

<b>Cambridge City Council</b> <b>Licensing &amp; Enforcement Team</b> <b>Environmental Services</b>  <u>Record of Private Hire Operator Visit &amp; Inspection</u>  <b>Worksheet ref: WK/</b>	  <b>CAMBRIDGE CITY COUNCIL</b>
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<b>Type of application:</b>	New <input type="checkbox"/>	First Renewal <input checked="" type="checkbox"/>	Renewal <input type="checkbox"/>
<b>Name of Applicant/s:</b>	KEVIN GENT		<b>Date of Initial Contact:</b> 03/10/2019
<b>Name of Company:</b>			<b>Number of Vehicles:</b> 1

Prior to scheduling an inspection visit, the inspecting officer will conduct a telephone interview with the applicant in order to check the following:

	✓ if present	Date & Initial
<b>Applicant/s has submitted an up to date application</b> - Form can be obtained online here: <a href="https://www.cambridge.gov.uk/taxi-operator-licence">https://www.cambridge.gov.uk/taxi-operator-licence</a> - 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	✓	AB 03/10
<b>Fees paid and Receipts obtained before inspection visit</b> - Fees explained (dependent on the duration and type of licence) - Copies of all receipts issued retained	✓	AB 03/10
<b>Applicant has an up to date Equality &amp; Diversity Monitoring Form ready for submission at the Inspection Visit</b> - Form can be obtained online here: <a href="https://www.cambridge.gov.uk/apply-for-or-renew-a-private-hire-operator-licence">https://www.cambridge.gov.uk/apply-for-or-renew-a-private-hire-operator-licence</a> - Form is not mandatory	✓	AB 03/10
<b>Basic Disclosure &amp; Barring Service Certificate has been obtained by Applicant/s and is ready for submission at the Inspection Visit</b> - 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	✓	EXISTENT PREVER.
<b>Enhanced Disclosure &amp; Barring Service Certificate Verified by Officer</b> - In the case of any licence applicants who are licensed drivers with CCC, check that DBS is still current (on M3).	✓	AS ABOVE.
<b>Certificate of Good Conduct</b> - 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	✓	NIA.
<b>Original Documents are ready for submission at the Inspection Visit</b> - All original documents which have been provided as part of the application seen, verified and copies taken where appropriate	✓	AB 03/10.
<b>References have been obtained by Applicant/s and are ready for submission at the Inspection Visit</b> - 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	✓	NIA.
<b>Inspection Booked by Enforcement Officer</b> - Inspection booked	✓	AB.

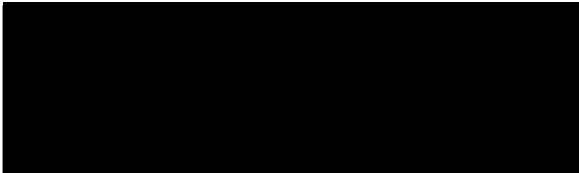
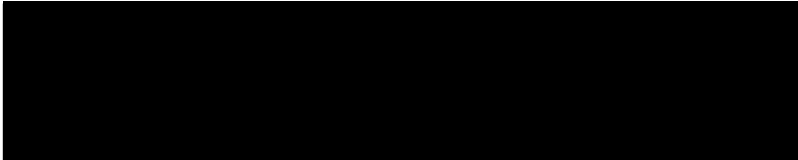
Operator name	KEVIN GENT
Address	[REDACTED]
Proprietor(s)	KEVIN GENT
Date of Inspection	05/10/2014.
Time Inspection Commenced	11:30.
Time Inspection Ended	12:15.
Officer(s) carrying out Inspection	AB.

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

Name of licensing authority	Licence number

Operator managers and contact details:	AS PROP.
Number of people employed by the Operator:	NIA.

