

Department of Environment & Sport

Newsletter

Issue 20 April 2014

Hackney Carriage & Private Hire Service

Welcome to our latest Newsletter. In this month's edition we provide important information regarding the Easter Period, information on enforcement activities plus much more. Please read on for details!

The Licensing Team

Enforcement Updates

Driving Licence Points:

This month 12 drivers have reported additional points on their driving licences - the majority of points have been for speeding offences.

Nearly half the drivers who declared points had failed to inform the service within the required 7 days.

If you do not declare new points within 7 days, or you have accumulated 6 or more points you will be required to attend Officer Review.

Base Checks:

2014 has seen some significant improvement at certain Operator Bases.

Bases that have been visited and are at an exceptionally high standard include:

Low PH

Wrose Village and Roadwise PH

The Service also recognises improvements made by the new owners at Keighley 608608 PH; Girlington All Over PH and Euro Cars PH since last year's Base Check.

Very well done to all the above

April 2014... Easter Closure

Please be aware that the service will be **closed** for the Easter Period on Good Friday, 18th April and Easter Monday, 21st April.

Also, please don't forget that on a Tuesday morning we open at 9.30am to facilitate staff training for the new computer systems.

This means that we will **re-open** after Easter on Tuesday 22nd April at 9.30am.

The service wishes a very Happy Easter to all who will be celebrating.

Equality Act 2010

Assistance Dogs – It is a requirement of the act that you cannot refuse to carry an assistance dog or charge any extra fare for carrying these animals.

Assistance dogs:

- Are highly trained
- Will sit or lie quietly on the floor next to their owner, usually in the front seat.
- Are instantly recognisable by the harness / lead or identifying coat that they wear.

Wheelchair Users – You must not disproportionately charge any extra fare for a wheelchair user compared to a non wheelchair user.

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	

Operators – Training Requirements

Our enforcement team will begin delivering Operator Training to Licensed Operators after Easter. The times and dates of the training will be sent out along with a formal invite and all Operators are required to attend.

The Course will be of great value as it lays out clearly the issues that Operators are responsible for and what is required of them regarding the running of their businesses. It is an excellent opportunity for you to speak to Enforcement Officers in small groups and ask questions.

For those who wish, we will allow Operators to be accompanied by one of their senior managers who have responsibility for your business when you are away.

Knowledge Test for New Applicants

The service is still receiving phone call and email enquiries regarding the new application procedure due to rumors that the knowledge test does not have to taken.

Please ignore rumors – new applicants must undertake the knowledge test.

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.

The next HC Association meeting is on Tuesday 15th April at 10.30am

The next PH Association meeting is to be confirmed.

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

Complaints

Operators – When you receive a complaint from either a member of the public or the HC/PH Service you are required to log the details in your complaints book, deal with the issue professionally and provide feedback, ideally within 5 days.

Enforcement officers can and do randomly check complaint books on their visits to bases.

In recent months there has been an increase in complaints from our colleagues within Parking Services regarding driver's poor and unacceptable behaviour towards their officers when they are being asked questions about their parking.

Drivers are reminded that 'Good Driver Conduct' is a condition of licence; drivers should be polite and respectful at all times. Any complaints received will be taken very seriously as it brings in to question a drivers suitability to be licensed.

A copy of the Conditions book is available in all bases and on the Council website.

Contact details

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

Matthew Bibby, Licensing Support Officer:

taxi.testing@bradford.gov.uk

The wording in this publication can be made available in other formats such as large print.

Please call (01274) 434316 if needed

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