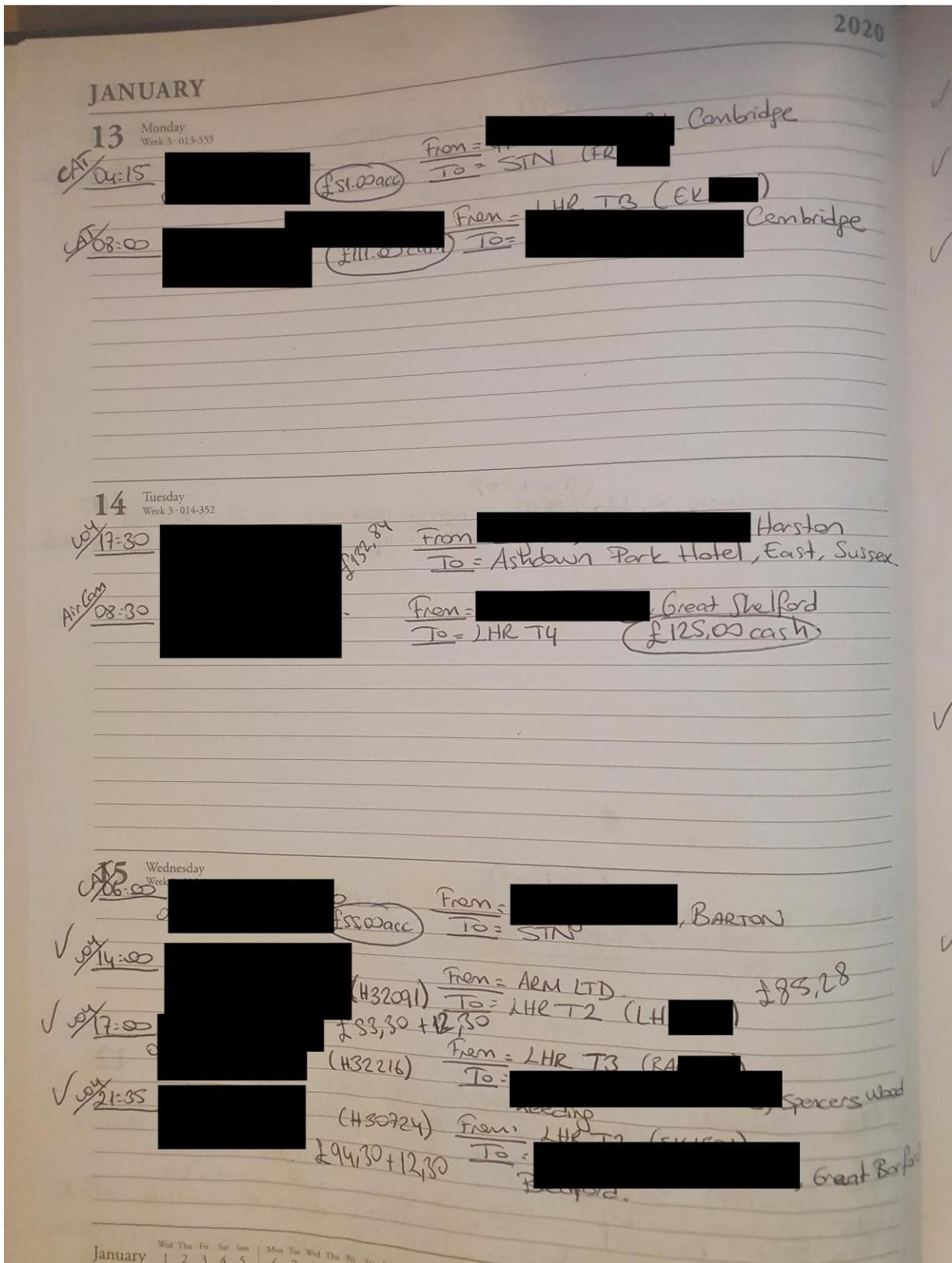
15:50 [redacted] (H30642) From = Hilton Cambridge, City Centre
 To = LHR T4

18:00 [redacted] (H30244) From = LHR T2
 To = [redacted] Cambridge

A weather office was established in Tuscany in 1654

January	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun					
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31

Appendix 4 – Booking records



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