



POLICY ON THE LICENSING OF PRIVATE HIRE OPERATORS

INTRODUCTION

The licensing of Operators is central to the Private Hire regime established by the Local Government (Miscellaneous Provisions) Act 1976. Bookings for Private Hire Vehicles can only lawfully be made through a Private Hire Operator, and it is the Operator that must keep records of the bookings they accept and how those bookings are fulfilled.

Section 80 of the Act defines 'operating' as making provision in the course of business for the invitation or acceptance of bookings for Private Hire Vehicles. Anyone intending to operate Gateshead-licensed Private Hire Vehicles must have an Operator licence issued by Gateshead Council, and must comply with its conditions.

Operators have a crucial role to play in keeping the travelling public safe. Operators must ensure that they only use vehicles that are properly insured, safe, comfortable and clean; and that their drivers have the necessary skills and experience to get passengers safely to their destination and that they are treated in a professional manner with courtesy and respect.

Before issuing someone with an Operator licence, Gateshead Council must be satisfied that the person is fit and proper to hold that licence. Operators may only retain their licence for as long as they remain fit and proper, and should expect their licence to be suspended or revoked if their conduct falls short of the expected standard.

In making this assessment, the Council will consider each matter on its own merits.

The attributes that are critical to satisfying the Council that a person is fit and proper to be licensed as an Operator are –

(a) Honesty; and

(b) Aptitude.

How the Council will assess these factors is set out in further detail below.

GENERAL

Persons wishing to obtain an Operator licence from Gateshead Council must complete the Council's application form and pay the required fee. Incomplete application forms and forms without fees will not be accepted.

It is important that applicants specify the legal entity that they wish to be licensed. Where an application form is filled in by an individual on behalf of a company, the company name and registered number must be specified on the form. Where the form is filled in by an individual on behalf of a partnership, the names of all the partners must be specified on the form.

Where the application is on behalf of a company, the questions should be answered in respect of the company itself and each of its directors. Where the application is on behalf of a partnership, the questions should be answered on behalf of each of the partners.

Operator licences are not transferable.

If any information given by you on the application form for this licence proves to be false, or you fail to disclose any relevant information on your application form, you should expect the licence to be revoked and that you will be prosecuted.

Unless stated otherwise, the licence expires five years from the date of issue. Any application for renewal must be made at least 14 days before the licence expires.

PRE-REQUISITES TO MAKING AN APPLICATION

It is the policy of Gateshead Council that every application for a licence to operate Private Hire Vehicles must be accompanied by satisfactory evidence of the following matters (and that applications that are incomplete will not be deemed to have been made until such time as they are completed) –

- That the applicant has the right to live and work in the country
- Basic criminal record checks and evidence that they are not on a child and/or vulnerable adult barring list; and

- That the applicant has completed safeguarding awareness training specific to the service that they wish to be licensed to provide (including but not limited to sexual exploitation and disability).

If an applicant has spent six continuous months or more living outside the United Kingdom, Gateshead Council will seek evidence of a criminal record check from the country / countries covering the period before a licence application can be made.

The requirements for applicants to provide evidence as above relates to every natural person that the application relates to, i.e. where the application is in the name of more than one person, for evidence must be provided for each and every person.

Certificates must have been issued not less than three months prior to the date of submission, and the name on the certificate must exactly match the name on the application.

The only exceptions to the requirement for the criminal record check(s) set out above is where the applicant (being an individual or sole director of the applicant company) already holds a Private Hire Driver / Hackney Carriage Driver licence with Gateshead Council; or where all the partners in a partnership or all the directors of a company already hold Private Hire Driver / Hackney Carriage Driver licences with Gateshead Council, and will therefore have already provided the Council with an Enhanced Disclosure certificate.

FIT AND PROPER TEST

Operators are entrusted with the safety of the travelling public. They must ensure that they only allocate jobs to people who are legally able to fulfil them, and that in doing so they comply with all the terms of their licences. Also, they receive and retain personal data, which could easily be exploited by unscrupulous individuals particularly in relation to vulnerable passengers.

