

HACKNEY CARRIAGE & PRIVATE HIRE LICENSING SERVICE NEWSLETTER



Edition: 2
February 2019

A warm welcome to the second newsletter from your Hackney Carriage & Private Hire team at Bradford Council. In this newsletter you will find information about the service, what's happening, new team members as well as lots of information which will help you day to day.

Please take time to read through this newsletter, our objectives are to provide you with an overview of the changes we are working on and to produce articles that are informative and helpful to you. Please visit our website:

www.bradford.gov.uk/taxiandprivatehire to stay current and up to date about Hackney Carriage and Private Hire Service.



Compliments

Drivers, have you had a customer who has given positive Feedback? We want to know about good news like this.

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: Sadiya Patel, Senior Licensing Officer: taxi.testing@bradford.gov.uk

NEW POLICY—DRIVER SUITABILITY

We would like to thank all those who took part in the Engagement Survey for the new driver suitability policy. Bradford Council has been working closely with Calderdale, Leeds, Kirklees, Wakefield and York Councils with a view to adopting this as a common policy. This policy has been approved by the Regulatory and Appeals Committee. The implementation is 1st March 2019. What does this mean for you? Please see the link below to the new policy:

Thank You!

<https://www.bradford.gov.uk/transport-and-travel/hackney-carriages-and-private-hire/conditions-for-drivers-and-operators/>

Do you have any questions? Please send them to: taxi.testing@bradford.gov.uk, where we will help with any queries.

WHEELCHAIR TRAINING / COMPETENCE REQUIREMENTS

As you are aware all drivers need to have valid Wheelchair Accessible Training before being dispatched on any WAV bookings.

Recently the Enforcement Team have had a number of complaints about wheelchair passengers not being secured into WAV's. Don't let this be you... If you have a WAV you must do this training.



Did you know

Your operator can book you on to the training by calling 01274 437 967.

Once you have completed this training we will put the wheelchair symbol on your badge at renewal.



DISCLOSURE BARRING SERVICE

You must have a current DBS to be able to work as a Hackney Carriage and Private Hire licensed driver.

How can you get a DBS?

Email taxi.testing@bradford.gov.uk and we will book you in for an appointment and complete a DBS form with you as part of your driver process. Make sure you have the correct documents with you at the appointment. The fee is £44.50 to process a DBS certificate. You will also be signed up to the DBS update service.



DBS Updates (Subscription)

What is the update service?

The update service is an online service where you can keep up to date with your DBS. A condition of licence is to have a valid DBS online. To comply with this you need to pay £13 every year to stay on the DBS update service. This is not a one off payment, you will pay it every year. This is a subscription and **NOT** a direct debit.

Remember to check your emails. If you get a new bank card, you can only update your card payments on your online DBS account a month before the payment is due.

LOOK NO QUEUES

Due to some fantastic work recently by both the Licensing team and our customers, pre-booked appointments have no waiting time, which is fantastic! We've had some really good feedback from customers about the appointment system, and how it's so much easier than turning up and having to wait.

Please remember that 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, if your licence is due to renew, emailing us 6 weeks before will help to start the process in good time with no loss of work.



**No wasted time
waiting in line**

If you need an appointment, drop us an email at taxi.testing@bradford.gov.uk with your full name, badge/plate number, and the reason you need the appointment. If you no longer need an appointment please let us know so we can offer it to someone else.

MINIBUS VEHICLES AND SIDE STEPS



The current vehicle specification states that the first step from the ground to all entrances and exits must not exceed 250mm. If the step exceeds this then an additional step should be permanently fixed to the vehicle.



However when the additional step is fixed to some makes/models of vehicles which have deep sills, the step is too close to the ground and can be damaged by road calming measures. With these types of vehicles the Licensing Service would like to inform you that the bottom edge of the step should be 140mm or less from the road surface. We will not enforce the requirement to have a permanently fixed step.



DESIGNATED REPRESENTATIVES AND ID BADGES

A security concern was raised at the November Operator Business Meeting. The Licensing Service has been updating all Private Hire Operator records with regards to their Designated Reps.

This is a closed meeting not open for public access. Only appropriately designated people will be allowed into these meetings. Operators! If you want a Designated Rep you must submit a completed application form via email. The Enforcement Team will review all completed applications to assess an applicant's suitability. You will be notified of the outcome of the application by an Enforcement Officer. Once a person has been accepted as a Rep we will issue them with a photo ID card.



For future Operator Business Meetings only the Licensed Private Hire Operator Rep with a valid ID Badge will be permitted access. Any Rep who does **NOT** produce a valid ID card will not be allowed entry to the meeting. If you wish to appoint a Rep please contact the Enforcement Team via taxi.testing@bradford.gov.uk. These will be rolled out to all operators, so they will get a badge eventually

TEAM MEMBERS



Matthew Bibby

We now say goodbye to Matthew Bibby who has been involved with the service for 6 years since he started in October 2012. We wish Matthew the best going forward onto his new ventures.



Yousaf Hussain

Yousaf Hussain is replacing Matthew Bibby as the HCPH Licensing Manager from February 2019. With over 12 years public transport experience he aims to introduce improvements and efficiencies to services currently provided in licensing. In his spare time he enjoys DIY, reading and movies.

HELPFUL ADVICE FROM THE HCPH TEAM



TYRE TREAD DEPTH - DO YOU KNOW THE LAW?

Tyres are the only thing keeping your vehicle connected to the road. Tyre treads are designed to give good grip on wet roads but this generally decreases as a tyre's tread pattern wears down or as the depth of water increases. Drivers who fail to comply with the minimum tread depth requirements risk a fine of up to £2,500 and three penalty points for each illegal tyre. The legal minimum tread depth for cars in the UK is 1.6mm .



How to check yourself - THE 20p TEST

A quick and easy way to see if your tyre tread exceeds the minimum legal tread depth is to take the 20p test. Simply place a 20p coin into the main tread grooves of your tyre. If the outer band of the 20p coin is obscured when it is inserted, then your tread is above the legal limit.

If the outer band of the coin is visible, then your tyres may be



WASHING

A regular wash and wax will make your vehicle more presentable to your customers but will also preserve your paint and prevent rust from taking hold. Also remember to thoroughly clean and vacuum the interior too.

CHECKING THE CONTROLS

Get your vehicle checked by a qualified mechanic as soon as possible if:

- * You feel or hear knocking or rattling from the steering or suspension
- * there is a lot of 'play' in the steering wheel (i.e. you can move the steering wheel from side to side without the wheels moving from side to side)
- * The steering begins to feel heavy (i.e. it needs a lot of effort to turn the wheel)
- * The brakes feel spongy or slack.
- * Check your brakes, including your parking brake, are working whenever you set out on a journey.
- * If there are any warning lights on your dashboard

