



Private Hire Operator Licensing and Compliance Inspections

Part of the application process for a private hire vehicle operator's licence is an assessment that the applicant's operating centre is compliant with prescribed administrative conditions. This involves a Licensing Officer visiting the appointed premises after which the Licensing Authority is advised accordingly.

Once an operator has been issued with a licence, ongoing compliance inspections are undertaken to ensure that they continue to meet with their obligations as set out in the Private Hire Vehicles (London) Act 1998.

To continue to improve the effectiveness of these visits, all pre-licensing and most post-licensing compliance inspections will be carried out by appointment. The PCO will carry out unannounced compliance and investigative inspections when required, for example, when serious breaches of regulations are suspected.

Appointment System

Pre-licensing:

All initial applications to become a licensed operator will require a pre-licensing inspection for which a specific appointment will be made.

Post-licensing (compliance):

Most post-licensing (compliance) inspections will be carried out by appointment.

- Operators will be given a specific date with a time window for this appointment e.g. between noon and 4pm.
- Operators who only trade outside of normal business hours e.g. Monday to Friday, 8am to 4pm, will also be given a date and time if contactable. If contact cannot be made then an unannounced inspection may be carried out.

Post-licensing (variation to licence)

All post-licensing (variation to licence) inspections will be carried out by appointment;

- Operators will be given a specific date with a time window for this appointment e.g. between 8am and noon.

Operators not meeting with the prescribed conditions of being licensed may, at the discretion of the Licensing Officer, receive a follow-up compliance inspection.

Operators failing to comply with their obligations may be treated less tolerantly than is currently the case given that they have been given due notice of a compliance inspection.

The PCO will continue to carry out unannounced inspections on operators should it be necessary. Such cases may relate to the investigation of complaints, joint agency operations with the Transport Operational Command Unit (TOCU) and other enforcement agencies, and follow up visits after failing a compliance inspection.

A handwritten signature in black ink, appearing to read 'D. Stock', with a stylized flourish at the end.

Dave Stock
Head of Service Delivery

10 February 2009

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