Organisational structure

It is imperative that the Council is able to be satisfied that all persons who are materially involved in the operation of Gateshead-licensed Private Hire Vehicles are fit and proper to do so, whether or not the licence is in their name.

For instance, where a licence is held in the name of a company, its day to day operation will be carried out by one or more natural persons (directors, employees, etc) who will have access to passengers' personal information, etc.

Applicants are expected to provide sufficient details of their organisational structure (including the names of their management team) for the Council to be able to satisfy itself that all persons who are materially involved in the day to day operation are fit and proper to do so.

Companies and Limited Liability Partnerships are expected to provide details of all Persons with Significant Control as defined by the Companies Act 2006, the People with Significant Control Regulations 2016 and the Limited Liability Partnerships (Register of People with Significant Control) Regulations 2016.

Please see further below in respect of partnerships generally.

Applicants are expected to provide evidence that all persons involved in its day to day operation –

- have the right to live and work in the country
- are not on a child and/or vulnerable adult barring list; and
- have been appropriately trained in safeguarding awareness as set out above.

Applicants are also expected to provide criminal record checks for all persons involved in their day to day operation.

For applications that are granted, these are ongoing obligations. Licensees are expected to promptly provide the above evidence and checks in respect of any individuals who become materially involved in the day to day operation during the currency of the licence. If any such changes occur which the Council is not promptly provided with full details of, this will normally amount to be a material change to the Operator's circumstances which could result in the licence being suspended or revoked under section 62 of the Act.

Partnerships

As above, it is imperative that the Council is able to be satisfied that all persons who are materially involved in the operation of Gateshead-licensed

Private Hire Vehicles are fit and proper to do so, whether or not the licence is in their name.

For that reason, if an applicant intends to operate Private Hire Vehicles as part of a partnership they must declare this, and must provide full details of the partnership and its partners.

A change to the make up or structure of that partnership after the licence is granted will normally amount to be a material change to the Operator's circumstances which could result in the licence being suspended or revoked under section 62 of the Act.

Where an applicant intends to operate Private Hire Vehicles as part of a partnership, the acts and omissions of their partners will be relevant to whether the Council considers the applicant to be fit and proper to be licensed.

When a licence is granted, it only authorises the person who applied for it to operate Private Hire Vehicles as principal. Any partners who have not applied for and been granted an Operator licence will not be named on the licence and are not themselves licence holders.

An applicant who in isolation would be deemed to be fit and proper may be deemed not to be fit and proper by virtue of the fact that they are in partnership with a person who would not be granted an Operator licence if they were to apply.

Equally, once a licence has been granted the act or omission of a partner of the licence holder may result in the licence holder no longer being considered fit and proper by virtue of them remaining in partnership with that person.

Applicants who intend to operate as part of a partnership are reminded that where an offence under the Act is due to the act or default of another person, either or both people may be prosecuted and may be liable for the same punishment.

Operating model

Applicants whose operating model is non-traditional (i.e. who intend to invite the booking of Private Hire Vehicles but not accept them, or to accept the

booking of Private Hire Vehicles but not invite them) must provide a clear description of their operating model as part of their application.

If the applicant considers it appropriate to deviate from the Council's standard conditions having regard to their proposed operating model, they should set out their proposed amendments as part of their application.

For instance, applicants who intend to provide an exclusively app-based service for the invitation of bookings should consider whether any additional or amended conditions would be appropriate to safeguard passengers.

Applicants who do not set out their proposed operating model in adequate detail should expect that their application will be refused.

Criminal conduct

Operators are expected to be law abiding and trustworthy. For this reason, the Council will take into account any unspent criminal convictions when assessing their fitness and propriety.

However, as Operators are not required to drive vehicles in the course of their business (and would require a Private Hire Driver licence in order to do so), applicants are not required to disclose details of driving offences unless those offences led to criminal proceedings (for instance for failure to provide details, driving without insurance, etc).

