

It's time to take control with inexpensive online document management

All well run companies have always had at the heart of their organisation an **efficient filing system** to manage the paperwork involved in managing drivers. This principle was enshrined in the **LPHCA Grading System** which assessed a companies' status on the quality of the administration.

Prior to regulation in **London** this was the most reliable way to measure a company's commitment to providing quality service to its customers. If management systems and information are well organised and maintained this will reflect throughout the business and delivered to the customer by way of top service.

The introduction of regulation meant that this test still holds true but the sheer volume of requirements, means that filing and management have for many been very onerous.

Licensing inspectors have focused on the validity of driver and vehicle documentation in order to measure the commitment to standards and ultimately safety of the travelling public.

Legislation for many well organised companies has only served to identify a common list of documents required to be kept.

Recently after dialogue with the **LPHCA** the **PCO** published a notice to allow operators to hold scans of documents rather than paper copies. This simple change has opened the door to bringing administration into the 21st century. No longer do we have to be slaves to the filing cabinet, which has become such a part of life that we probably do not realise how many man hours are invested in it.

For every driver working in **London** for example, a company somewhere has to copy, log and file an average of at least 15 documents a year. This assumes that the driver stays working for the same company but as we know this is not always the case.

Whenever a driver moves, a completed new set of documents has to be created. That represents veritable mountain of paperwork to manage requiring countless man hours which could be better used elsewhere within the business. **Time is also money.**

The advent of permitted electronic filing will be a major leap forward for the industry as a whole, paving the way to the future, which should involve the ability to validate a driver's credentials 'on line' or in the office without asking for a single piece of paper.

This use of electronic data storage based on shared information can be found all around us in many forms. Probably the best known example would be the **DVLA** vehicle licence system which enables the renewal of tax discs online without producing a single document.

We can reasonably conclude therefore that if government departments are moving toward 'on line validation' we need to do so ourselves so that we are not left behind.

To this end the recent launch of **Cabfiles** from **caboperator.co.uk** represents the first step in this process. The system enables operators to transfer their filing cabinets to their own online database, which then completely automates the checking and management of those

documents negating the need for paper filing. Never again will a document be misfiled in the wrong file causing havoc when the licensing officer can't find it.

The next step toward online validation has already been taken in that the **PCO** and **other Local Authorities** have already started positive dialogue with **Caboperator** to fine tune the inspection module that will allow **operators** to authorise **remote inspections**.

When this happens there will be no need to send an inspector to your office to trawl through filing cabinets any more they can simply view the information remotely with approved by password access.

This will save time and money for both the regulator and the regulated so you can get on with your business and the regulator can focus their efforts on others who are not so well organised.

Further information can be obtained at **caboperator.co.uk** or by email at **info@caboperator.co.uk**

Below is a copy of PCO notice 21/07 that was issued after dialogue between the LPHCA and the PCO. This notice enables CabOperator to wholly manage copies of licensing requirement documentation electronically.

PCO Notice 21/07

Transport for London
Public Carriage Office



Private Hire Operators Retention of Documents

Licensed London PHV operators have duties and obligations with regard to record-keeping under the Private Hire Vehicles (London) Act 1998 and supporting Regulations.

Operators are required to keep a 'record' in the prescribed form, of PHV bookings accepted by them and particulars of the private hire vehicles and drivers which are available to them for carrying out these bookings. Operators must also keep a record of complaints and lost property.

A legal view has been sought regarding operators being able to keep their records in an electronic format rather than paper copies. It is the view that records held by PHV operators, in compliance with their statutory record-keeping obligations as set out in both the 1998 Act and supporting Regulations, may in fact be scanned and held electronically without constituting a breach of the operator's statutory obligations. Records kept electronically must be reproduced in paper form if requested.

Should any operator require further details on this matter they should make contact with their local PCO Licensing Officer in the first instance.

23 July 2007

Dave Stock
Head of Service Delivery

MAYOR OF LONDON

BENEFITS OF GOING TO INEXPENSIVE ONLINE DOCUMENT MANAGEMENT

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|---|---|
| Company file with important document management | Instant access to a copy of all documents that are important to your company |
| Driver and person files with full document management for both mandated and other documents | No more space wasting filing cabinets that require more and more resource to maintain in good order |
| Vehicle / asset files with full document management for both mandated and other documents | Better service to your drivers and customers through efficient data management |
| Constant monitoring of all expiry dates | Worry free control over the accuracy and validity of your filing system |
| Warnings of documents required | Always ahead of the game knowing what has to be done in the next week |
| Email warning of expired documents | Administrative control with email alerts on system failures |
| Instant check on document filing health | No trawling through files to check on how up to date the system is |
| Full lost property input and reporting | Control over both lost and found property with rapid property matching |
| Full complaint input monitoring and reporting | Quality assurance through simple complaint management |
| Subcontractor management including validity reminders | Validation of currency of subcontractor licences. |
| Access control system with user creation and password management | Control over the access to your data rests entirely within your company |
| Online data storage with data security in the form of mirrored system and frequent back up | Security of knowing that your data is stored and backed up within a focussed professional organisation |
| Full document and file history on line | Scope of information held not limited by space or personal effort involved |
| Facility to grant licensing authority on line access | Limit the disruption to your business and also be in a position to take advantage of reciprocal information sharing in the future |



special limited offer

LPHCA Members or **Operators** who have applied for membership that register at www.caboperator.co.uk by **31st January** will get the monthly charges **waived for the first three months.**

Registering entails filling in company information, entering the charge card details and paying the nominal registration fee.

Registration fees (per driver/person*) are as follows:

| | |
|---------|---------|
| 1- 10 | £100.00 |
| 11- 20 | £150.00 |
| 21- 30 | £200.00 |
| 31- 50 | £250.00 |
| 51- 100 | £300.00 |
| 101+ - | £350.00 |

Monthly Charges as follows:

| | |
|---------|------------------------|
| 1 - 10 | £10.00 |
| 11 - 20 | £15.00 |
| 21 - 25 | £20.00 |
| 25+ - | 80p Per driver/person* |

Virtual Licensing Management costs less than 20p a week per driver/person

* CabOperator maintains and manages documents for escorts, as required by Local Authorities, NHS Trusts, etc.



We also like to chat to our clients - the only difference is we aren't driving at the same time!

Hill Wooldridge & Co. have been established as an accountancy practice for over 70 years and offer a professional, personal service to not only small and large businesses, but to individuals such as yourselves and businesses in the private hire industry.

For an informal chat please contact:

020 8427 1944

www.hillwooldridge.co.uk



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