



Bristol City Council
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Local Government (Miscellaneous Provisions) Act 1976

This guidance sets out the minimum expectations for the policies required to be in place for each private hire operator licence. Each operator must keep any policies under review on a regular basis and provide updated versions to the Council as soon as practicable.

The operator must have the following policies in place:

- Safeguarding Policy
- Customer service and complaints policy
- Training policy

It is the operators responsibility to write, review and maintain these policies. The below guidance is intended to be a starting point for applicants and licensees.

You should include copies of these policies with your application. If you don't include them, or copies that are sent in are not kept up to date, it may delay your application.

Safeguarding Policy

You should include at a minimum sections on:

- **The purpose of the policy and what it is looking to address**
This should include what the policy is about, what it contains, and why it is in place, for example to ensure that all staff are aware of how to deal with and report safeguarding concerns.
- **Name, surname and contact of the safeguarding lead**
You must have a nominated person to lead on safeguarding. Their details and how to contact them should be included.
- **How issues will be reported and managed**
You should include how members of staff and drivers are trained on how to report safeguarding issues in the event of any concerns about potential abuse of vulnerable adults and children.

You could provide contact details of the Police and Bristol City Council Social Care team and Care Direct this could include a link to the website and their telephone numbers.

[How to report Safeguarding issues in Bristol](#) has information on how to report adult safeguarding issues, and you may wish to refer to other sources of information such as the NSPCC website.

- **How safeguarding reports will be escalated and determined**

You should include details of the way reports will be dealt with, and who will escalate issues, or chase up information or responses where needed.

- **How staff and drivers will be kept up to date with the policy**

It is important to include how you intend to keep members of staff and drivers up to date with your policy, distribution could be in the form of training on induction and refresher training when there are changes to the policy or on period you consider satisfactory.

- **When your policy will be reviewed and who is responsible for undertaking the review.**

You should include when you will review the policy. This policy should be reviewed frequently but you must ensure all details are kept up to date and in any event be reviewed as soon as the current listed safeguarding lead ceases to be employed by you.

Customer Service & Complaints Policy

You should include at a minimum sections on:

- **The purpose of the policy and what the policy is looking to address**

This should include what the policy is about, what it contains, and why it is in place, for example to outline the procedure for receiving and dealing with complaints, and set expectations for customers on how their complaint will be dealt with.

- **The level of customer service to be provided**

This should include the minimum expectation for customers in respect of making a complaint, such as how long it will normally take to be acknowledged or responded to.

- **How complaints can be submitted and to whom**

This should include full contact details of how complaints can be made to the operator, including website where applicable. It should outline where that

information is provided, such as at the office of the operator, or on the website etc. You may also wish to include how to make a complaint to the Council, which can be done through the Council's website at the below link:

<https://www.bristol.gov.uk/residents/streets-travel/taxis/taxi-complaints>

- **How complaints will be dealt with**

This should outline the process for dealing with complaints, including who will normally respond to them, the timescales, how you will resolve concerns and take corrective measures if required, and how you will ensure that any corrective measures are implemented and adhered to. You should also include how you will notify complainants of the outcome.

- **How long records will be kept for and in what format**

This should include how long records of each complaint will be kept, how they will be secured to prevent any breaches of Data Protection and in what format, such as electronic, paper copy etc.

Training Policy

You should include at a minimum sections on:

- **The purpose of the policy and what the policy is looking to address**

This should include what the policy is about, what it contains, and why it is in place, for example to set out the minimum level of training which will be provided to staff, how often the training will be reviewed and by whom, and how it will be recorded.

- **Training to be provided**

Training must include at least the following areas:

- Training in respect of the Operators Complaints Policy for all drivers, vehicle proprietors, booking handlers, individuals dispatching vehicles, individuals, handling information regarding bookings and the Safeguarding Lead
 - Safeguarding and vulnerable adults training for individuals taking bookings, handling information regarding bookings and the Safeguarding Lead
 - Training in respect of the Operators Safeguarding Policy for all drivers, vehicle proprietors, individuals taking bookings, handling information regarding bookings and the Safeguarding Lead
 - Equalities training including accessibility, assistance dog requirements, mobility assistance and how to be Dementia Friendly to individuals taking bookings, handling information regarding bookings and the Safeguarding Lead
- Data protection/GDPR training to all drivers, vehicle proprietors, individuals taking bookings, handling information regarding bookings and the Safeguarding Lead

You should include details of any additional training you require staff to undertake. You may also wish to include training on conditions relating to Operators, Drivers and Vehicles in Bristol City Council Hackney and Private Hire Licensing Policy.

- **When training will be reviewed**

This should include how the training will be reviewed, how often and by whom. Training must be kept up to date with legislative requirements and other reporting such as for safeguarding reports. You may require people to undertake online training, or create your own in-house training. Either way you should ensure that the training remains relevant.

- **What records will be kept**

This should outline what records of training will be kept, how they will be recorded and for how long they will be kept. Training records should clearly identify each person who has taken the training, and the date on which it was completed.