

## INFORMAL MEETING PRIVATE HIRE AND HACKNEY CARRIAGE

### MINUTES

Thursday 12<sup>th</sup> March 2020

Room 2, 1st Floor, Wellsprings, Le Mans Crescent, Bolton

#### Present:

Cllr Paul Wild (PW)	Chair (Chair)
Cllr Anne Galloway (AG)	Executive Member
Cllr Adele Warren (AW)	Executive Member
Kellie Hopkins (KH)	Assistant Director, Neighbourhood and Regulatory Services
Elizabeth Pritchard (EP)	Principal Licencing Officer
Patricia Clyne (PC)	Principal Licensing Officer
Joe Fox (JF)	Principal Engineer
(CO)	BBHA
(MA)	BPHA

#### Apologies:

(YK)	BPHA
(ES)	BTDA
Cllr Mudasir Dean (MD)	Vice Chair
PC Andrew Vernon	Greater Manchester Police

Please note the items were not discussed in order but the minutes are in agenda order.

<b>1.</b>	<b>Welcome and Apologies</b>
	<p>Cllr Wild welcomed all and completed introductions.</p> <p>Apologies for Cllr Dean – Digital Agenda Item will be updated at the next meeting.</p>
<b>2.</b>	<b>Minutes of the Meeting held 27<sup>th</sup> January 2020</b>
	<p>Previous minutes approved as an accurate record.</p>
<b>3.</b>	<b>Peer Review Update</b>
	<p>KH presented a power point explaining this is a brief review of LGA from 2019.</p> <p>KH explained the Council are working with the Corporate Digital team for licencing functioning to be digital, this will still take some time but the appointments system has been soft launched and improvements are being made based on feedback from current users. KH expects it to be around the end of Summer for full the implementation of online appointments. PC explained it would be a gradual implementation as this would be used as DBS/licences are due for renewal. KH confirmed online appointments are intended to be a mandatory process for all licence renewals going forward.</p> <p>There are currently bimonthly officer trade meetings in place, KH explained the Council are happy to meet as and when required. CO reflected the Trade is grateful for the fast response of enquiries from the licencing team but feels the automated system on the telephone line to get through to an operator is still too long with delays around 10-15mins. PC explained as the online form is used more the waiting time for calling in will be reduced.</p>

<p><b>4.</b></p>	<p><b>Safeguarding and Disability Awareness Training Update</b></p> <p>EP shared attendance numbers for Awareness Training as follows; out of 1900 licence holders, 1480 have booked onto sessions as of February 2020 session count. MA would like to see routine awareness courses held for drivers going forward.</p> <p>MA raised there are some drivers that have attended and still haven't received a certificate. EP raised the issue with missing certs after the last meeting and has received the feedback that the only explanation is an incorrect email address must have been supplied.</p> <p><b>ACTION</b> MA to provide the list of drivers to EP who haven't received their certificates.</p> <p>EP noted CO will attend the Safeguarding training course at 09:30am on 22.04.2020</p>
<p><b>5.</b></p>	<p><b>Online appointments</b></p> <p>PC presented a power point explaining the One Stop Shop are still in the soft launch phase as demonstrated during the last meeting. An error log has been created and is being tracked. PC furthered the Trades enquiry from the last meeting around the possibility to cancel an appointment on the online system as this has been picked up as part of an upgrade to potentially enable this but it is not possible at present.</p> <p>There have been 169 people surveyed for use of the new system so far of which 24 used the online system with 145 choosing not to for the following reasons:</p> <ul style="list-style-type: none"> <li>▪ Didn't know the system was available</li> <li>▪ No access to the internet</li> <li>▪ Would rather speak to a person than use a computer</li> </ul> <p>To mitigate drivers who don't have personal access to the internet the Council plans to explore options such as Libraries and One Stop Shop Floor walkers etc.</p> <p><b>ACTION</b> PC will check with Officers generating the application forms for licence renewals to ensure it informs drivers the online booking system is now available. If it isn't currently it will be added.</p> <p>PC confirmed once completing the online booking the applicants receive an email confirmation, advised applicants need to be careful inputting email address correctly. EP suggests putting 2 entries of email address for system to auto recognise errors. PC clarified if a driver books a 9am-9:30am they need to arrive at 9am not between those times. Email now confirms appointment at `9am` to eradicate this issue.</p> <p>PC will enquire about suspected appointment delays on the morning of the 12<sup>th</sup> March but is confident appointments are usually kept to time.</p> <p>CO enquired if it's possible for the Council to adopt a telephony system for cancellations like the PDSA. KH explained the AI required for this is something the Council are looking at longer term.</p> <p><b>ACTION</b> PC will make enquiries as to whether the AI is attainable short term.</p>

