

Department of Environment & Sport

Newsletter

Issue 33 August 2015 **Hackney Carriage & Private Hire Service**

Welcome to our latest edition in which includes important CSE information; and much more.
Please read on for details!

The Licensing Team

Child Sex Exploitation (CSE)

October Seminars

*****All PH Operators & HC Proprietors*****

You are required to attend a CSE seminar to be held in City Hall in October. Full details of the dates and times will be provided shortly. Attendance will be mandatory

Attendance at the CSE seminar follows the results of communications with you in June after a joint letter to you from the Police and Council and then a further letter from the service regarding distribution of CSE literature.

Please ensure you are familiar with this information as it is essential that you understand how to report CSE suspicions.

All drivers are required to retain a copy of the CSE leaflet in their vehicle

Full details, including the CSE letters and leaflet can be found by in the “**what’s new**” section on:

www.bradford.gov.uk/taxiandprivatehire

Bank Holiday Closure Reminder

Please remember that Monday 31st August is a Bank holiday and therefore the HC/PH service will be closed for the day

The service will reopen on Tuesday 1st September at 9.30am

Depot Access - Barriers

There will be a change in access to the depot from Tuesday 8th September.

Vehicle / Pedestrian access will be only possible via stopping at the new barriers at the Shearbridge Road entrance from end of August. Visitors will have to press the intercom and explain why they are visiting the site.

For visitors in vehicles, if there is space in Visitors parking they will be allowed access, if not they will be asked to park outside the depot and enter via pedestrian access point.

Extra Counter Appointments

From week commencing Monday 7th September we are able to offer in excess of 30 pre-bookable appointments, each working day, Monday – Friday.

The addition of these appointments will be beneficial as this will allow more visitors to come at pre booked times, hence reducing queues and waiting times.

Enforcement Updates

Plying for Hire

Another driver has been prosecuted having been caught plying for hire. Fines and costs were approaching several hundred pounds and the driver was given 6 penalty points too.

Contact Details	Opening Hours
Licensing Officers – 01274 434316	Tues 9.30 – 3pm, Mon & Wed - Fri 8.30 – 3pm
Workshop – 01274 433587	Monday – Friday 7.45am – 3.00pm
Email – taxi.testing@bradford.gov.uk	

Bingley Music Live

This popular music event, supported by Bradford Council, will be held on the weekend 4th/5th/6th September in Bingley.

The festival sees many thousands of visitors visit the local area. This offers local businesses an excellent opportunity to market and advertise their businesses, thus potentially significantly increasing their income for the period.

There are going to be several disruptions to the local road network due to restrictions and closures. Please visit the website below for further information.

Operators – we will also be sending detailed plans to you on email. Please display the information on your walls if your drivers use the local area and plan your journey's accordingly.

<http://www.bingleymusiclive.com>

PH Operators/ HC Proprietors - Reputation of HC/PH Trade

The service has been receiving an increasing number of complaints in the past weeks, including Drivers being reported for mobile phone offences; littering offences; and inconsiderate parking.

As important businesses within the community we would like to again remind you that the reputation of your business is affected by the ways in which you run your business and the behaviours you and your employees display.

A well run, well respected business is likely to have a better reputation and therefore have increased business.

Please be mindful of the way you and your driver's act and how you display yourselves and your behaviours to positively promote your company to assist the citizens of Bradford

Trade Rep Associations

If you have points/comments you would like to share then please see your trade reps and they will raise them on your behalf.

Association contact details are on the website:
www.bradford.gov.uk/taxiandprivatehire

Communication Survey Results

In July an independent survey of driver's was carried out at Shearbridge Depot.

Approximately 100 drivers were interviewed regarding communication between themselves and their Operators/Proprietors as well as being questioned on their knowledge and use of the service website.

Results showed that less than 50% of HC and PH drivers are aware of the service website.

In addition, more than 25% of driver's do not receive communication from their Operators.

The service will be looking at what is needed to improve the above in the coming weeks.

Note: The website has been recently altered to show a '**What's New**' section. In this you will find all important information which has been distributed within the past 3 months. Please visit: www.bradford.gov.uk/taxiandprivatehire

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:

Matthew Bibby, Licensing Support Officer:
taxi.testing@bradford.gov.uk

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