

Department of Environment & Sport

Newsletter

Issue 27 January 2015 Hackney Carriage & Private Hire Service

Welcome to 2015. In this edition items include updates the new computer system; feedback from the ambassadors and much more. Please read on for details!

The Licensing Team

Interruptions to service - Reminder

As previously advertised in the emails and letters we have sent out:

The HC/PH Service is bringing in a new Licensing computer system on **Tuesday 10th February**

The service we provide to you will be affected between January 29th and February 9th 2015, because of the need to transfer data and train our staff.

29th and 30th January and 2nd, 6th and 9th February 2015 There will be a **reduced service**. There will be no appointments, but a counter will be open to deal with urgent jobs.

3rd; 4th and 5th February 2015 The service will be **CLOSED**.

29th January – 9th February 2015 The phone line will be available for **urgent matters and appointment bookings only**. We will not be able to discuss the changes in this letter with you.

Full details can be found by visiting www.bradford.gov.uk/taxiandprivatehire

Winter Driving

Please stay safe in adverse weather and ensure that all your vehicle checks have been carried out.

Click on the link below to get some tips in what to do during adverse weather during the winter months.

<http://www.metoffice.gov.uk/learning/get-ready-for-winter/out-and-about/road/driving-in-severe-weather>

Enforcement Updates

Insurance

The enforcement team would like to advise the Proprietors of licensed vehicles that they should only purchase their private hire or hackney carriage insurance through a reputable broker or company.

This advice comes following the discovery of a large number of fraudulent policies.

If your insurance is found to be invalid then you may be liable to prosecution and you may lose your private hire or hackney carriage licenses.

If someone offers you insurance that seems too good to be true then the chances are it is a fake!!

Enforcement Operations

The team of officers are continuing their operations that have been regularly held since New Year.

Officers have been out across the district, including working with our multi agency colleagues.

Operator Association

Following from emails we sent out to Licensed Operators back in November, an initial meeting has been held with Operators to consider the formation of an Operator Association.

The meeting was well attended by Operators who would like to work together along side the HC/PH service.

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	

Ambassadors Session – Feedback form 6th November

The below extract is taken from the T&A. As you can see the event was very positive and well enjoyed by those who attended

“Taxi drivers are given something to shout about with tourism scheme

CABBIES have been trained as tourism ambassadors so they can shout about all the district has to offer. The taxi drivers took a half-day course about Bradford's attractions so they can sing the city's praises to out-of-town visitors. They have now been presented with stickers to display in their cabs.

One of the drivers, Shabir Munir, said: "We learnt a lot of interesting facts about Bradford, [Ilkley](#), [Haworth](#) and the different tourist destinations, so we can highlight that to people who come from out of town, or even people who live here."

Cabbie Shabbir Master said he was very supportive of the project. He added: "I have always said that people from Bradford should sell Bradford, because at the end of the day, if we don't actually go out and do things, then nothing happens." He said everybody in the district had an obligation to work to improve it - and this was one way taxi drivers could contribute.

The pilot project is being funded by lobbying group Bradford Breakthrough. Its chief executive, Colin Philpott, was one of those leading the training sessions. He said: "The drivers really responded to it. It was very informal, but they seem very positive about the experience."

Contacting HC/PH Service

We have previously asked for all licensed individuals to email any queries to taxi.testing@bradford.gov.uk rather than emailing specific members of staff directly.

The group email address means that any member of staff can pick up the email and deal with it. Sending to individuals can mean that your email is not dealt with if the person you send it to is off sick or on holiday.

You are more likely to get a quicker reply by sending any future email queries to that taxi.testing@bradford.gov.uk address.

Thanks for your cooperation with this matter.

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 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

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