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Licensing Department  
 Birmingham City Council  
 1 Lancaster Circus  
 Queensway  
 Birmingham  
 B4 7DJ

Our Ref: KJR  
 Your Ref:  
 Date: 5 March 2015  
 Please ask for: Kevin Rowland

Dear Sir/Madam,

**Local Government (Miscellaneous Provisions) Act 1976**  
**Star Cars and Coaches Ltd**  
**Private hire operator licence application**

Please accept this letter, the attached application form and associated documentation as a formal application to renew private hire operator licence for Star Cars.

In the early part of 2014 the Licensing Committee approved a private hire operator licence for Star Cars with an additional 'satellite' office, [REDACTED] Castle Vale, so as to enable a member of their staff to work from home.

It is now almost twelve months since the member of staff commenced working from home, where she accepts telephone bookings for private hire vehicles. During that time, no licensed vehicles have visited her premises, all the records have been maintained in real-time at the companies Erdington office through the use of computerised recording systems and have been available for inspection by authorised officers of the council and the Police. As far as Star Cars are aware there have been no issues or difficulties with the member of staff working from home, indeed, the increased flexibility has allowed the member of staff to voluntarily work increased hours and has reduced her travel costs and times to almost zero – which has benefitted all parties.

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As you will be aware under provisions set out in the Employment Rights Act 1996 and regulations made under it, all employees have a statutory right to ask their employer for a change to their contractual terms and conditions of employment to work flexibly provided they have worked for their employer for 26 weeks continuously at the date the application is made. Since June 2014 all eligible employees have been able to request flexible working.

Since June 2014 and following the introduction of their flexible working policy Star Cars have now received a number of such requests from their operations staff, who see the benefits of being able to work from home. At the present time the company are unable to deal with these requests because the home addresses of the members of staff concerned are not licensed under section 55 of the Local Government (Miscellaneous Provisions) Act 1976.

As there have been no issues with homeworking to date and both the member of staff and company have seen significant benefits, it would seem prudent for Star Cars when renewing their private hire operator licence to include the addresses of those members of staff who live within the controlled district of Birmingham and whom, within their job description, facilitate the taking of bookings for private hire vehicles. Such a move will then enable the company to fully consider the flexible working requests already received and any other requests that may be received in the future.

A copy of the full list of addresses that Star Cars would like licensing is attached to the application.

In addition to the above, you will be aware that condition 42 of the standard private hire operator conditions requires the Operator to record specified information in relation to each booking and condition 42(e) specifically requires a destination to be recorded prior to the dispatch of the booking to the driver and also before the commencement of the journey.

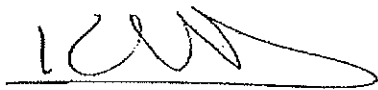
With the advancement of technology and the use of GPS data it has been possible for a number of years for the destination of a vehicle to be post populated into the booking system through the use of such data and this provides an exact record of the location of the termination of the journey, which cannot be changed by the operator, driver or customer.

At least one private hire operator using this type of technology has already been granted an exemption from condition 42(e) and we would therefore ask for a similar exemption in respect of Star Cars. Such an exemption will improve the ease by which bookings can be by their customers, especially customers who are disabled.

However, to ensure that public safety is maintained and improved, Star Cars will only offer such a service to customers where they have pre-registered with the company and the company have the persons details recorded on their system.

I shall look forward to receiving the licence in due course.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'KJ Rowland', written over a horizontal line.

**Kevin J Rowland**  
a2z Licensing Ltd

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