

Private Hire Trade Association Meeting Minutes

Thursday 21 February 2019 – 10:30am

1. Introductions / Welcome

Officers present:

Carol Stos	Service Manager
Yousaf Hussain	Licensing Manager
Sadiya Patel	Senior Licensing Officer
Elisabeth Spencer	Customer Service Manager
Nadeem Ahmed	Private Hire Operators Association for Drivers and Operators

Apologies:

Pervez Naik

Keighley Private Hire Association

2. Minutes from the last meeting

None

3. Agenda Points Raised

No agenda points sent in to the service however the PHOA had agenda points. These were accommodated for this meeting however agenda points need to be sent in before the deadline for the next meeting.

Serious convictions - Drivers are exempt from the Rehabilitation of Offenders Act 1974. Every case will be dealt with on a case by case basis.

Driver safety aspect in new policy – The Licensing Service has no control over criminal activity. The service can help facilitate communication with the Police however have no jurisdiction on criminality.

CCTV – There will be engagement with the Trade before any new policies are implemented. Current policy states that anyone wishing to install CCTV must remain compliant with the CCTV code of practice.

4. Air Quality

There are parts of Bradford that are exceeding air pollution limits. There is currently a business plan being devised and should be prepared by the 31st October 2019. This plan will look at reducing the amount of air pollution in the city. Any changes that affect Private Hire or Hackney Carriage drivers will be communicated in advance.

Useful contacts are:

Sally Jones Pollution Control Officer, Department Health and Wellbeing
sally.jones@bradford.gov.uk

Simon Carnall at Engie simon.carnall@engie.com - Engie have been commissioned to install electrical charging point across West Yorkshire. To date Engie have installed 20 across Bradford.

5. **Enforcement Update**

Planned vehicle inspections Nov 18 – Jan 19:

967 scheduled vehicle tests, 274 failures (28%), 87 (8%) of those were major fails (previous ¼ 13%),

Random vehicle inspections:

53 Random Tests, 11 Fails (21%), 4 (7%) major (previous ¼ 25%)

The Enforcement team have compared these results to the national MOT figures and found that the first time failure rate on Private Hire Cars is 32%. We know that many people don't like the £100 retest fee but these figures demonstrate that this deterrent is working and now only effects 8% of the trade. This is an excellent result and we hope that this continues.

Summary for enforcement road side checks

377 vehicle stop checks, (24% (94)) of those vehicles were issued with a Suspension, 18 vehicles had wheel nuts missing!

What's the message? Drivers should complete their daily checks thoroughly and Operators should have procedures which confirm this.

Operator Rating – 5 Star

The enforcement team have been working with a group of Operators who volunteered to look at the base audit and scoring and how this can be implemented. For a long time we have talked about RAG rating, but now a 5 star method similar to food establishments has been proposed. This provides an opportunity for you to promote your company, aids in increasing the public's positive perception of the licensed trade in Bradford. The foundation of the new audit is based on the current base check but will also cover:

- Company's vehicle test results from the previous 12 months
- Companies /Operator Compliance
- Good customer service & Equality

There will be more emphasis on evidencing these key elements.

6. Licencing Update

Yousaf Hussain (Licensing Manager) and Clare Wild (Licensing Officer (Service Support)) are the newest members of the Licensing team.

There is now no delay when you have a pre-booked appointment. Walk-in appointments are for emergencies only, e.g. putting plates on hold, lost plate/badge, road traffic accidents. Forgetting to renew is not an emergency, emailing us 6 weeks before your licence is due to renew will help to start the process in good time, with no loss of work.

We are currently emailing drivers around 6 weeks prior to their badge renewal so they get the process started in advance. This email will only be sent to those drivers we have email addresses for.

The trade have asked if they can collect their plates (and licence) when their vehicle has passed its safety inspection/test in the workshop. The Licensing Service is working towards achieving this. We now check tax and MOT before we book a vehicle in and are also requesting that the V5 Registration Document and Vehicle Insurance are sent in, in advance so they can be checked at the start of the process. Once we have trialled and tested this and have a workable process we are moving closer to facilitating the collection of plates immediately after a vehicle passes its vehicle safety inspection.

This has the positive advantage of the proprietor/driver not having to make a separate appointment for plate collection at reception. This will not be possible for vehicles where a re-test fee is applicable.

The [Depart of Transport consultation](#) went live yesterday. This consultation looks at protecting users of Private Hire and Taxi vehicles. There are quite a few points to the consultation, some of them are mandating CCTV in all vehicles, having a national data base for all licenced personnel, complaint handling, language skills and safeguarding, to name a few.

7. Driver Suitability Policy Update

The [driver suitability policy](#) has been approved by the Regulatory and Appeals Committee and will be effective from 1st March 2019.

8. Peer Review Update

The updated [peer review](#) is published on the website.

9. Date of Next Meeting

The next meeting will be held on 27th June 2019 at 10.30am.