Offences that relate to the following factors will be considered particularly seriously –

- Safeguarding
- Violence / sexual conduct
- Drugs and alcohol
- Abuse (whether physical, financial, mental or emotional)
- Dishonesty
- Financial impropriety; or
- Licensing.

Applications from persons who have committed one or more offences of any of these natures will normally be refused except where the Regulatory Committee consider the circumstances to be sufficiently mitigating to justify deviating from this policy.

Greater or less weight will be attached to each incident depending on –

- The nature of the offence
- The penalty imposed
- The length of time since the offence or conviction; and
- Any relevant circumstances (including in mitigation).

A series of incidents of criminal conduct over a period of time is more likely to give cause for concern than an isolated incident. A serious view will be taken when applicants show a pattern of incidents. If for example, the applicant has three or more unspent convictions then this would imply a tendency towards criminality and again their application should normally be refused other than in the most exceptional of circumstances.

If an applicant has been imprisoned this will tend to show that the criminal conduct that led to that sentence was particularly serious, and such applications will again normally be refused in all but the most exceptional of circumstances.

Non-conviction information

If an applicant has, on more than one occasion, been arrested or charged, but not convicted, for a serious offence which suggests he/she could be a danger to the public, they should expect their application to be refused.

In assessing the action to take, the safety of the travelling public must be the paramount concern.

Compliance with Conditions and Regulatory Requirements

The Regulatory Committee may take into account a person's history whilst holding a licence (including driver and proprietor licences), from this or any other Authority.

The Regulatory Committee may take into account, in deciding whether a person is a fit and proper person to hold (or to continue to hold) a licence, such matters as the record of complaints about them, also their compliance with licence conditions and their willingness to co-operate with the reasonable requests of Licensing and other Officers.

The Regulatory Committee may also take into account a person's compliance with other regulatory requirements such as planning and data protection.

Abusive behaviour

Operators can on occasions be subject to unpleasant or dishonest behaviour. The Council does not consider that this excuses any aggressive or abusive conduct on the part of the Operator. Operators are expected to address disputes through the proper legal channels. In no circumstances should they take the law into their own hands.

Applicants and licensees are reminded of the serious view that is taken of abusive behaviour in the 'Criminal Conduct' section above and the 'Complaints against Operators' section below.

Financial impropriety

Operators who accept bookings are responsible for negotiating fares with customers, handling payments, paying drivers and staff, and ensuring that adequate insurance is in place.

As customers have traditionally paid drivers in cash particularly for one-off journeys (as opposed to repeat contract work), this can lead to the potential for overcharging, fraud and tax avoidance. The introduction of new technologies such as booking and payment apps and in-car credit card payment facilities is leading to the provision of Private Hire services being less cash-reliant; but there remains a significant cash element to most Private Hire operations, particularly for potentially vulnerable passengers such as the drunk or elderly.

It is therefore essential that Operators maintain accurate and up to date accounts.

Applications from persons who have demonstrated financial impropriety or an inability to adequately manage the finances of themselves or others will normally be refused. Factors that will be taken into account include –

- Whether the applicant is an undischarged bankrupt or is subject to bankruptcy proceedings
- Whether the applicant is subject to a Debt Relief Order, Individual Voluntary Arrangement, etc

- Whether the applicant has been disqualified as a company director
- Whether the applicant has been the director of companies that have been dissolved
- Whether the applicant is subject to one or more unsatisfied County Court Judgments
- Whether the applicant is subject to one or more unsatisfied Court fines
- Whether the applicant being a company is or has been subject to an application to strike it off the Companies Register
- Whether the applicant being a company is subject to a Company Voluntary Arrangement
- Whether the applicant being a company is subject to winding up proceedings

Data protection

Operators will in the course of their business process and store personal data, and must comply with the provisions of the Data Protection act 1998. Operators are expected to ensure that any data they hold is securely kept and not accessed by any unauthorised persons or used for any unauthorised purposes.

