

**Department of Place**

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Hackney Carriage and Private Hire Service  
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Date: 11<sup>th</sup> May 2018

## **Trade Update - Service Progress and Future Changes**

Dear Sir / Madam,

As you are aware from previous communications, the service is now moving quickly towards an online service so to keep you up to date with requirements, progress and future changes please read on. If there is anything you are unsure of please speak to your Licensed Operator or Hackney Carriage Proprietor in the first instance or your trade representative.

### **1. Online Driver Renewal Forms**

The Service contacted you in January 2018 explaining that we expected to be able to offer online services later in 2018 and we are now delighted to say that we are now offering this service. Drivers who have already registered their email address with us (it is a mandatory requirement for all licensed drivers to register a personal email address) and who are due to renew their badge/licence are being sent an email with links to an electronic application form 6 weeks in advance. The online form must be fully completed and submitted back to the service. Work is then carried out in the back office and subject to you having provided the correct information you will be contacted to make payment and then given a collection appointment.

### **2. Email Addresses**

We asked all drivers in January to provide us with a personal and working email address. This is critical. Without one you will not be able to sign up to the DBS online update service and therefore you will not be able to renew your badge/licence. By providing your email address you will be able to renew your badge/licence via online application forms and payments as mentioned above.



### **3. Other Types of Application Renewal**

Development work is being done on vehicle and operator online forms together with corresponding payment links that will follow the same style online process as the driver renewal process referred to above.

### **4. Reducing / Stopping Cash Payments**

To further reduce waiting times, and to speed up appointments, we will firstly be reducing then removing the option to pay by cash. In doing this we will also create capacity to deal with more customers. As you are aware, it is mandatory to sign up to the DBS online update service when you renew your licence and this requires you to have a credit or debit card. We are now phasing out cash payment and will cease accepting all cash payments by 30<sup>th</sup> September 2018. Please make sure you all arrange methods of card payment well before this date.

### **5. Reduction in Waiting Times**

We are extremely pleased to let you know that around 65% of customers no longer have to queue and wait when they come to Shearbridge. These customers are using our pre book appointment service where they arrive at a set time for a pre-arranged appointment. The duration of pre-arranged appointments have also been reduced (thanks to preparatory work being done in the back office) and customers attending pre-arranged appointments are finding that their appointment is being concluded within 10 to 20 minutes – a significant improvement meaning these customers spend less time off the road.

### **6. Disclosure Barring Service (DBS)**

The DBS have tightened their procedures regarding identification of an applicant who applies for a DBS. These changes are documented on the DBS website and it is critical that all Identification has exactly the same name and address. Should you approach the service with documentation that does not match we will be unable to complete your transaction. This may affect your licence. Please check all your Identification carefully to ensure your names and addresses are identical. Please take action to correct your documents where they do not match BEFORE you come for an appointment.

### **7. CCTV / Dashcams**

As advertised in February, is on the Service website and was emailed to PH Operators and HC Proprietors, it is critical that if your vehicles have a CCTV / Dashcam fitted you must be compliant with the CCTV code of practice.

Bradford is working with Licensing Authorities across West Yorkshire to review the requirements for using In-Car CCTV systems in licensed vehicles. Once consideration has been given we will contact you to explain this further. In the interim, please be advised that this is a highly regulated and complex topic with severe penalties for anyone who does not comply with or contravenes the requirements for using CCTV, or devices which capture sound recordings in vehicles, issued by the Information Commissioners Office (ICO).

Please note that if you dispatch, purchase or use a licensed vehicle with an in-car CCTV fitted it must be compliant with the CCTV Approved Code of Practice (ACOP) issued by the Information Commissioners Office (ICO). You must also be able to provide written evidence of this when requested by Licensing Enforcement Officers or by Vehicle Inspectors during vehicles safety inspections. To assist you I have included the following helpful links:

- This link provides a general overview of data protection.  
<https://ico.org.uk/for-organisations/guide-to-data-protection/cctv>
- This link takes you to the CCTV Approved Code of Practice (ACOP)  
<https://ico.org.uk/media/for-organisations/documents/1542/cctv-code-of-practice.pdf>
- This link provides information on data protection. Please note that the data owner must be registered with the ICO.  
<https://www.gov.uk/data-protection-your-business/using-cctv>

As stated, this is a highly regulated and complex subject and until the West Yorkshire Licensing Authorities have considered the implications of allowing the use of in-car CCTV systems you need to be aware of your personal liability if you decide to dispatch, fit or use CCTV systems in your vehicle(s) and this includes dash-cams if they capture footage or sound/conversations.

## **8. Changes To The MOT**

For information only, changes to the MOT are being introduced by the Government. Please note that these changes will have **no impact** in relation to the annual vehicle safety inspection of licenced vehicles which are carried out at Shearbridge Workshops.

There will be more information in the very near future so please ensure that you continue to visit the latest news page of the services website. The address below will take you do the latest news page.

<https://www.bradford.gov.uk/transport-and-travel/hackney-carriages-and-private-hire/latest-news-and-updates/>

## **9. Reducing Vehicle Emissions and Emissions Testing**

Our local climate is changing, it's becoming less stable and the evidence suggests that manmade climate change is responsible. Some of this is caused by vehicle emissions and therefore the transportation industry needs to make a positive change in order to assist with reducing emission levels in the UK.

A target has been set to cut Bradford district carbon emissions by 40% by 2020 and with over 3300 vehicles licensed by Bradford these contribute significantly to emission levels.

We are currently working with West Yorkshire Authorities to look at future options and vehicle specifications regarding emissions.

A large proportion of the emissions being produced could be significantly reduced with simple changes to the driver's habits. For example: not leaving vehicles to idle while waiting for bookings and adjustments to how a vehicle is driven to reduce over-revving, harsh braking and harsh acceleration. To help investigate vehicle emissions the Service's Enforcement Officers now have access to a mobile emissions tester and they will be using this during routine vehicle checks.

Please visit the service website to find out more about air quality and how you can play your part to help.

<https://www.bradford.gov.uk/transport-and-travel/hackney-carriages-and-private-hire/air-quality-and-emissions/>

## **10. Red Diesel**

Enforcement Officers have been working with HMRC, who asked for our assistance, to spot check vehicles to ensure they were not using red diesel. In a recent operation, 4 out of 8 vehicles were found to be using Red Diesel.

The drivers of these vehicles were fined over £500 each and second offences carry far greater penalties. Please be aware of this and ensure your vehicle is running with the appropriate fuel.

Don't forget, you can keep yourself abreast of service changes by visiting the "Latest News" page on our website at <https://www.bradford.gov.uk/transport-and-travel/hackney-carriages-and-private-hire/latest-news-and-updates>. This page will also direct you, via links, to other pages of the service website for further information.

Please accept our apology if you receive more than one copy of this letter but as some of you are licensed as Operators, Proprietors and Drivers you may receive versions under each licence you hold.

Yours sincerely

HCPH Licensing Service