

Private Hire Operators meeting

Monday 7th December 2020 - Virtual Platform

Present:

Kellie Hopkins (KH)	Assistant Director, Neighbourhood and Regulatory Services
Elizabeth Pritchard (EP)	Principal Licencing Officer
Patricia Clyne (PC)	Principal Licensing Officer
Ben Brookfield (BB)	Bolton Licensing Officer

Asif Vali (AV)	Operator Representative
Nick Astley (NA)	Metro
Connor Loftus (CL)	Triple Zero
Ann Williams (AW)	Pal and Bradshawgate
Abdul Aziz (AZ)	Haslam
Naeem Bax (NB)	Express
Sammy Patel (SP)	Orbit
Mohamed Hanslod (MH)	1 st Call

1. Apologies	
	N/A
2. Introduction by Chair of the Meeting	
	KH – Gave introduction. Outlined details of meeting and protocol
3. Terms of Reference (Frequency, Time, Attendees & Contact Emails)	
	Open discussion and agreed on every 3 months at earlier time of 1pm.
4. Minimum Licensing Standards Consultation Update	
	KH – Discussed how consultation ended last week. They received 136 responses from Bolton. 2 nd highest number of responses. PAC – Confirmed feedback was raised regarding extending the timescales and will update once we hear back.
5. Department of Transport Standards	
	PAC – Advised how the Minimum Licensing Standards and Department of Transport Standards overlap. Requested all operators to look at the document. Lots of information involved and important everyone has an understanding. EP – Advised how it includes lot of information regarding complaints procedures and the importance of notifying the Licensing Unit of any patterns or concerns for investigation. AW – Asked where the documents could be found. PAC – Confirmed will share again.
6. Communications	

	<p>PAC – Wanted feedback on communications that have been sent since lockdown from the Licensing Unit to operators.</p> <p>AV – Addressed operators regarding poor communication between operators and need to speak up to Licensing.</p> <p>All - General confirmation emails are being received.</p> <p>NA – Confirmed Metro have been receiving emails, but as things are so difficult at the moment things get put to one side. But acknowledge no other options currently.</p> <p>PAC – informed all updates can be found on the council website under trade updates and this can be shared with anyone to answer any questions.</p>
7.	Digital Update
	<p>PAC – Since the processes have moved online from paper applications to digital, just looking for any feedback.</p> <p>AW – Raised issue of driver wanting to renew DBS but couldn't find form online.</p> <p>PAC – Advised forms are emailed out by licensing officer but any issues to email Licensing Unit inbox is manned 9-5 Monday to Friday.</p> <p>CL – Raised issue of first grants taking longer than before online.</p> <p>PAC – Explained the digital process was introduced quickly and took time to embed for drivers and staff. Difficult few months but are now getting through applications quicker. Apologies for delays experienced previously. New corporate solution will hopefully resolve a lot of issues but won't be in place until next year.</p> <p>NB – Asked about the corporate solution, would it be on an online account with all details kept so renewal information doesn't have to be provided every time?</p> <p>PAC – Advised not sure how it will look but will update once we know more. Just know at this stage that it will be a client-based application.</p> <p>SP – Discussed how drivers sometimes miss emails requesting more information and then their renewal is delayed. Asked if officers could ring them to check they have received the email?</p> <p>PAC – Advised this is problematic and suggest operators remind drivers, but we could look at this as part of the corporate solution, but reliant on up to date contact information.</p>
8.	Face Coverings
	<p>EP – Advised that all operators should have received a delivery of 'mandatory face covering' stickers. Requested these be distributed to drivers.</p> <p>KH – Asked if operators made it a condition of booking to wear a mask?</p> <p>AW – Replied that they did in the beginning but not anymore. Thinks it should have been brought in sooner. Hard to enforce.</p>

	<p>CL – Replied that they include it in the booking confirmation text to customers.</p> <p>AW – Asked if drivers can refuse to take someone to the walk in Covid testing site?</p> <p>KH – Advised will get steer from public health.</p>
9.	<p>A.O.B</p> <p>None</p> <p>KH – Thanked everyone for joining meeting and contributions.</p>