

Minutes of Private Hire Meeting – 22nd July 2014

Present

Carol Stos	Licensing Manager
Geoff Binnington	Principal Officer, Fleet and Transport Services
Matthew Bibby	Licensing Support Officer (Minute Taker)
Phil Brook	Enforcement Officer
Stuart Hastings	Keighley Private Hire Association
Pervez Naik	Keighley Private Hire Association
Nadeem Ahmed	Independent Private Hire Association of Bradford
Asif Shah	Girlington Driver's Association
Mazafar Iqbal	Girlington Driver's Association
Omar	People First Keighley and Craven
Tom	People First Keighley and Craven

1) Welcome, Introductions & Apologies

Officers opened and welcomed everyone to the meeting.

Steve Carter Keighley Private Hire Association

2) Feedback from last meeting

A HC/PH Survey has been carried out and the results finalised. This will be an agenda point for the next meeting.

Staffing levels - there will be 2 new enforcement officers beginning within the next 6 weeks.

Conditions - Rep Proposals. Officers sent out blank proposal sheets with the May minutes and asked for comment by 20th June. No responses were received.

3) Consultation Proposals

There was a brief summary of the service's proposed changes. Officers invited representatives to read and comment on the proposals which will be distributed shortly.

4) APP & Tensator Updates

Tensator has unfortunately been held up due to a number of software issues with the external provider. This project is now nearing conclusion and is currently in final testing. We anticipate going live with the new IT system (queue management and appointments) in the next few weeks.

APP is progressing rapidly. The Service will be closed the first 2 weeks of September. We are contacting people whose licences expire then to come in to renew their licences in August. If you know of people who need to come in please ask them to contact Shearbridge on taxi.testing@bradford.gov.uk

5) Operator Training – Feedback and Future

The first operator training seminar for licensed operator and base managers was delivered on 9th July. Operator training provides licensed operators with an overview of licensing requirements & conditions along with customer care and disability awareness. Attendance at the seminars is mandatory for all operators and dates will be published over the coming weeks.

We will be asking that the operator and base manager attend as a minimum for each base.

We would like to express our thanks to **LOW Private Hire, Bronte Haworth Oakworth, D C W, Idleway Private Hire, Naseem Travel and Colin's Private Hire** for their constructive and useful input into the initial seminar.

6) People First – Keighley and Craven

Representatives from People First raised concerns about overcharging by the PH trade. Wheelchair users should not be charged more than non-wheelchair users for a like for like journey.

Discussions between groups and the PH trade happened circa 12 months ago and it was agreed that overcharging would be eliminated. Recent mystery shopper calls show there is still a problem.

The service reminded PH trade that there should be clear pricing policy in place and that driver's who disobey the rules could face formal action. Hackney Carriages are seen by groups as a cheaper more viable option than PH and they are guaranteeing a price structure which doesn't discriminate.

It was agreed that the onus is on both parties to improve the situation. If there is a complaint then the company needs to be approached and allowed to investigate their driver in accordance with their licensing terms. More open conversation and professionalism will improve trust between parties.

7) Vehicle Statistics

A summary of vehicle stats was provided from August 2013 when the new conditions were brought in.

Discussions were around the numbers of vehicles that passed and those that failed, including the category that the failure was in.

Work is being done to highlight which companies these vehicles work for. Enforcement action may be taken against Operators who have a higher than expected vehicle failure rate.

The service still does recognise that a small percentage of failures can be attributed to negligent work in local garages and where that is happening the garages are also being investigated.