**BOOKING METHODS**

	Yes	No	Details / Questions to consider
<b>In person</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<i>Is there a waiting room available? If so, is this in a satisfactory condition? What other facilities are available for customers?</i>  NO WAITING ROOM.
<b>Telephone</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<i>What telephone numbers are in use? Please provide details:</i>  
<b>E-mail</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<i>What e-mail addresses are in use? How are bookings responded to?</i>  
<b>Website</b>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<i>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:</i>

**Mobile app**

**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.**

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	1	2	3
Date of booking	YES, SEE	ATTACHED.	
Time of booking			
Name of passenger(s)			
Start point			
Via* <i>*if applicable</i>			
End point			
Date booking required			
Time booking required			
Booking method			
Fare quoted for journey			
Actual cost of journey			
Name of driver/callsign			
Vehicle registration no.			
Vehicle plate no.			
Where sub-contracted, to who?			
Other details of note			

# FLEET / DRIVER RECORDS

Item	Details
<p>Schedule of vehicles – has this changed since the time of making application?</p> <p>Please provide details:</p>	<p><input type="checkbox"/> YES <input checked="" type="checkbox"/> NO</p> <p>PV1447.</p>
<p>Does the operator intend to use hackney carriage vehicles to fulfil bookings?</p> <p>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?</p>	<p><input type="checkbox"/> YES <input checked="" type="checkbox"/> NO</p>
<p>Number of drivers</p>	<p>Hackney Carriage: Private Hire: 1</p>
<p>Does the operator have tracking installed on vehicles?</p>	<p><input type="checkbox"/> YES <input checked="" type="checkbox"/> NO</p>
<p>Does the operator hold (copies or acknowledgement of) insurance documents?</p> <p>Provide details of examples</p>	<p><input checked="" type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>ONE MAN OPERATOR.</p>
<p>Does the operator hold (copies of or acknowledgement of) vehicle/driver licences?</p> <p>Provide details of examples</p>	<p><input checked="" type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>AS ABOVE</p>
<p>Evidence of vehicle licences seen?</p>	<p><input type="checkbox"/> YES <input checked="" type="checkbox"/> NO NIA - CHECKED M3</p>
<p>Evidence of driver licences seen?</p>	<p><input type="checkbox"/> YES <input checked="" type="checkbox"/> NO NIA - CHECKED M3</p>
<p>Do all three licences match? (Driver, Vehicle and Operator)</p> <p>Provide details of examples</p>	<p><input checked="" type="checkbox"/> YES <input type="checkbox"/> NO</p>

<p>How does the operator maintain separate booking records vehicles licensed by different licensing authorities? Please provide details of examples seen:</p>	<p>NIA - 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>NIA ONEMAN OP.</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>NIA - ONE MAN OP.</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>NIA. AS ABOVE.</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>NIA. EXISTING DRIVER.</p>

Schedule of ancillary staff – has this changed since the time of making application?

YES  NO

Please provide details:

NIA. ONE MAN OP.

What checks or tests are carried out by the operator before taking a member of staff on?

Please provide details of any records seen:

NIA. AS ABOVE.

What training is given to staff members?

Please provide details of any records seen:

NIA. AS ABOVE

What disciplinary procedures are used by the operator?

What records are kept?

Please provide details of any records seen:

NIA. AS ABOVE.

How are complaints handled by the operator?

What records are kept?

Please provide details of any records seen:

NIA. AS ABOVE.

ANY SERIOUS COMPLAINTS WOULD BE REFERRED TO THE COUNCIL.



<p>How does the operator observe equal opportunities?</p> <p>What records are kept?</p> <p>Please provide details of any records seen:</p>	<p>N/A -</p>
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**GENERAL**

Item	Details
<p>Copy of Planning Permission seen?</p>	<p><input type="checkbox"/> YES <input checked="" type="checkbox"/> NO</p>
<p>Details of Planning Information (planning granted, when, requirements/ conditions etc)</p>	<p>N/A.</p>
<p>What fare structure is used by the operator?</p> <p><i>Include details of any surge pricing in effect, use of a taxi fare calculator etc.</i></p>	<p>WIN CITY BOUNDARY - METER .          OLS CITY BOUNDARY - FIXED PRICE          INCLUSION W/ PARTNER.</p>
<p>How are fares advertised to passengers?</p>	<p>BOOKED IN ADVANCE -          ADVISED ACCORDINGLY.</p>
<p>What measures does the operator take to ensure drivers and vehicles are not a nuisance to local residents?</p> <p><i>e.g. switching engines off, parking considerately and legally when awaiting a booking</i></p>	<p>N/A -</p>

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

What evidence can the operator provide to demonstrate that they have been operating for a whole year?

