

Private Hire Operator Responsibilities		Checked
These are a minimum standard checklists. They will help Operators understand and manage their responsibilities insofar as ensuring their instructions & processes are in place and can evidence reasonable management requirements.		
1	Proof of induction process and operating requirements (when new staff join company) - signed and dated by driver and manager	
2	Proof that driver has a current up to date badge	
3	Proof that driver has a current and valid driving licence	
4	Proof driver has current and valid motor vehicle insurance	
5	Proof driver's vehicle is licensed	
6	Proof of medical and visual ability to meet requirements (e.g. eyesight - read number plate from specified distance)	
7	Proof of fitness for duty (e.g. policy and checks re medical/medication, fatigue (other jobs), influence of drugs or alcohol etc.)	
8	Proof of system showing when driver's badge, insurance and MOT etc. expire	
9	Proof of driver's daily vehicle checks (evidence of training; frequency of check; submission of completed checks etc.)	
10	Proof of investigating/responding to category 1 customer complaints	
11	Proof of effective communication with drivers, e.g. drivers random vehicle tests, news bulletins, updates, training etc.	
12	Proof drivers are aware of Equality Act 2010 requirements re fares and disability	
13	Proof of compliance with H&S policy/procedure/requirements (training / competence / audit)	
14	Proof of vehicle service and inspection regime (compliance with manufacturer)	
15	Proof of customer service requirements	
PH & HC Drivers		
1	Proof of wearing current HC/PH badge when driving vehicle	
2	Proof of motor vehicle insurance (must be carried in the vehicle)	
3	Proof of current DVLA driving licence	
4	Proof of fitness to drive requirements (medical, visual, fatigue, drugs, drink etc.)	
5	Proof of vehicle safety checks (to be checked / recorded prior to vehicle use daily)	
6	Proof of training and competence, e.g. accessible vehicles (include refresher training)	
7	Proof of understanding re the Equality Act 2010 re fares	
8	Proof of understanding / compliance (Licence Standards & Procedures Vehicle Licence Conditions)	
9	Proof of accident reporting (must report accidents to HC/PH office immediately or no later than 72 hours)	
10	Proof of no smoking in vehicles	
11	Proof of compliance with transporting assistance dogs	
12	Proof of customer service requirements	
Vehicle		
1	Proof that the vehicle is correctly licensed	
2	Proof that the vehicle has a current and valid MOT	
3	Proof that the vehicle has had a driver's safety check before being used daily	
4	Proof that the vehicle has no defects whilst in use	
5	Proof of valid vehicle insurance	
6	Proof that the vehicle is correctly signed (windscreen visor, plate, decals, advertising etc.)	
7	Proof the vehicle is clean, tidy and safe - interior and exterior	
8	Proof of vehicle service and inspection regime (compliance with manufacturer)	