

Hackney Carriage Trade Association Meeting Minutes

Wednesday 20 February 2019 – 10:30am

1. Introductions / Welcome

Carol Stos opened the meeting and thanked everyone for attending. The Licensing Service would like to extend thanks to the Hackney Carriage Trade Association Meeting attendees for their continued dedication, as well attending all meetings in a respectful and professional manner. This assists in the process to achieve positive change.

Officers present:

Carol Stos	Service Manager
Yousaf Hussain	Licensing Manager
Sadiya Patel	Senior Licensing Officer
Elisabeth Spencer	Customer Service Manager
Tahir Riaz	Hackney Carriage Owners and Drivers Association
Shabbir Master	Hackney Carriage Owners and Drivers Association
Shabbir Munir	Hackney Carriage Owners and Drivers Association
Mohammed Khan	Hackney Carriage Owners and Drivers Association

2. Minutes from the last meeting

Fare Cards – These were sent out Christmas 2019 – however need amending to include 24th - 31st December.

Calendar Meter – The Licensing Service is looking into this.

3. Agenda Points Raised

Parking – There are still issues with Private Hire vehicles parking in ranks, as stated previously this is a Parking Enforcement issue. A stage 1 complaint has been submitted to Parking Services but it was not satisfactorily answered. As such the association can escalate their stage 1 complaint to a stage 2 complaint to be investigated by an independent person and an investigating officer. This can be done by emailing complaints.officer@bradford.gov.uk

Vehicle Booking Process– All documents should be received by the Licensing Service before any appointments are given out. It was agreed that for exchange vehicles an appointment will be given, however the insurance cover note must be emailed back as soon as possible. It is a condition of licence that HC proprietors have their own email addresses, please do not email for others. Every driver will need to have their own email address in order to register and sign-up to the DBS update service, again this is a condition of licence. Please see ‘Licensing Update’ for further details.

Private Hire Decals and Visors – All drivers should clearly display which operator they are working for. Magnetic decals may be used in the event that a Private Hire Driver is working for two operators.

Please see [Correct use of Decals](#) for details.

Advertisement fees – please see [Advertising Policy](#) for details of the policy. The same advertising can be used by more than 1 proprietor, provided the advertisement is the same and all proprietors are in agreement. An application form will need to be completed in all cases. [Advertising Application Form](#)

BTAG

The Hackney Carriage Owners and Drivers Association have confirmed they do not support/endorse BTAG.

4. Air Quality

There are parts of Bradford that are exceeding air pollution limits. There is currently a business plan being devised and should be prepared by the 31st October 2019. This plan will look at reducing the amount of air pollution in the city. Any changes that will affect Private Hire or Hackney Carriage drivers will be communicated in advance.

Useful contacts are:

Sally Jones Pollution Control Officer, Department Health and Wellbeing
sally.jones@bradford.gov.uk

Simon Carnall at Engie simon.carnall@engie.com - Engie have been commissioned to install electrical charging point across West Yorkshire. To date Engie have installed 20 across Bradford.

5. Enforcement Update

Planned vehicle inspections Nov 18 – Jan 19:

967 scheduled vehicle tests, 274 failures (28%), 87 (8%) of those were major fails (previous ¼ 13%),

Random vehicle inspections:

53 Random Tests, 11 Fails (21%), 4 (7%) major (previous ¼ 25%)

The Enforcement team have compared these results to the national MOT figures and found that the first time failure rate on Private Hire Cars is 32%. We know that many people don't like the £100 retest fee but these figures demonstrate that this deterrent is working and now only affects 8% of the trade. This is an excellent result and we hope that this continues.

Summary for enforcement road side checks

377 vehicle stop checks, (24% (94)) of those vehicles were issued with a Suspension, 18 vehicles had wheel nuts missing!

What's the message? Drivers should complete their daily checks thoroughly and Operators should have procedures which confirm this.

Operator Rating – 5 Star

The enforcement team have been working with a group of Operators who volunteered to look at the base audit and scoring and how this can be implemented. For a long time we have talked about RAG rating, but now a 5 star method similar to food establishments has been proposed. This provides an opportunity for you to promote your company, aids in increasing the public's positive perception of the licensed trade in Bradford. The foundation of the new audit is based on the current base check but will also cover:

- Company's vehicle test results from the previous 12 months
- Companies /Operator Compliance
- Good customer service & Equality

There will be more emphasis on evidencing these key elements.

6. Licencing Update

Yousaf Hussain (Licensing Manager) and Clare Wild (Licensing Officer (Service Support)) are the newest members of the Licensing team at Shearbridge Depot, Bradford.

There is now no delay when you have a pre-booked appointment. Walk-in appointments are for emergencies only. For example putting plates on hold, lost plate/badge, road traffic accidents are all emergencies. 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.

We are trying to improve this process for drivers. As such we are currently emailing drivers around 6 weeks prior to their badge renewal so they get the process started in advance. This email only applies to those drivers we have email addresses for.

The trade have asked if they can collect their plates (and licence) when their vehicle has passed its safety inspection/test in the workshop. The Licensing Service is working towards this but requires a change in the order we do things. We now check tax and MOT before we book a vehicle in and are also requesting that the V5 Registration Document and Vehicle Insurance are sent in, in advance to the service so that they can be checked at the start of the process. Once we have trialled and tested this and have a workable process we are moving closer to

facilitating the collection of plates immediately after a vehicle passes its vehicle safety inspection.

This has the positive advantage of the proprietor/driver not having to make a separate appointment for plate collection at reception. This will not be possible for vehicles where a re-test fee is applicable.

The [Depart of Transport consultation](#) went live yesterday. This consultation looks at protecting users of Private Hire and Taxi vehicles. There are quite a few points to the consultation, some of them are mandating CCTV in all vehicles, having a national data base for all licenced personal, complaint handling, language skills, safeguarding, to name a few.

7. Driver Suitability Policy Update

The [driver suitability policy](#) has been approved by the Regulatory and Appeals Committee and will be effective from 1st March 2019.

8. Peer Review Update

The updated [peer review](#) is published on the website.

9. Date of Next Meeting

The next meeting will be held on 26th June 2019 at 10.30am.

Action - The licensing Service will see how the vehicle process will work for Hackney Carriage

Action - The licensing Service will look into advertising by Private Hire Operators

Action - Calendar Meters

Action – The Licensing Service has asked the association to email in about Hackney Carriage fare increases