RECORDS SEEN

What complaints have been received in the first year of operation?

*Please provide any appropriate details*

NONE .

What drivers have received disciplinary action in the first year of action?

*Please provide the names of drivers and any appropriate details*

NONE .

**SUB-CONTRACTING**

Does the operator sub-contract jobs to/from other operators?

YES

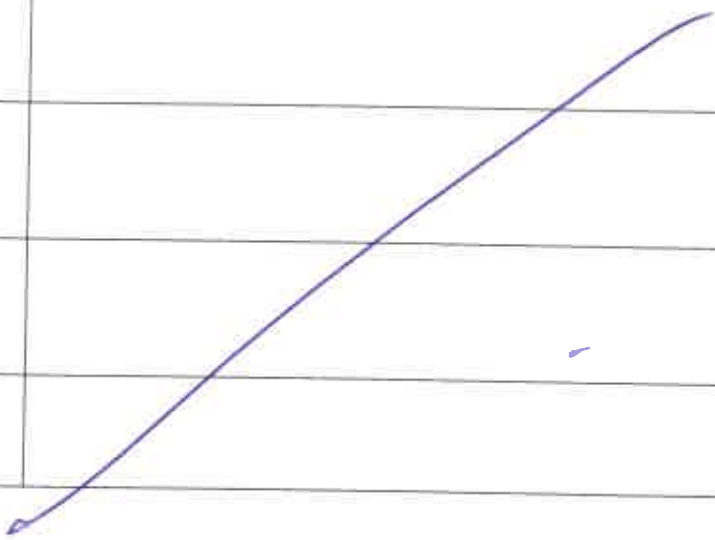
NO

If received, which operators are these received from?

Which authority licences these operators?

If given, which operators are these given to?

Which authority licences these operators?



**Schedule of Private Hire Vehicles (at time of inspection)**

Please continue on a separate sheet if necessary

Private Hire Plate Number	Vehicle Registration	Registered Keeper
PV 1447	WM16 PVR	KEVIN GENT


**CONDITIONS OF LICENCE**

*Does the operator understand and believe they are complying with the following conditions on their licence?*

Condition	Understand/ Compliance?	Details of discussion/ questions/ advice given
Records	/	RECORDS SEEN. USING LT METHOD ADVISED.
Complaints	/	YES.
Change of Address	/	YES.
Convictions	/	YES.

**Details of any other matters identified during the inspection and action required**

Issue	Action Required	By Whom	Follow Up due by
NONE.			

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 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)

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**

(DUE TO 1ST RENEWAL)

**Other** (fill in details below)

Our full environmental health privacy policy is available at <https://www.cambridge.gov.uk/media/6335/environmental-health-privacy-notice.pdf>

<b>Inspector</b>	[Redacted]
<b>Signed:</b>	
<b>Print Name:</b>	ALEX BEEBE

Date Created 15/4/16  
Updated 01/11/2017

Dated: 08/10/2019.

Post Inspection Checklist (FIRST RENEWAL)	✓ when completed	Date & Initial
All documentation from the applicant/s, copies of documents, application forms, inspection paperwork scanned and attached to M3	✓	AB 03/16
Any outstanding actions logged and/ or assigned with timescales under action management on M3	✓	AB 03/16
Inspection Reviewed and Risk Rating completed on M3	✓	AB 03/16
Sub-Committee Hearing arranged with Committee Services	✓	AB 03/16
Date of hearing confirmed with applicant e.g. letter sent		
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		

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54 877.