**Rochdale MBC Licensing Proposed Private Hire Operator Awards Scheme**

**No Award**

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| **Negative Criteria** | **Tick When Appropriate** | **Notes** |
| Obstruction of Officers or failure to co-operate with enquiries |  |  |
| Prosecution of Operator |  |  |
| Allowing unlicensed drivers to drive vehicle |  |  |
| Very poor or weak management oversight of the company |  |  |
| Allowing unlicensed drivers or vehicles to work from the company |  |  |
| Failing to comply with Operator licence conditions |  |  |
| Premises in poor condition |  |  |
| Additional input from Officers required in order to meet operator conditions |  |  |
| No procedure in place for checking expired licences or insurance |  |  |
| Operator not taking action to deal with drivers following complaints |  |  |
| No Public Liability/Employers Liability insurance |  |  |
| Evidence of smoking within Operator base |  |  |
| 60% or more drivers and vehicles inspected during routine checks and found to be non-compliant |  |  |
| Operator has accrued 60 or more penalty points in a 12 month period |  |  |

**Bronze Award**

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| **Bronze Criteria** | **Tick When Appropriate** | **Notes** |
| Any premises to be in a clean and tidy condition |  |  |
| Any radio equipment or GPS equipment or any other form of equipment used for communication with drivers to be in good working order, serviced and maintained |  |  |
| Public/employers liability insurance in force where required |  |  |
| Current fare table produced and retained for file |  |  |
| Booking records accurate and legible and retained for a minimum of three months |  |  |
| Details of all drivers, vehicles (including expiry dates) and insurance details held on file and are accurate and available for inspection immediately. Details produced for retention by Officer. |  |  |
| Complaints outstanding after 7 days referred to Licensing Office |  |  |
| Mandatory door signs complying with Council conditions affixed to all vehicles with no magnetic signs in use |  |  |
| Documented system in place for ensuring drivers/vehicles do not work following expiry of licence or insurance |  |  |
| 40% or more drivers and vehicles inspected during routine checks and found to be non-compliant |  |  |
| Operator has not accrued more than 48 penalty points in a 12 month period |  |  |

**Silver Award (plus and including Bronze Award Criteria)**

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| **Silver Criteria** | **Tick When Appropriate** | **Notes** |
| Operator to have in place a written standard as to the cleanliness of vehicles |  |  |
| All staff employed by the operator to have been trained on licensing laws, how to deal with difficult situations and evidence of such training to be recorded by the operator. |  |  |
| Lost property log in place |  |  |
| Complaints procedure and log in place |  |  |
| Fire and Health & Safety Risk assessments in place for the office |  |  |
| Fire extinguishers in place and proof of annual service |  |  |
| Evacuation plan of premises on display |  |  |
| Policy in place for operator to check fire extinguishers in vehicles are in place before vehicles are used for private hire purposes |  |  |
| A daily check of each vehicle be completed by its driver and the check sheet as prescribed by the Council by completed each day and submitted to the operator upon the sheet being complete whether, daily, weekly or monthly. Documented spot checks to take place by the Operator to ensure the vehicle checks are taking place and defects noted and corrected. |  |  |
| Where in car CCTV cameras are fitted they are to be compatible with Council requirements and available for download for Authorised Officers / Police. |  |  |
| Reasonable assistance will be given to disabled people including assisting them to enter and exit offices, vehicles, make bookings for particular types of vehicle and carry and disability aids they may have. |  |  |
| A policy to be in place for taking disciplinary action against any driver who takes advantage of a vulnerable person |  |  |
| All reasonable precautions to be taken to ensure that activities within the Operators office and from licensed vehicles do not create a nuisance to others |  |  |
| No door signs / adverts whatsoever on vehicles unless approved by the Council in writing.  |  |  |
| A system of communicating key messages to drivers must be in place i.e. a driver notice board detailing information from the Police, Council or other agencies which drivers should know about. |  |  |
| 70% of drivers and vehicles inspected during routine checks to be fully compliant |  |  |
| Operator has not accrued more than 36 penalty points in a 12 month period |  |  |

**Gold Award (plus and including Bronze and Silver Award Criteria)**

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| **Gold Criteria** | **Tick When Appropriate** | **Notes** |
| Drivers of wheelchair accessible vehicles can demonstrate knowledge of transporting passengers safely |  |  |
| Drivers written code of conduct to be in place |  |  |
| Customer Service Charter to be in place |  |  |
| Where the company operates 10 or more vehicles there must be a wheelchair accessible vehicle on the fleet |  |  |
| Policy in place for testing and maintenance of vehicles. (This must be over and above the Councils minimum testing requirement) |  |  |
| Drivers who have more than one licensing conviction/prosecution in the last 3 years will not be employed at the company |  |  |
| 90% of drivers and vehicles inspected during routine checks to be fully compliant |  |  |
| Operator has not accrued more than 24 penalty points in a 12 month period |  |  |

**Definitions:**

**No Award –** Non-compliance with legislation/conditions. Improvement Notice issued.

**Bronze Award -** Some non-compliance with legislation/conditions – more effort required.

**Silver Award -** Full level of legal compliance/conditions. Only minor issues not addressed.

**Gold Award -** Full level of compliance with conditions plus demonstrate areas of best practice.