

LICENSING OFFICERS AND TRADE REPRESENTATIVE MEETING MINUTES

Wednesday 7th September 2022
Microsoft Teams (Virtual)

Present:

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| Patricia Clyne (PC) | Licensing Business Manager |
| Lisa Timmins (LT) | Senior Licensing Officer |
| Andy Bolan (AB) | Head of Regulatory Services |
| Mohammed Akhtar (MA) | BPHA |
| Yasif Khan (YK) | BPHA |
| Charles Oakes (CO) | BBHA |
| Eddie Shah (ES) | HCA |

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| 1. Apologies: | |
| | None |
| 2. Actions from meeting 15th June 2022: | |
| | Digital Update – LT continuing to work with the Councils Digital Team to develop flow chart and improve forms. |
| 3. Taxi Champions & business rules: | |
| | <p>PC discussed the business rules again, as she had at the previous trade meetings, and confirmed the business rules are now drafted and ready to be implemented.</p> <ul style="list-style-type: none">• The driver applications were the biggest issue and risk area so they'll be addressed first.• If an application is incomplete for any reason the application will be refused and fee refunded.• The licensing team will email the applicant outlining the errors, this will assist the applicant in ensuring the errors are rectified before the application is resubmitted correctly.• Applicants are encouraged to submit applications in good time (12 weeks before expiry date for drivers) which will provide adequate time for processing.• PC confirmed guidance will be communicated very clearly to the trade.• That there will be an offer in the One Stop Shop (OSS) for drivers to come and use the public computers and online systems, receiving digital support on how to access the forms, etc.• PC was very clear that this support is for online applications only and support in using a computer.• The OSS will not complete online forms for drivers or offer any advice on licensing issues. <p>PC gave a breakdown of the issues currently occurring with application forms. Advising that on average 80% of application forms received were incorrect or incomplete for various reasons. This included missing documents, incorrect information being provided, or questions answered incorrectly.</p> |

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| | <p>LT confirmed when the service was face to face applications would be refused for not providing correct information.</p> <p>PC spoke about 'Taxi Champions' and how these had previously worked when we rolled out the Safeguarding training. So if a cohort of drivers/individuals wanted to be trained to offer assistance to other drivers that could be a solution to the ongoing issues. PC asked for support from the trade reps. to identify suitable candidates within the trade.</p> <p>MA agreed champions were a good idea but suggested the problems may be due to the forms being confusing and asked for the forms to be combined.</p> <p>PC explained LT was working with the Councils Digital Team to get the conviction and medical declarations incorporated into the online form, however third-party documents such as DBS, Medical Certificate, etc. cannot be combined and will always need to be attached.</p> <p>YK asked about trained third parties completing medicals. PC confirmed piece of work is being looked into to but requires amendment to policy and with current workloads cannot give a definite timescale.</p> <p>Action: Trade reps. to identify Taxi Champion candidates and share with LT.</p> |
| 4. | TfGM meetings: |
| | <p>PC advised Transport for Greater Manchester (TfGM) were hosting meetings about the Clean Air Plan. One for private hire and one for hackney carriages. Following these meetings TfGM will share the slides and send out a survey. As it's not a Council meeting we don't have any further information but any enquiries should be directed to cleanairproject@tfgm.com</p> |
| 5. | Trade agenda items: |
| | <p>Private Hire:</p> <ol style="list-style-type: none"> 1. Taxi medical. 2. Online payment. 3. Congestion at New Taxi drop and pick up at train station. 4. Update on Caz and age-related taxis. |
| | <ol style="list-style-type: none"> 1. Covered above at item 3. 2. MA advised drivers still reporting issues making payments online. LT advised issues with payments are due to users not using the banks online authenticator to complete payment. <p>Action: LT to share details with trade reps to show process.</p> <ol style="list-style-type: none"> 3. Covered below at point 6. 4. Covered above at point 4. PC confirmed Stage 2 MLS hasn't progressed, position currently remains the same. |
| | <p>Hackney Carriage:</p> <ol style="list-style-type: none"> 1. Taxi rank on nelson Sq can we ask that some sort of enquiry is held? 2. Weekend enforcement Bradshawgate? (part-timers). 3. Enforcement Station Rank P/Hire stopping and picking up. |

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| | <p>4. Taxi Marshals, how many, what is their Job and their hours of work.</p> <p>5. Taxi Licensing Committee.</p> <p>6. Hours work out of hours by enforcement staff and how many hours are they contracted to work out of hours.</p> |
| | <p>1. MA advised when dropping off and picking up at the train station, can't get out due to traffic congestion. CO reported PHV's parking and picking up fares on rank and spending long times in pick up bays. CO thought enforcement and CCTV would be present to stop this. ES advised private vehicles also using rank.</p> <p>Action – PC agreed to set up separate meeting with Highways and Parking Enforcement to discuss issues.</p> <p>Action – Reps. to provide photo evidence for meeting and send to LT.</p> <p>Action – LT to send communication to all PH trade reminding them not to collect/drop fares on ranks.</p> <p>2. CO advised PHV's parked up on ranks with no one to enforce. Bradshawgate and train station ranks in particular. PC confirmed dates being booked in with traffic enforcement. ES requested out of towners be enforced upon, PC confirmed we do not have any powers over vehicles licensed by other authorities.</p> <p>3. As above</p> <p>4. CO asked for outline on Taxi Marshal role. PC advised 3 marshals on a Friday and Saturday night 12am – 5am. Position is currently being reviewed and meeting will be held with providers to discuss over the coming months.</p> <p>5. CO requested to speak to PC separately re this matter and withdrew comments.</p> <p>6. As per point 2.</p> |
| 7. | AOB: |
| | <p>MA asked why on conviction declarations drivers must provide details of offences over 5 years old. PC clarified rehabilitation of offenders is not applicable to drivers, and they have to meet the fit and proper test. Historical information assists in patterns of offences and behavior.</p> |

Next meeting: TBC