Operators are expected to familiarise themselves with the Information Commissioner's guidance particularly in relation to the use of CCTV and/or other recording systems. Also, Operators who use business radio systems are expected to familiarise themselves with Ofcom's guidance in this respect.

Trading names

Operators will generally use one or more trading names by which they advertise their services to the public. These may be the same as their legal identity or may be different. Whilst the choice of name is a matter for each Operator, the Council will not permit Operators to use trading names that

may offend or confuse the public in respect of the provision of Private Hire services.

Licences will only be issued in the name of the relevant legal entity that has applied for and been granted the licence. To avoid uncertainty and confusion as to which legal entity is licensed, trading names will not be placed on a licence.

Applications will not be granted where the Operator proposes to use a name which is the same as or similar to –

- An offensive, disparaging, insulting, obscene or expletive term
- A term with political, racial or religious connotations
- A term which implies any endorsement by Gateshead Council
- A registered trademark (unless the applicant provides evidence of the right to use the trademark for this purpose)
- A trading name being used by an existing Private Hire Operator in the Borough of Gateshead or any neighbouring area in connection with the provision of Private Hire services
- A trading name being used by a Hackney Carriage and/or PCV proprietor in the Borough of Gateshead or any neighbouring area in connection with the provision of passenger transport services whether pre-booked or otherwise

Trading names that include the words ‘taxi’, ‘cab’ or ‘Hackney Carriage’ will not be permitted as they are likely to lead to confusion between the provision of pre-booked services that are operated within the meaning of the Local Government (Miscellaneous Provisions) Act 1976 and those that are not and are therefore not subject to the safeguards that are inherent in that regime.

Livery and signage

The Council's standard Private Hire Vehicle conditions set out requirements in respect of livery and signage to be used on such vehicles that are operated under the relevant licence.

Again, whilst the choice of livery and signage is a matter for each Operator, the Council will not permit Operators to use livery and signage that may offend or confuse the public in respect of the provision of Private Hire services.

Applications will not be granted where the Operator proposes to use livery or signage which is the same or similar to –

- Livery or signage being used by an existing Private Hire Operator in the Borough of Gateshead or any neighbouring area in connection with the provision of Private Hire services
- Livery or signage being used by a Hackney Carriage and/or PCV proprietor in the Borough of Gateshead or any neighbouring area in connection with the provision of passenger transport services whether pre-booked or otherwise

Applicants who intend to provide passenger transport services in the Borough of Gateshead through the use of vehicles other than Private Hire Vehicles (such as Hackney Carriages or PCVs) should note that the livery and signage used in connection with the Private Hire Vehicles they operate must be sufficiently dissimilar to the livery and signage used in connection with those other vehicles so as not to cause confusion as to which vehicles are operated and which are not.

ONCE A LICENCE HAS BEEN GRANTED

If a licence holder's conduct is such that, were they to be applying for a new licence their application would normally be refused, they should expect consideration to be given as to the suspension or revocation of their licence.

Such matters will be referred to the Council's Regulatory Committee where a hearing will take place and the Operator may make representations in support of their licence.

A suspension or revocation of the licence takes effect at the end of the period of 21 days beginning with the day on which notice is given to the Operator (unless the Operator appeals to the Magistrates' Court within that time, in which case it will take effect from the date that the appeal is determined or otherwise dispensed with).

The Regulatory Committee may also choose to add or vary the conditions of the Operator's licence; and again such additions or variations will take effect at the end of the period of 21 days beginning with the day on which notice was given to the Operator (unless the Operator appeals to the Magistrates' Court within that time, in which case it will take effect from the date that the appeal is determined or otherwise dispensed with).

Subcontracting

Operators are reminded that their role is at the crux of the Private Hire regime, and the onus falls on them to ensure that when they accept a booking from a customer to be collected from a certain place at a certain time, a suitable vehicle attends at that place and time to provide the required service.

