

# Department of Environment & Sport Newsletter

## 2016 Hackney Carriage & Private Hire Service

July 2016



Thanks to everyone who has attended CSE seminars to date. There have been some additional sessions arranged in for July and are some planned for August for drivers who have not attended yet. We have written to those drivers and asked them to contact the training department to book on a session. Below is a reminder of some of the key Do's and Don'ts...

### Do's and Don'ts...

#### Do:

- ✓ Be professional – keep conversations appropriate
- ✓ Only physically support someone when requested (e.g. visually impaired or disabled)
- ✓ Report anything that you see/hear that is suspicious or inappropriate
- ✓ Trust your instinct – It's better to be safe than sorry!
- ✓ Take pride in carrying out your duty

#### Do Not:

- ✗ Engage in inappropriate conversations
- ✗ Discuss personal and sensitive information
- ✗ Build a personal/intimate relationship with passengers
- ✗ Touch people inappropriately

### Operator Business Meetings

The latest operator's business meeting was held on 27<sup>th</sup> at Council Chambers, City Hall. Please be reminded that as part of your Conditions, large Operators must attend 75% of the meetings (there are four meetings per year). The Operator must attend at least one meeting personally and their delegated representative may attend the others. For those who have attend the three meetings to-date, or are on-line to achieve 75%, thank you. For those who have not attended three or are in danger of failing to achieve 75% attendance .....we will be in touch shortly!

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>	

## **Driver Modular Training – HC Proprietors & Operators**

The service has been reminding Operators about this requirement throughout 2016 and yet there remain circa 800 drivers who are as yet untrained.

### ***The actions you need to take are:***

1 – For drivers who have not attended modular training since 1<sup>st</sup> August 2013, their Operator or Proprietor are required to contact the FTS Training Dept. on **01274 437967** to book their training. All drivers must be trained by the new deadline of December 21<sup>st</sup> 2016.

2 – For drivers who claim to have attended training since 1<sup>st</sup> August 2013 but cannot provide their Operator or Proprietor with a certificate of attendance, or claim to have lost their certificate, please ask them to call in to PTS Reception at Shearbridge and speak to the training team who will check the training records.

**Advance Notice** - drivers who wish to renew their badge after the 31<sup>st</sup> December 2016 and do not hold a training certificate will be refused renewal until they provide evidence of training attendance (their training certificate).

Drivers who have not attended modular training by 21<sup>st</sup> December 2016 will be subject to suspension.

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## **All Drivers – Be Aware**

The service has received two complaints in the past month relating to passengers who have sustained injuries due to the sliding doors of vehicles closing on their hands whilst being picked up/dropped off on a hill/incline. Please ensure that you assist your passengers safely in and out of your vehicle. This is not only good customer service but will help to prevent injuries - and may increase your 'repeat trade'.

## **Enforcement Updates**

### ***Private Hire Operators - Advertising***

Private hire operators and vehicles are not Taxi companies.

Recent complaints have been made by members of the trades highlighting issues on this subject. If incorrect advertising is found against your company you must take appropriate measures to ensure this is removed or amended immediately.

Failure to take corrective action will be dealt with in accordance with a breach of licensing conditions.

### **Do Not:**

- ✗ Advertise as a taxi company on social media
- ✗ Advertise as a taxi company within your email address
- ✗ Advertise as a taxi company on your advertising posters

### **Do:**

- ✓ Only Advertise as a Private Hire firm

## **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)