

Business Operator Meeting – Via Teams

Thursday 29th February 2024

Officers Present:

Cllr Sarah Ferriby (SF)	Councillor
Carol Stos (CS)	Licensing Service Manager
Steven Knighton (SK)	Regulatory and Compliance Manager
Elisabeth Spencer (ES)	Customer and Business Support Manager
Jamie Brown (JB)	Regulatory and Compliance Team Leader
Emma Stirzaker-Lyons	Customer and Business Support Team Leader

1. Introduction

Cllr Sarah Ferriby opened the meeting and thanked everyone for attending.

2. Outstanding Actions

There were no outstanding actions from the last meeting.

3. Licensing Service Update

Staff update

The Service has recently undergone a restructure with new teams forming to aid in streamlining the Service and processes. The management team has also had changes to new posts created and previous team members being promoted. Steve Knighton is managing the Regulatory and Compliance team with Jamie Brown as the team leader and Elisabeth Spencer is the Customer and Business Support Manager with Emma Stirzaker-Lyons covering as the team leader. Please feel free to contact the above with any questions or queries you may have.

Mobile Phone Convictions

The Service has noticed a sharp increase in CU80 Mobile Phone offences and want to reiterate the importance of making drivers aware that such a conviction can mean a revocation of their licence.

For more information please click the link here - [Mobile Phone Laws](#) the Service will provide further communications to the trade making them aware of the seriousness of using a hand held device whilst driving, this includes whilst in stationary traffic.

Online Modular Training

The Service is currently working with external parties to produce and implement an online training platform for various training programmes such as, Modular Training, Operator Training, Driver Training etc. The Service has listened to previous feedback given regarding the difficulties of new and renewal drivers having to book time out of

work to travel to an in-person training programme, issues with driving to the Depot and having issues parking. An online platform will alleviate the above as drivers will be able to book and complete training from their home and at a time suitable to them. This is in the initial stages, and we will consult further when more information is available.

DfT Mandatory Guidance

The Service has received the updated November 2023 Dft Mandatory Guidance and are working to ensure that the Service, the trade, Operators and Hire Companies are in line with the required standards from the DfT. There will be future meetings held for you to be able to have an input and to be supported with any changes that may affect the running of your business.

Dual Operator Working

The Service has taken on board the comments previously noted regarding drivers being able to work for more than one operator. It was made aware that Operators are not always aware that a driver will be working with themselves and another Operator. To help support these issues the Service has updated the Northern Data Hub to include which Operator each driver is working with.

The Northern Data Hub is updated at 5pm every evening so if you wish to check which of your drivers have dual operators on their current badge, please click the link below.

[Northern Data Hub](#)

Please note – There may be a delay to the report if the driver has submitted a change of operator application and it has not yet been processed.

4. Close

We would like to thank everyone for attending the Business Operator Meeting.

If any of you have any further comments or possible improvements, please email taxi.testing@bradford.gov.uk with your full name and query so we can respond.

The next Operator Business Meeting is to be confirmed.