Customers may expect to be informed by the Operator –

- the name of driver of the vehicle that is dispatched to provide the booked service
- the registration number of the vehicle that is dispatched, and
- the time the vehicle is expected to arrive (within a maximum ten minute window).

Providing this information to the customer will help ensure that they do not inadvertently get into a different vehicle, and so will help safeguard potentially vulnerable passengers. It will also help ensure that passengers have the appropriate information to be able to complain about the driver or vehicle should they have cause to.

If an Operator wishes to engage the services of a subcontractor to fulfil a booking, the same expectation applies from the customer's perspective. Regardless of whether the booking will be fulfilled by the Operator the customer contacted to make the booking or someone else, the customer should still be informed by the Operator they made the booking with -

- the name of driver of the vehicle that is dispatched to provide the booked service
- the registration number of the vehicle that is dispatched, and
- the time the vehicle is expected to arrive (within a maximum ten minute window).

Fulfilling bookings with vehicles other than Private Hire Vehicles

The Local Government (Miscellaneous Provisions) Act 1976 specifies that Private Hire Operators are only 'operating' when they are inviting and accepting bookings for Private Hire Vehicles rather than any other type of vehicle.

Applicants who intend to provide passenger transport services in the Borough of Gateshead through the use of vehicles other than Private Hire Vehicles (such as Hackney Carriages or PCVs) must ensure that the provision of those services is distinct from their Private Hire operation.

The livery and signage used in connection with the Private Hire Vehicles they operate must be sufficiently dissimilar to the livery and signage used in connection with those other vehicles so as not to cause confusion as to which vehicles are operated and which are not.

To ensure that customers wishing to make a pre-booking through a Private Hire Operator benefit from the safeguards inherent in doing so, separate methods of inviting bookings must be used for Private Hire Vehicles that are operated (within the meaning of the Act) and other vehicles that are not.

If an Operator accepts a pre-booking through the methods of booking which it utilises for its Private Hire operation but subsequently intends to fulfil the booking through a vehicle that it does not operate (within the meaning of the Act), the customer must be notified at the time of booking that this is the case.

This will arise where the Operator –

- dispatches a Hackney Carriage licensed by Gateshead Council
- dispatches a Hackney Carriage licensed by another Council
- dispatches a PCV
- subcontracts another Private Hire Operator to provide the service.

COMPLAINTS AGAINST OPERATORS

Complaints made to Gateshead Council against Operators are infrequent, and will be treated seriously. Such complaints include not attending a booking, overcharging, not providing an appropriate vehicle for a disabled passenger, or use of abusive language.

Such complaints often arise in the course of providing services to passengers, but a licensee's conduct will equally be unbecoming if he/she is aggressive, abusive or insulting towards Council staff or Council Members.

Gateshead Council recognises that violence, aggression, intimidation, assault and abuse are unacceptable and will not tolerate its employees being subjected to this type of behaviour by licensees. Where appropriate, this may include prosecuting perpetrators of violence / aggression.

With regard to complaints arising from services to passengers, the Regulatory Committee is mindful that this can often be one person's word against the other's; however the Regulatory Committee will evaluate any available evidence and will consider each case on its own merits. Where it is practicable, complainants are encouraged to attend the Regulatory Committee. Operators are reminded their role is at the crux of the Private Hire regime, and that their record keeping is central to the performance of that role.

Operators are reminded that the behaviour of the people they employ or engage reflects upon themselves and may call into question their fitness and propriety where it is unbecoming.

Where a serious complaint is substantiated or there is a pattern of complaints, the Regulatory Committee should seriously consider suspension or revocation of the Operator's licence.

CONDITIONS

Pursuant to section 55(3) of the Local Government (Miscellaneous Provisions) Act 1976 the following standard conditions will attach to all Private Hire Operator licences issued by Gateshead Council unless a specific dispensation or variation has been granted by the Council's Regulatory Committee which will be duly recorded on the relevant licence.

