

## Department of Environment & Sport

# Newsletter

Issue 28 February 2015 **Hackney Carriage & Private Hire Service**

Welcome to our latest edition; items include updates the new computer system; and much more. Please read on for details!

***The Licensing Team***

### **Recent Counter Closure**

The service would like to express its thanks to all visitors for their patience and understanding in the last 2 weeks.

As we communicated via email, we experienced a number of delays and closures of the counter services due to the IT technical difficulties experienced.

Due to factors outside of our control, the system is experiencing on-going delays and problems which are being rectified as they arise but it may take some weeks before "normality" returns. We will ensure that all urgent cases are prioritised but if you have routine requirements we suggest that you delay your visit if possible.

### **DBS Update Service**

There is currently up to a 3 month delay in receiving DBS paperwork. In order to speed up the process, the Disclosure and Barring Service (DBS) update service lets applicants keep their DBS certificates up to date online and allows employers to check a certificate online.

You can [register online](#) as soon as you have your application form reference number. You can ask for the number when you apply for your DBS check.

Or you can wait and [register](#) with your certificate number when you receive your DBS certificate. If so, you must do so within 19 days of the certificate being issued.

You can [view your details online](#) once you've registered.

To check the progress of your DBS certificate use the [DBS tracking service](#).

Registration lasts for 1 year and costs £13 per year (payable by debit or credit card only). There's no charge if you're a volunteer.

You'll get an ID number with your registration that you need to log on to the service.

When you join, you'll get an online account that lets you:

- Take your certificate from one job to the next
- Give employers permission to check your certificate online, and see who has checked it
- Add or remove a certificate

### **Enforcement Updates**

#### **Personal Data Usage**

Following recent concerns regarding retention of telephone numbers and personal information, everyone is reminded that under the Data Protection Act Operators and Drivers must not use customer's personal information unless authorised to do so by the customer.

#### **Cautions**

If you receive a police caution for any kind of offence that you have committed you should be aware that the caution is admittance of guilt.

You must notify the HC/PH service of any cautions you receive as part of your licensing conditions. Failure to notify the service will result in further actions being taken by this department.

Contact Details	Opening Hours
Licensing Officers – <b>01274 434316</b>	Tues 9.30 – 3pm, Mon & Wed - Fri 8.30 – 3pm
Workshop – <b>01274 433587</b>	Monday – Friday 7.45am – 3.00pm
Email – <a href="mailto:taxi.testing@bradford.gov.uk">taxi.testing@bradford.gov.uk</a>	

## Operator Responsibilities

As you are aware, there were changes to the hackney carriage and private hire conditions of licence by the Regulatory and Appeals Committee on 8th January 2015, a letter informing you of the changes was sent out to all individuals on the 15th January 2015.

Enforcement officers will be checking records when they carry out random compliance base checks. So that you can be fully prepared please see below list of some of the checks that will be carried out. Note that this includes any Bradford licensed hackney carriages as well as out of area hackney carriage vehicles and drivers.

Operators have recently received a detailed email regarding all the things that enforcement officers will be checking upon visiting.

With immediate effect, enforcement officers will now be checking all of the above as part of their random base visits.

## CCTV Cameras

Enforcement Officers will be wearing CCTV cameras with immediate effect. Cameras will be used during all interactions.

Usage of cameras will be very positive for all individuals as it will ensure consistency with all transactions.

## Workshop Drop in Sessions

Following discussions with the HC/PH trade representatives, we are pleased to confirm that the workshop will be open on Wednesday mornings between 10.30am – 11.30am

The aim of the drop in sessions is for operators and drivers to discuss any queries regarding vehicle specification and mechanical information.

Please take the opportunity to use these free sessions.

**The 1<sup>st</sup> session will be on Wednesday 11<sup>th</sup> March at 10.30am – 11.30am**

## Easter Closures

We are notifying you all in advance that the office will be closed on Good Friday, 3<sup>rd</sup> April and Easter Monday, 6<sup>th</sup> April.

Please ensure that you check when your badge and vehicle plate expires and book in to see us before Friday April if you are due to expire during the Easter period.

## 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](http://www.bradford.gov.uk/taxiandprivatehire)

## Contact details

If you would like more information about this newsletter or would like to provide an article for possible inclusion in a future newsletter, please contact:

Matthew Bibby, Licensing Support Officer:  
[taxi.testing@bradford.gov.uk](mailto:taxi.testing@bradford.gov.uk)

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 – <a href="mailto:taxi.testing@bradford.gov.uk">taxi.testing@bradford.gov.uk</a>	