

Minutes of Hackney Carriage Meeting – 9th September 2015

Present

Carol Stos	Licensing Manager
Matthew Bibby	Licensing Support Officer (Note Taker)
Shabbir Master	Bradford Hackney Carriage Owners & Drivers Association
Tahir Riaz	Bradford Hackney Carriage Owners & Drivers Association
Shabir Ahmed	Keighley and Bradford Taxi Driver's Association
Chiragh Khalid	Bradford Hackney Carriage Association
Arshad Mahmood	Bradford Hackney Carriage Association
Mat Catlow	West Yorkshire Police
Simon D'Vali	Highways

1. Introductions & Apologies

Mohammad M Khan	Bradford Hackney Carriage Owners & Drivers Association
Zulfiqar Ali	Keighley and Bradford Taxi Driver's Association
Jaswir Singh	Bradford Hackney Carriage Association

2. Last Minutes

A feedback session had been given on Monday 7th with regards to the workflows and ideas surrounding rules of association

The latest drafted fare card was issued to the reps to go and take away for consideration.

Action: A copy of the fare card is to be emailed out by HC / PH service to HC reps

3. CSE

Mat Catlow explained his role, running a team of special constables. They are building up intelligence on CSE and are asking the HC / PH trades for help. Mat apologised for missing the HC August meeting but added that he spoke to PH at their August meeting.

HC play a key role as they are transporting many vulnerable people across the district.

Previously CSE has been very reactive but Mat's aim is to become proactive in tackling the serious issue. He goes and meets with personnel of places where reports of intelligence direct him too and he puts in place a management plan to help prevent future issues.

The trade reps were concerned as parents that the schools don't appear to be displaying information or sending out information on CSE.

Action: Mat to look at raising the profile further within schools

The 'know the signs' campaign is an educational campaign. The idea is that people know the signs and then how to report. Drivers have to carry leaflets in their vehicles and the contact information is on those leaflets. They have been issued by HC/PH service back in June and again in September and they are on the website at www.bradford.gov.uk/taxiandprivatehire

The consequences of not reporting information is potentially very serious, critical indeed.

4. Highways – including ranks

Simon gave an update on ranks. He has sought legal advice as some elected members are opposed to ranks at some locations locations of Keighley, Bingley and Ilkley. Any final decision on the installation will have to come from the Highway Authority, in this case the Highway Authority is the respective Area Committee.

At Ilkley there are concerns over lack of parking for customers / visitors. This is being looked at and coincides with the ranks being looked at. An old rank failed at Ilkley and was removed but this was due to it not being visible from the station. The new rank location would give visibility and therefore be different. Simon has attended the tourist information point at Ilkley, they give out PH cards to those customers who are walking into the moors, and otherwise they informed Simon they highlight the HC vehicles and ranks.

Simon suggested that a report needs to go the area committee. Before that area committee Simon will meet with the respective Ward Councillors and solicit views on the ranks.

He will explain the need for a 'full journey' that will be applicable at areas such as Keighley, Bingley, Ilkley, Shipley, Silsden and Steeton. He asked that a couple of representatives then consider attending area committee as they will be given opportunity potentially to speak for up to 5 minutes. Any comments made must be made politely, professionally and from a factual, helpful, considered view.

Simon suggested that asking for 2 vehicles at Ilkley might be more appropriate than 4, the representatives agreed this is a valid compromise at this point.

The request to get a sign in at Keighley is being progressed. All necessary signs / lines have been ordered for Bingley too.

Action: Simon will chase up the signs

Simon went on to add that the West Yorkshire Combined Authority are reviewing bus lanes following from Sheffield's decision to allow PH and bikes to use their bus lanes. The outcome of this will be known much later on and all parties will be kept up to date with results.

Simon is also looking at Church Bank and is involved in work to potentially make that 'all vehicle' access through the night.

A query was made regarding Keighley and vehicles turning left from the bus station.

Action: Simon will look into the Keighley bus station turn and update

The rank near the swimming baths has been agreed in Bingley.

Ranks in the city centre have been agreed in principal with Chris Bedford who is in charge of the City Centre locations. If there are no objections to those locations from services or the public then they can be advertised in the T & A for a 28 period before being signed / lined appropriately.

Simon explained that PH operates on Network rail in places like Shipley and Keighley. There are contracts between companies and network rail. The combined authority regulate network rail.

5. Timely responses to communications

No agenda points were received before the meeting despite the request for agenda points at a date 1 week prior to the meeting. Replies will be required for future requests.

Other things mentioned:

1) Mr Ahmed asked for clarification of who the person is who is in charge of dealing with complaints; he wanted the name of the designated officer.

The answer provided was that unfortunately Mr Ahmed was confused on this matter. In the August meeting officers explained clearly the roles and responsibilities of staff within HC/PH service. Complaints are dealt with by the service. If an outcome is not satisfactory then the outcome can be challenged at Stage 2.

Where a complaint arises and it is deemed suitable to bring an independent person on board to investigate, a suitable person will be selected. This question should not be asked again at future meetings.

2) The bookings system concerns many members of the trade. Mr Khalid doesn't feel it should be used by drivers as they are unable to operate the internet.

Officers explained that people who are unable to access internet at home have the option of going to places such as a library to access a computer. Family and friends and colleagues in the trade can be asked to help those who are unable to book for themselves.

From the service's point of view we will be producing helpful training guides and giving training to large operators. We are happy to show representatives how to access and book too so that reps can show their members also.