

## INFORMAL MEETING PRIVATE HIRE AND HACKNEY CARRIAGE

### MINUTES

Thursday 12<sup>th</sup> September 2019  
Room 1, First Floor, Wellsprings

#### Present:

Cllr Paul Wild (PW)	(Chair)
Cllr Anne Galloway (AG)	Executive Member
Kellie Hopkins (KH)	Assistant Director, Neighbourhood and Regulatory Services
Elizabeth Pritchard (EP)	Principal Licencing Officer
Charlie Oaks (CO)	Bolton Hackney Carriage Association
Yasif Khan (YK)	Bolton Private Hire Association
Mahmood Akhtar (MA)	Bolton Private Hire Association
Andrew Vernon (AV)	Greater Manchester Police

#### Apologies:

Patricia Clyne (PC)	Principal Licensing Officer
Joe Fox (JF)	Principal Engineer

Please note the items weren't discussed in order but are in agenda order.

<b>1.</b>	<b>Welcome and Apologies</b>
	<p>PW welcomed everyone to the meeting and apologies were noted as above.</p> <p><b>Minutes of the Meeting held 12th September 2019</b></p> <p>The minutes were agreed as a correct record.</p>
<b>2.</b>	<b>Peer Review</b>
	<p>KH provided an update on the peer review. An officer from South Ribble has provided a response to the 11 recommendations and his report is going to Policy and Development Group on 24<sup>th</sup> September.</p> <p><b>ACTION:</b> add peer review update to the next meeting agenda.</p>
<b>3.</b>	<b>Clean Air Update</b>
	<p>KH provided an update on clean air and advised there will be further consultation. This is now taking priority over common minimum standards. Deadline is 31st of December. We need to have a clean air proposal., public service vehicles included. A £26 million grant in place to help with compliance but we don't know how much we will get.</p> <p>The trade asked for future consultation to be done in paper form as the online forms were very difficult and confusing.</p> <p><b>ACTION:</b> ensure paper copies of the consultation are circulated to the trade reps when ready and add to next meeting agenda for update.</p>

<b>4.</b>	<b>Common Minimum Standards update</b>
	<p>EP confirmed as above that the CMS are on hold for now as the air quality work is taking priority. We will look at locally pursuing some of the CMS which will improve the service rather than waiting for GM.</p>
<b>5.</b>	<b>Request re. age policy for HCVs</b>
	<p>CO asked whether, due to the delay with CMS and the future re. CAZ being uncertain, could we look at relaxing the age policy around HCVs. In particular could we look at a like for like replacement, so for example if a vehicle is involved in a 'no fault' RTA could we allow a vehicle of the same age back on to the fleet.</p> <p>AG asked how often this happens and CO said not very often but it would assist the trade through this transition period while we wait for updates.</p> <p><b>ACTION:</b> LP/PC look into relaxing the policy around HCV and age, time frames etc. and feedback at the next officer meeting and trade meeting but advised if it is a policy change it may take some time.</p>
<b>6.</b>	<b>Rank Enquiry</b>
	<p>CO raised concerns over the ranks in the town centre, in particular opposite the Town Hall and wants the Nelson Square rank brought back. It's causing a loss of business to the trade.</p> <p>MD advised that the Leader, CE and Cabinet member for highways are aware of the issues, they are considering options and will feedback when those options have been considered.</p> <p><b>ACTION</b> – Joe Fox chase cabinet member for an update at the next meeting regarding the Pack Horse issue and ranks outside Paderborn.</p> <p><b>ACTION</b> – Joe Fox to include GMP in any discussions around rank changes.</p>
<b>7.</b>	<b>Night-time enforcement</b>
	<p>CO raised concerns over night-time enforcement and lack of it. There is no police presence on Bradshawgate. Soon there will be an accident. Would like to see more part-time officers at the weekend. Would also like to see more Marshalls outside the food factory – can we cost this and look at costs for enforcement in terms of parking etc as private hire vehicles are parking on both sides of the street along with members of the public.</p> <p><b>ACTION</b> – LP/PC make enquiries with Manchester re. team of traffic wardens available to assist out of hours.</p> <p><b>ACTION</b> – LP make enquiries with Exclusec re. two more marshalls opposite the food factory on Saturday night.</p>

