

LICENSING OFFICERS AND TRADE REPRESENTATIVE MEETING MINUTES

Thursday 10th November 2022
Microsoft Teams (Virtual)

Present:

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

1.	Apologies:
	ES was unable to log onto the meeting. CO had to leave the meeting early.
2.	Actions from meeting:
	Taxi Champions – On agenda Payment Instructions – LT shared Highways – Highways attended executive member meeting. PC agreed to arrange separate meeting with highways to address issues.
3.	Taxi Champions & business rules:
	PC spoke about 'Taxi Champions' and how these had been discussed at the last trade meeting and had previously worked when we rolled out the Safeguarding training. PC advised no details of any candidates had been shared, and asked if it had been considered. YK confirmed it was being looked into and they were making enquires to see if anyone wants to be trained up. PC agreed to role over to next meeting and hopefully will have some candidates. Action: Trade reps. to identify Taxi Champion candidates and share with LT. Action: Taxi Champions & business rules to remain on agenda.
4.	Taxi Marshalls:
	Discuss at point 6.4
	Trade agenda items:
5.	Private Hire MA & YK:
	1. DBS. 2. Medicals. 3. Fees. 4. Update on train station if possible.

	<p>1. MA asked, some drivers are being issued manual DBS certificates and only valid for 6 months and drivers can't subscribe to the update service. MA advised he had spoken to someone at DBS who advised nothing to do with them.</p> <p>PC advised the council act as a registered body to process DBS applications and DBS are responsible for issuing the certificates.</p> <p>PC confirmed it is only a handful of drivers who are affected by receiving manual certificates, and DBS had advised they will work with anyone affected and refund the fee for any subsequent certificates required. This was until the issues had been resolved and next year had been indicated.</p> <p>YK asked when a DBS certificate has been applied for, at what point can a driver subscribe to the update service.</p> <p>LT advised drivers can register two ways. They can use the application reference number, which is emailed to the drivers on submission of the application form, and registration must be within 28 days of the application being submitted. Or with the DBS certificate number, which is at the top of the DBS certificate, and registration must be within 30 days from the date stated on the certificate.</p> <p>2. MA advised drivers are struggling to get appointments with GP's as they keep cancelling on drivers. PC discussed drivers needing to arrange appointments in good time to accommodate any delays.</p> <p>MA asked if other providers could be used. PC said the Council will be considering this next year, but only for full medical certificates, the annual medical declaration would still need to be completed by the drivers registered GP.</p> <p>3. YK asked why the fees keep going up, but service remains the same. YK advised drivers are sitting at home with no work coming in, so more staff are needed to provide service and issue the licence.</p> <p>PC confirmed the rise in fees earlier this year, was linked to the annual cost of living rise, and if more staff were employed this would increase fees. PC advised the staff have been handholding drivers for 2 years and the incorrect and incomplete applications are causing the delays in issuing licences. PC explained the fees would be looked at again this year, the work to calculate fees is ongoing yearly, but using the current figures would not be realistic as it's not been a normal/typical year.</p> <p>PC said drivers need to take responsibility and submit applications correctly and in good time and ensure communications are responded to.</p> <p>MA agreed and advised they would send a communication to drivers on the importance of submitting applications correctly. MA stated the medical forms confuse drivers. LT advised the application form tells you which form is required depending on the answers given. YK asked if the wording 'Full' and 'Annual' could be added to the forms to assist.</p> <p>PC explained as part of the digital update the medical and conviction declaration will be incorporated into the form. Medicals and DBS to stay on the agenda as rolling items.</p> <p>4. PC advised train station will need to be discussed at meeting with highways.</p> <p>Action: LT to update wording on Medical Forms. Action: Medicals and DBS to remain on agenda.</p>
6.	CO:

	<ol style="list-style-type: none"> 1. In 2020 we put in for a Fare increase for Hackneys in Bolton and asked for it to be re-looked at every year. 2. Dual Badges. 3. CCTV. 4. Taxi Marshals (see 4).
	CO left the meeting so unable to discuss these items.
7.	ES: <ol style="list-style-type: none"> 1. Taxi ranks – Town Hall & Station. 2. Dual badges (see 6.2).
	ES was unable to join meeting so unable to discuss these items.
8.	AOB:
	<p>YK asked what can be done about electric scooters. PC confirmed police issue and that we'd share with the Police previously at their request.</p> <p>PC asked for agenda items to be provided the Friday before the meeting.</p>

Next meeting: 8th December 2022 with Officers

12th January 2023 with Members