Records

- The records kept by the Operator must be held in a suitable written or electronic form approved in advance by the Council's licensing team

- At the time of inviting or accepting a booking and in any event prior to the commencement of each journey, the Operator shall make a record of the following information –
 - A unique numerical reference for the booking, such that every booking is recorded in consecutive numerical order
 - The method of booking (e.g. in person, telephone, app)
 - The date and time when the booking was received
 - The date and time that the journey is to commence
 - The name given by the hirer
 - The starting point of the journey
 - The destination of the journey (including any stopping points)
 - Any specific route requests (e.g. where the passenger wishes to go by a route other than the shortest)
 - The name of the driver dispatched to fulfil the booking
 - The registration of the vehicle dispatched to fulfil the booking
 - If the booking was accepted under a subcontract, the name of the originating operator
 - If the booking was subcontracted, the name of the operator it was subcontracted to

- Such records shall be kept for a minimum period of twelve months from the date of the booking, and shall be made available to authorised officers immediately upon request

- The Operator shall keep a record of the following information in respect of every Private Hire Vehicle they operate –
 - Registration number of the vehicle
 - Gateshead Council Private Hire Vehicle licence number
 - Make, model and colour of vehicle
 - Whether the vehicle is suitable for carrying wheelchairs, and if so how many at any one time
 - Number of passengers that the vehicle is licensed to carry at any one time
 - Date of expiry of the vehicle's licence
 - Name and address of the licensed proprietor of the vehicle
 - Name and address of the company with which a valid policy of insurance exists in respect of the use of the vehicle as a Private Hire Vehicle, and the policy number(s) from time to time
 - Date when the vehicle was added to the Operator's fleet
 - Date when the vehicle was removed from the Operator's fleet

- Such records shall be kept in respect of each Private Hire Vehicle for a minimum period of twelve months from the day after the last day on which they operate that vehicle

- The Operator shall keep a record of the following information in respect of every person employed or engaged by him as a driver –
 - Full name
 - Date of birth
 - Permanent residential address
 - Gateshead Council driver licence number
 - Expiry date of driver licence
 - Date when they last received CSE / safeguarding awareness training, and the name of the provider
 - Date when they commenced employment / engagement with the Operator
 - Date when they ceased employment or engagement with the Operator

- Such records shall be kept in respect of each person for a minimum period of twelve months from the day after the last day on which that person is employed or engaged by the Operator
- The Operator shall keep a record of the following information in respect of each complaint they receive –
 - Complainant’s name and contact details
 - If the complaint relates to a journey, the unique reference number for the journey
 - The date that the complaint was received
 - The name of the person with conduct of the investigation
 - The outcome of the investigation (or ‘pending’ if the matter is still under investigation)
 - The date on which the complainant is notified of the outcome of the investigation
 - Any remedial action taken
- Such records shall be kept in respect of each complaint for a minimum period of twelve months from the day after the date on which the complainant is notified of the outcome of the investigation

Operator Return

- Upon commencement of their licence, the Operator shall provide a written or electronic report to the Council’s licensing team setting out the following information –
 - Licence number and registration number of every Private Hire Vehicle in the Operator’s fleet
 - Licence number and full name of every driver employed or engaged by the Operator to provide Private Hire services
- The Operator shall provide a written or electronic report (known as an ‘Operator Return’) to the Council’s licensing team on the 7th of each month (or first working day thereafter) setting out –

- any changes to the information provided on their previous Operator Return (i.e. new drivers, new vehicles, drivers that have ceased to be employed or engaged and vehicles that are no longer part of the Operator's fleet); and
- details of any complaints received and the outcomes

Trading names & livery

- The Operator must not use any trading name in connection with the Private Hire Operation other than that/those stated on the Licence the without prior written approval of the Council
- The Operator must ensure that any Private Hire Vehicle he operates displays door signs of a design approved by the Council bearing the name and contact details of the Operator, and the words "Pre-Book Only"
- The Operator must not use or allow the use of the same or similar livery on any vehicle that is not currently being operated under the Licence such that a member of the public may reasonably assume that such vehicle is being so operated

