

Department of Environment & Sport

Newsletter

Issue 26 October 2014 **Hackney Carriage & Private Hire Service**

Welcome to our latest Newsletter. In this edition items include updates on our 'new style' knowledge test, the 'ambassador' programme and the new online booking system. Please read on for details!

The Licensing Team

Bradford Breakthrough

Bradford's senior leaders working together for Bradford's future

In Conjunction with
City of Bradford Metropolitan District Council
And Positive Bradford

CAB! – CAB AMBASSADORS BRADFORD

Would you like to be recognised as a good driver?

You must meet the following criteria:

Have good customer service record
Have a good vehicle safety record
Be able to offer a disabled access vehicle
Have proof you are a safe driver
Speak good clear English
Have desire to provide an enjoyable, interesting journey

We are delighted to announce that the 1st Pilot session is already full

Hackney Carriage Drivers – Apply in writing to taxi.testing@bradford.gov.uk before Friday 7th November to be considered for the course on Thursday 27th November.

Private Hire Operators / Drivers – Please chat to your association Representatives or Matthew Bibby at Shearbridge in the first instance should you be interested in taking up this opportunity. You can email taxi.testing@bradford.gov.uk should you require more information.

Private Hire Driver Kindness

In September Bradford Council received a letter from a member of the public asking us to track down a driver of a vehicle and give thanks to him for his wonderful service.

Had the driver not helped out, the gentleman concerned would have missed a very important meeting that he was attending in Bradford. The extract below is taken from the letter received.

- *"Eventually we had to park up Jodie got out of the van and went to speak to a taxi driver. The taxi driver told Jodie to follow him, from where we were to the Hotel took about 10 minutes. Out of his own time and freely given"*

The service has located and contacted the driver concerned along with his base to highlight the excellent levels of customer service shown. Well done to Mr Hussain and thanks to Girlington All over for their professionalism and assistance in tracking the driver down

Driving Licence

The paper part of the driving licence is being phased out in 2015.

The link below enables you to look at your own licence on line. You will also be able to change your address by visiting the website and following the instructions.

<https://www.gov.uk/view-driving-licence>

Contact Details	Opening Hours
Licensing Officers – 01274 434316	Tues 9.30 – 3pm, Mon & Wed - Fri 8.30 – 3pm
Workshop – 01274 433587	Monday – Friday 7.45am – 3.00pm
Email – taxi.testing@bradford.gov.uk	

Enforcement Update

3 drivers are currently being investigated for refusing to take a guide dog. All Operators and Drivers must be aware of the Equality Act 2010 and must not refuse to take assistance dogs.

Refusal is a prosecutable offence!

Multi Agency Working

The enforcement team have been working across the district in the past month. There have been a number of joint operations which have involved working closely with West Yorkshire Police.

The initiatives have been successful with investigations currently taking place into those who were found to be contravening licensing conditions. The service is looking to continue conducting wider enforcement initiatives in the coming weeks.

Vehicle Safety Checks

As previously advertised in the June Newsletter we now remind everyone that it is still apparent that many drivers are unaware of how to correctly carry out their daily vehicle checks.

In order to assist drivers and operators with this requirement we direct you to a useful location.

Visit www.bradford.gov.uk/taxiandprivatehire and go to operator information. On there you will see an example of a vehicle check sheet.

Click on the following link which will take you to a website that shows a short video. It gives you an example of someone carrying out a vehicle safety check.

www.rospa.com/roadsafety/resources/videos/vehicle-checks.aspx

New Online Bookings - Operators

Please note that we will be visiting many of the larger operators on Monday 10th and Tuesday 11th November.

You will be visited by a member of the Licensing Officer team and a member of the Enforcement team and our officers will be showing you as well as your base managers and radio operators how to use the new online booking system.

The system is easy to use and will mean that drivers can book an appointment for any service except actual vehicle tests.

This will have great benefit to many people as this should lead to reduced waiting times for all visitors to the counter at Shearbridge.

Please do note that when officers visit your bases on November 10th or November 11th they will not be able to discuss other issues with you. They have a busy pre booked schedule to visit a number of bases so will only be discussing the new system.

We shall also ensure we bring user guides to your bases to help you in the use of the system.

Knowledge Test

The new style knowledge test has been reviewed and improvements made. In order to assist new drivers 'prepare' for their test we have set up a link and some example questions on our website.

If new applicants approach you please ask them to visit www.bradford.gov.uk/taxiandprivatehire where full details can be found.

Trade Rep Associations

If any of you have points/comments you would like to share then please see your trade reps and they will be able to raise them on your behalf.

Association contact details are on the website: www.bradford.gov.uk/taxiandprivatehire

Contact details

If you would like more information about this newsletter, please contact:

Matthew Bibby, Licensing Support Officer:
taxi.testing@bradford.gov.uk

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