	<p>AV said these concerns all link to the future vision of the trade, all part of the bigger picture. AV raised issues re. PH and HCVs doing U-turns on Bradshawgate, bringing alcohol into the town centre in vehicles. Can we do some awareness raising. Said we all need to take responsibility, drivers included and not put everything back onto officers.</p> <p><b>ACTION</b> – ensure some joint working in run up to Christmas – LEOs, GMP, traffic wardens.</p> <p><b>ACTION</b> – LP to look into stickers for vehicles for no open bottles and cans in PH and HC vehicles. Also to look into the e-cigs issue – law and stickers for the trade.</p> <p><b>ACTION</b> – LP letter to operators and hackneys regarding their obligations and the need to see improvements regarding U-turns, parking on ranks, double parking, vehicle livery, smoking in vehicles, littering, drinks in vehicles in the run up to Christmas alongside a press release.</p>
<b>8.</b>	<b>Future vision for the trade</b>
	<p>Didn't have time to discuss specifically but a lot of what we talked about links to this e.g. Air quality, CMS etc.</p> <p>Can the trade be included in the plans for the town centre regeneration.</p> <p><b>ACTION:</b> add to next meeting for discussion</p>
<b>9.</b>	<b>Digital Update (Fees)</b>
	<p>YK said fees are going up every year and nothing is being done around digital.</p> <p>KH advised it is a long term move towards digital that is taking longer than anticipated but we are looking at quick wins in the meantime such as online appointments booking system and digital vehicle licence renewals. Advised there is not increase currently proposed for fees in April and we are still providing a discount for digital even though we aren't there yet.</p> <p>PW advised that digital is a council wide priority under the new regime with Cllr Muslim driving the digital agenda – it is one of his top priorities.</p> <p><b>ACTION</b> - LP / PC Can we provide a set of accounts for 2018-2019 at the next officer meeting.</p> <p><b>ACTION</b> - All provide an update on digital at the next trade meeting.</p>
<b>10.</b>	<b>First Grants</b>
	<p>Pick up times are having a huge impact on drivers – they are constantly receiving complaints from drivers around this, can we look at changing them please.</p> <p><b>ACTION</b> – PC LP to clarify the current procedure and see if we can make any changes to improve the situation for the trade and feed back to next officer meeting.</p>

<b>11.</b>	<b>Attacks on drivers</b>
	<p>YK explained this is happening every weekend, attacks are increasing as no-one is doing anything about it – sometimes over non-payment, sometimes racial, sometimes random.</p> <p>AV explained is a driver is prepared to go to court the police will consider a prosecution for bilking.</p> <p>CCTV in vehicles was discussed – CO wants it making mandatory and said drivers will pay for it, it's not up to the Council to pay for it.</p> <p><b>ACTION</b> – can we look into costs etc. of CCTV, what other LAs are doing etc. rather than waiting for CMS.</p>
<b>12.</b>	<b>AOB</b>
	<p>Plan the meetings out – propose the following:</p> <ul style="list-style-type: none"> <li>• Thursday 12<sup>th</sup> December at 11am</li> <li>• Thursday 12<sup>th</sup> March at 11am</li> <li>• Thursday in June to be confirmed (due to Ramadan)</li> <li>• Thursday 10<sup>th</sup> September at 11am</li> </ul> <p><b>ACTION</b> – feedback to LP ASAP if there are any issues with those dates. Cancel the monthly officer meeting when there is a trade meeting in the same month.</p> <p>Bus lanes – can PHVs use them?</p> <p><b>ACTION</b> – Joe Fox to clarify whether PHVs will be allowed to use the bus lanes – may need liaison with TfGM.</p> <p>Safeguarding and disability awareness training</p> <p><b>ACTION</b> – LP to send information to Mr Khan so he can cascade the training and encourage take-up via WhatsApp.</p> <p><b>ACTION</b> – LP to ensure Mr Oakes is included on the training.</p> <p><b>ACTION</b> – trade reps to provide details of up to 10 drivers who can attend the first batch of training and become 'Champions' in terms of getting the message round of how useful the training was and encourage take-up.</p>