	<p><b>ACTION</b> PC to check if the automated message during waiting times to get through to booking informs drivers they can complete their booking online.</p>
<b>6.</b>	<p><b>Ranks / Train Station Update</b></p> <p>JF explained the main issues are with the ranks outside Paderborn House, Nelson Square and the Train Station.</p> <p>Attendees were informed there has been a briefing note completed regarding the rank around Paderborn House. This lays out the history of changes and the implications of cost to move the rank back to the front of Paderborn house. The new proposal is for the rank to use the back two current Pay &amp; Display spaces effectively creating an L shaped rank round Paderborn House. A decision is being awaited for this proposal.</p> <p>JF tabled a preliminary proposal for the rank at the Bus/Train station. As part of the cycling and walking network, the proposal is to remove the current limited waiting space on Trinity Street that will be replaced by a cycle lane to link the whole cycle network – this is non-negotiable. To compensate for the loss of this, JF talked through proposals and a plan outlining access and drop off bays at the Station. The only foreseeable downside would be private hire would need to loop around to the drop off point. MA enquired if the Council has factored in for disabled drop offs and the potential difficulty navigating crossing the road alone? JF explained the area will be DDA compliant e.g. dropped curbs etc. JF advised the Trade to continue as is for now but to feedback thoughts on these proposals ASAP.</p> <p>CO enquired about Nelson Square on Bradshawgate. He wants to get two spaces back that were removed to accommodate a bus lane. CO is unhappy these are now used constantly used by private hire and would like these marking back to Hackney use. JF will enquire if this is possible.</p> <p><b>ACTION</b> CO to feedback to JF thoughts around the Councils redevelopment plans and any other areas Hackney might favour for future ranks.</p> <p>KH asked if it would be useful to bring someone to show the trade the plans for the redevelopment at Trinity, Bradshawgate, Crompton place. These may affect routes for trade. Need to start thinking about impact on the trade.</p> <p>CO asked the Council to look into the congregation of cabs and private hire at the back of the Swan Rank as this is creating a bottle neck due to them parking across the junction on weekend evenings. Discussions have been had around potentially pedestrianizing the area and how to police this as accidents have occurred. KH suggested potentially looking at dropped barriers. JF explained this would incur a cost. The Council are mapping bus lanes at present and plan to introduce red lane routes on Trinity Street.</p> <p><b>ACTION</b> Meeting to be set up on site at Bradshawgate with CO and JF to discuss.</p>
<b>7.</b>	<p><b>NR3 Update</b></p> <p>This has now been adopted, letters have been issued to 120 individuals for those who have offences or have been revoked.</p> <p>From 1<sup>st</sup> April Bolton Council (as part of GMCA) will be part of the National Register meaning there will be c.80 Councils registered. CO highlighted the grey area around Hackney drivers as they don't need to declare convictions until the date of the renewal of their licences. PC explained this is one of the reasons the Council</p>

	<p>were looking into dual badges, PC to pick this up at the next meeting with CO. PC confirmed Bolton Council will make official announcement after GMCA has published their official announcement in April. Information will be added to all application forms and letters to committees.</p>
<b>8.</b>	<b>Stickers for vehicles Update</b>
	<p>Vaping has been included on the stickers.</p> <p>These are being distributed to all drivers at renewal appointments – 2 free per driver.</p> <p>CO received a sticker for the Trade files and MA was given a pair for his private hire vehicle.</p>
<b>9.</b>	<b>Uber Documents</b>
	<p>PC will consult in the summer. It's on its way but not yet.</p> <p>CO enquired if Uber is under any special conditions for the grant of their licence. PC advised they have a different business model which went through licencing committee around two years ago.</p>
<b>10.</b>	<b>Update on CCTV</b>
	<p>PC confirmed GM authorities are looking into this and a working group has been established to look at this for GM. The Group are not yet at the point of sourcing a provider. A key benefit of looking at this GM wide is if this is made mandatory there would be a better opportunity to limit cost.</p> <p>Attendees agreed to keep this as a standing Agenda item to receive updates as and when they are available.</p> <p>CO feels the timeline is too long for this to be completed and drivers should be able to purchase their own equipment. CO would like a letter issuing to the working group to inform them the Trade want and needs this sooner as drivers are in danger now. KH explained the Council don't have any policies against drivers purchasing their own equipment however, at present, those that do may not be able to use any evidence gathered should the need arise due to the Information Commissioner so it could be ineffective.</p>
<b>11.</b>	<b>Abuse and Vandalism</b>
	<p>PC confirmed as of Friday 6<sup>th</sup> March there have been no new reports.</p> <p><b>ACTION</b> MA to contact AV to follow up incident with a driver last week that has been reported but not logged or attended.</p>
<b>12.</b>	<b>AOB</b>
	<p>CO asked for update at the next meeting for Electric Car Charging Points for Cabs.</p> <p><b>ACTION</b> KH to ask JF to update for the next meeting.</p> <p>Chair thanked all and closed the meeting.</p>

**Next meeting: 18<sup>th</sup> June 2020, 11:00 – 13:00. Location TBC.**