

Minimum Licensing Standards Meeting with Private Hire Operators and Trade Reps

Tuesday 1st 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

Mohammed Akhtar (MA) BPHA
 Yasin Khan (YK) BPHA
 Asif Vali (AV) Operator
 Rizwan Patel (RP) Operator
 Nick Astley (NA) Operator
 Usman Patel (UP) Operator

	Intro
	KH – Gave introduction. Outlined details of meeting and protocol.
	Greater Manchester Taxi and Private Hire Minimum Licensing Standards presentation
	PC – Talked through presentation.
	Slides 1 to 10 – No questions
	Slide 11 – <u>Vehicles</u>
	AV – Raised concerns over changing over of vehicles. Going to take time to recover from the current climate and drivers will struggle to cope with further financial demands.
	Discussed having the consultation extended as drivers struggling with online questionnaire.
	KH – Advised professional groups such as NPHA have raised concerns over difficulty. Due to current situation and the effects of Covid not been able to discuss face to face, hold workshops etc. Need to feed back all these issues through the consultation.
	PC – Discussed other ways to contact without completing the questionnaire and advised to share with drivers.
	AV – Didn't know there was other ways to feed in, timing is just not right.
	YK – Asked about a paper questionnaire form. Was under impression they would be sent out. Paper option better.
	PC – Reiterated previous communications that paper copies could be sent out on a one by one request basis, if request via TfGM, this was due to numbers of drivers could not send to all.
	KH – Discussed feedback regarding the questionnaires being too time consuming and difficult, but still time to email or phone in.

AV – Preferred option to ring or email.

Slide 12 – No Questions

Slide 13 – Livery

MA – Made comments regarding being part of GM and GM stickers. Shouldn't be a need for livery now due to the technology available to identify drivers/vehicles via app etc. Advised other counties such as London don't have stickers. Wanted to know why Bolton has to feed into GM.

PC – Advised stickers will be localised with Bolton. Directed to TfGM website and animation videos available that provide more information. Not all operators have the technology MA referred to. Livery is part of the legislation/standards. If not happy with the proposal really important to feedback.

CCTV

AV – Question raised over funding for CCTV in vehicles.

PC – Advised would be looked at further once consultation completed. Maybe option to bulk buy etc but cannot advise at this stage.

NA – Referred back to previous conversation regarding livery and advised thinks is unfair to remove company stickers from vehicles as they are main source of marketing. Feels is important for vehicles to be identifiable and a sticker on rear window is not sufficient. Also agreed timing is horrific and drivers are struggling to keep their homes and cannot afford to invest in a new vehicle.

PC – Reiterated the importance of feeding all views and concerns into consultation by any method available. Important all voices are heard.

Slide 14 – No questions

Slide 15 – Operators

AV- Regarding DBS requirement for staff is this enhanced or basic? Does the local authority complete these or do we hire a third party?

PC – DBS will be basic. Your choice how they complete them either personally or through third party. Refer to Statutory guidance for more information.

UP – Raised issue of some operators using third party call centre abroad to take calls.

KH – Acknowledged and would need to be fed into policy.

UP – Questioned if the operator conditions would be in place for renewals this year? And would it apply to all operators?

PC – Advised would be speaking to individual operators whose renewals are due and it will apply to all operator licences whether they have a large fleet or are just a one man band.

Slide 16 – LA Standards

YK - Asked when are fees going to come down.

PC – Advised next year big piece of work looking into fees. Including recording of timings on licensing modules, look at costings, benchmarking against other authorities but will be towards the end of next year before we have a better picture.

Slides 17 to 22 - No questions

PC – Ends presentation with last big message of importance that feedback is given and reiterated all different methods of feeding into consultation.

YK – Addressed the operators and asked them to feed messages onto drivers.

KH – Thanked all for participation.