Passengers

- At the time of making a booking, the Operator must ask the hirer how many passengers are in their group, and whether they will require a wheelchair accessible vehicle
- The Operator must ensure when dispatching a Private Hire Vehicle to a booking that the vehicle is licensed to carry at least the number of passengers in the hirer's group, and that it is licensed to carry wheelchair passenger(s) if the hirer advises such is required

Standard of service

- At the time of booking or as soon as practicable thereafter and in any event prior to the commencement of the journey, the Operator must inform the hirer –

- The name of driver of the vehicle that is being dispatched to provide the booked service
 - the registration number of the vehicle that is being dispatched, and
 - the time the vehicle is expected to arrive at the place of commencement of the journey (within a maximum ten minute window)
- If the Operator is unable to fulfil a booking request with a Private Hire Vehicle, he must inform the hirer at the time of booking; and if the Operator wishes to offer that the booking be fulfilled with a vehicle that is not a Private Hire Vehicle being operated by the Operator they must –
 - notify the hirer prior to accepting the booking that the vehicle they intend to provide is not regulated under the Operator Licence
 - receive a positive affirmation from the hirer that they wish to proceed with the booking; and
 - record the hirer's affirmation against the unique booking record as above
- At the time of accepting a booking the Operator must request the hirer to provide their preferred contact details (e.g. telephone number, email address, app, etc), and must record those details if provided
- If the Operator has recorded the hirer's preferred contact details and the vehicle dispatched will not arrive at the place of commencement of the journey within the maximum ten minute window advised to the hirer at the time of booking, the Operator must ensure that the hirer is contacted prior to the expiry of that ten minute window to advise them that the vehicle is delayed and to advise when the vehicle is expected to arrive
- The Operator must publish a complaints handling procedure setting out how members of the public may make complaints to the Operator in respect of any aspect of their service provision

- All complaints received by the Operator must be investigated in a timely manner, and the complainant must be informed of the outcome of the investigation
- If the Operator provides facilities for hirers to make bookings in person, they must ensure that –
 - there is adequate seating available
 - the facilities are either staffed, monitored by CCTV or both; and
 - the facilities are kept adequately clean, ventilated, lit, and heated

Change of address

- The Operator must notify the Council’s licensing team in writing within 72 hours of any change of address of the Operator, any partner or director, or any place from which the Operator conducts business pursuant to the Licence

Change of partners / directors

- The Operator must notify the Council’s licensing team in writing within 72 hours of any resignation or removal of any partner or director
- The Operator must not appoint any new partner or director without the prior written approval of the Council

Notification of convictions, disqualifications & insolvency

- The Operator must notify the Council’s licensing team in writing within 72 hours of receipt of any County Court Judgments or insolvency proceedings against the Operator or any partner or director, or upon any such person voluntarily being subject to any insolvency Order or Arrangement
- The Operator must notify the Council’s licensing team within 72 hours of the arrest of the Operator or any partner or director
- The Operator or any partner or director must on arrest notify the arresting officer that they are licensed by Gateshead Council as a Private Hire Operator; or that they are a partner of a Limited Liability Partnership or director of a

company that is licensed by Gateshead Council as a Private Hire Operator as the case may be

- The Operator must notify the Council's licensing team in writing within 72 hours of the Operator or any partner or director being granted a Private Hire or Hackney Carriage licence by any other Licensing Authority; or any such licence being suspended or revoked

Methods of booking

- The Operator must only use the methods it makes available for the inviting of bookings for Private Hire Vehicles for that purpose. If the Operator wishes to make provision for the invitation or acceptance of bookings for passenger transport services where the vehicles provided will not be Private Hire Vehicles that they operate under the Licence, separate provision must be made such that members of the public will not be confused as to whether they are making a Private Hire booking under the terms of the Licence or not