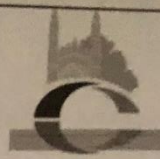


Appendix 3 – Inspection Form

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Cambridge City Council Licensing & Enforcement Team Environmental Services		 CAMBRIDGE CITY COUNCIL	
<u>Record of Private Hire Operator Visit & Inspection</u>			
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 BUYUNDAL	Date of Initial Contact:	04/06/2020
Name of Company:	BERCAMBRIDGE	Number of Vehicles:	1

Prior to scheduling an inspection visit, the inspecting officer will contact the applicant in order to check the following:

	if present	Date & Initial
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	✓	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	✓ 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	✓	AB 09/07

Appendix 3 – Inspection Form

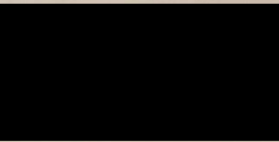

Operator name	AIRCAMBRIDGE (MERT BUYUKDAG)
Address	[REDACTED]
Proprietor(s)	MERT BUYUKDAG.
Date of Inspection	17/07/2020.
Time Inspection Commenced	10:00 AM.
Time Inspection Ended	10:30 AM.
Officer(s) carrying out Inspection	MEX BEEBE

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.

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:

Appendix 3 – Inspection Form

Mobile app	X	<p><i>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:</i></p> <p><i>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:</i></p> <p><i>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:</i></p> <p><i>Other general details on how the app works and how details are recorded.</i></p>
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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 WHICG
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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<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.e. can passengers specify a vehicle to suit their needs e.g. wheelchair-accessible, saloon, multi-seater etc.</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>

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>

Appendix 3 – Inspection Form

How does the operator observe equal opportunities?	N/A - DRIVER HAS RECEIVED CUSTOMER AWARENESS TRAINING.
What records are kept?	TWO ONE - PERSON - OPERATOR.
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>

[illegible]

Appendix 3 – Inspection Form

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	✓	SOME MINOR ISSUES - WILL E-MAIL, OTHERWISE ALL IN ORDER
Complaints	✓	ADVISED, UNDERSTOOD.
Change of Address	✓	ADVISED, UNDERSTOOD.
Convictions	✓	ADVISED, UNDERSTOOD.

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) ☐

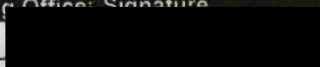
Where an application has been submitted:

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: 	Dated: 17/07/2020
Print Name: ALEX DEEBE	

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		