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| Silver Standard | Achievement of a basic standard of business management – ensuring good practice is adopted, developing improved customer facilities and engaging with regulatory agencies. |
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Applicant's Details

Operator Name

Operator Address

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..... Postcode

Owner/Contact Name

Telephone Number

Total Number of Vehicles

Total Number of Drivers

If you require any assistance with this form, please contact the Licensing Team.

To obtain silver standard membership, the applicant must be able to fulfill the following criteria. You should check each criteria, then tick the box when you are satisfied you meet the criteria. A Licensing Officer will check before you are awarded membership of the scheme.

General Commitment

- I am committed to achievement of a basic standard of business management, by adopting good practice, developing improved customer facilities and engaging with regulatory agencies.
- I understand the terms and conditions of membership of the Responsible Licensee Scheme.
- I will encourage and, where possible, support any full or part time member of staff or driver to attend the Cabsafe training.
- All part-time and full-time staff have received sufficient training. Items covered in training include, knowledge of the law and legislation that is relevant to their job, knowledge of licensing restrictions, the best way to deal with nuisance customer and how to resolve conflicts with customer (who may be drunk, under age or under the influence of drugs)
- I have a complaints system, which means that any complaints I receive are logged and responded to within 7 days.
- I have a lost property system, which includes a system for logging and securing any property found in my premises or in any vehicles operated by me.

Public Safety

- I have carried out risk assessments in relation to the business and put the appropriate control measures in place, including where necessary, risk assessments regarding the safety of passengers and drivers in our vehicles.
- I have a certificate to show that fire extinguishers on the premises or in vehicles are serviced annually and have a tamper evident seal on them to show if a customer has set them off.
- I have an evacuation plan on the premises and all staff are aware of their responsibilities in the event of a fire or fire alarm activation.
- I have a method of checking all first aid kits carried by vehicles at least once a year or after an incident and I will encourage drivers to undertake first aid training.
- All vehicles have appropriate insurance and I keep a record of all insurance documents issued to drivers.
- Where in place, we fully support and respect the work of *Cabsafe* Taxi Marshalls. Our drivers will assist them and comply with their instructions to ensure the safety of all.
- We do not permit our drivers to ply for hire unless they are in a hackney carriage and hold the appropriate licences. We

do not permit our drivers to radio in jobs that they have picked up on the street.

Vehicle Management

- I ensure that our vehicles and drivers meet the conditions of fitness for licensing as laid down by Oldham MBC.
- I ensure that, before each day of operation, vehicles are visually checked for faults and a record of this check is made in the Check Sheet.
- I keep a copy of all licenses issued to my drivers and/or their vehicles.
- We ensure that our vehicles are clean and tidy at all times.
- We train our staff in radio etiquette and ensure that this is followed at all times.
- Where in car cameras are fitted, we ensure that these are operable and provide images to the police for the investigation of crime/apprehension of offenders.

Crime and Disorder

- I will do all I can to discourage my customers from taking part in antisocial behaviour or from causing a disturbance or disorder, either within vehicles, the operators premises or on the street outside.
- I will make sure that the area around the premises is kept clean, tidy and free from glasses, broken glass and litter.
- I will not permit the consumption of alcohol or drugs on my premises or in any of my vehicles.
- I will do all I reasonable can to prevent offensive weapons (including anything which may be used as a weapon) being brought on my premises or vehicles
- I will not permit any driver to carry an item that is or may be used as an offensive weapon.
- I will not permit any vehicle to be used for the transportation of drugs, counterfeit or stolen goods or any other illegal activities.

Vulnerable People

- I will provide reasonable assistance to disabled people, including assisting them to enter and exit my premises and vehicles, make bookings for particular vehicles and carry any disability aids they may have.
- I will allow guide dogs or specialist assistance dogs into my premises and vehicles (unless driver has a certified allergy).

- I will make a specific record of all journeys where the driver is alone with a child under the age of 16.
- I will do all I can to assist any person who is in danger or distress to seek professional assistance.
- I have a policy in place for taking disciplinary action against any driver who takes advantage of a vulnerable person (including children, older adults, people who are drunk or on drugs or a person in distress).

Public Nuisance

- I will take all reasonable steps to make sure that activities on my premises do not create unreasonable noise, disturbance or other nuisance.
- I will ensure suitable arrangements are in place to limit nuisance that may arise as a result of patrons entering/leaving my premises.
- I will assess the noise coming from my premises and identify and put into practice any necessary measures to control the noise level, particularly if my premises is in a residential area.
- I will put in place measures to control the noise levels that may be created by vehicles and/or noise from vehicles collecting and delivering customers. This is to include a prohibition on the use of horns between 9pm and 9am and a requirement that horns only be used where absolutely necessary during the day.
- I will not permit vehicles to be double parked or parked in such a way as to cause nuisance to other road users, residents or businesses.
- When waiting for jobs and parked up, vehicles engines will be switched off.
- I will not participate in any alcohol promotions that encourage antisocial behaviour or alcohol misuse, or will encourage people to binge drink.

Smoking

- I have complied with the self-regulatory Public Places Charter by considering the smoking policy and displaying signs demonstrating this policy at all entrances to my premises.

I agree to abide by the terms of the Code of Practice and this information in this application is true. I hereby make application for SILVER membership of Oldham's Responsible Licensee Scheme.

Signed **Dated**

Once you have completed this form, please sign and date it and return it to:

Licensing Team
Oldham MBC
North House
130 Rochdale Road
OLDHAM
OL1 2JA

You are recommended to keep a copy of the form for your files.

Once received, a Licensing Officer will contact you about your application.