

## LICENSING OFFICERS AND TRADE REPRESENTATIVE MEETING MINUTES

Thursday 27<sup>th</sup> April 2023  
Microsoft Teams (Virtual)

### Present:

Patricia Clyne (PC)	Licensing Business Manager
Lisa Burke (LB)	Licensing Officer
Mohammed Akhtar (MA)	BPHA
Yasif Khan (YK)	BPHA
Charles Oakes (CO)	BBHA

<b>1.</b>	<b>Apologies:</b>
	YK - arrived later in the meeting. ZS – phone was unable to attend.
<b>2.</b>	<b>Actions from previous meeting:</b>
	<b>Taxi Champions</b> – Remain on agenda. <b>Medical Form Amendments</b> – LT completed. <b>Highways</b> – Highways meeting 22.06.2023 – PC to attend.
<b>3.</b>	<b>Relaunch of Safeguarding Training:</b>
	PC advised, an email was sent to all drivers to complete the Safeguarding training by the end of 2023. PC provided guidance about the process and what to do once the certificate is received. MA said drivers are having trouble accessing the training. PC advised to follow the guidance provided on the email, and any further issues to email licensing for assistance, but not to call the call centre regarding the training. The driver guidance also provides information regarding the training provider.  <b>Action: LB to share driver guidance with Trade.</b>
<b>4.</b>	<b>MLS S2 update following Scrutiny Committee:</b>
	Matter has been referred back to Cabinet, which may not be completed before the elections. PC advised to wait for the outcome of the elections to received guidance. MA and CO discussed Labour and Conservative parties intended actions regarding MLS Stage 2. CO shared his concerns around the vehicle grants to upgrade to electric vehicles and the different rules around age for PH and HC vehicles. CO would like the 10 authorities to work by the same rules.
<b>5.</b>	<b>Taxi Champions &amp; Business rules:</b>
	PC discussed the progress of the digital forms, client accounts, and will advise when this development work has been completed, and possibly the inclusion of a video to demonstrate how to complete the forms could be provided. There is currently no start date for the new digital forms. CO advises the forms are difficult and does not want any third-party forms. PC some third-party forms will still be

	<p>required, for example; GP forms, vehicle insurance. PC happy to go through the application process if required and offered the taxi champion training again. The business rules regarding vehicle applications is currently being worked on and PC will share once complete.</p> <p><b>Action: PC sessions to be arranged to go through new digital form with Trade once it's completed.</b></p>
6.	<p><b>Medicals and DBS certificates:</b></p>
	<p>MA discussed issues around drivers obtaining medical documents from their GP. CO requested the use of private medical providers. PC will look at medical certification across the districts, to see how they complete medicals. PC advised she had already agreed with the group, to look at this piece of work later this year.</p> <p>PC explained NR3 is now mandatory and went on to discuss the process and possible impact. In addition the role out of the DBS update service and continued progress with this, the plan is to complete by the end of 2023. MA asked about using a DBS certificate from another authority. LB explained the Enhanced Disclosure requirements and the subscription to the DBS update Service. The Enhanced Disclosure must cover the 5 main barring areas and used to subscribed to the Update Service for it to be accepted as part of the application.</p>
7.	<p><b>BPBA items:</b></p>
	<p>7.1. Medical covered at 6.</p> <p>7.2 MA drivers that are awaiting a committee hearing date and surrendered their badge are waiting too long. PC advised some of the allegations against the drivers are extremely serious and due to safeguarding, it is appropriate that they do not work while they await a date. Public Safety is a priority. PC went on to discuss the very large number of complaints received by licensing regarding licensed drivers. PC provided an example of how a complaint is dealt with.</p> <p><b>Actions: PC is looking at a complaints policy 2023/24. CO requested update of how many complaints received between each trade meeting. LB column to be added to our internal post log.</b></p> <p>7.3 MA drivers are continuing to have issues with uploading documents to Uber. Uber say the documents are not being emailed to them from licensing.</p> <p><b>Actions: MA to provide evidence of Uber refusing documents and LT will look at the issue again.</b></p> <p>7.4. Bus Lane moved to Highways meeting date TBC.</p> <p>AOB – YK/MA rules around towing a trailer on a Private Hire Vehicle. PC advised not allowed.</p> <p>YK – left the meeting.</p>
8.	<p><b>BBHA items:</b></p>
	<p>1. Trade meetings</p>

	<p>CO what is happening with meetings. PC meet once a month excluding the month meeting with Cllrs held. Highways meeting due to be schedules which PC will attend with JF.</p> <p>Other items 2 - 4 withdrawn.</p>
<b>8.</b>	<b>AOB:</b>
	<p>MA why have fees gone up again and Bolton Council are the dearest district. PC advised cost of living rise and currently pulling together the costs for last year to assess the fees. End of year figures will show the heavy support given to drivers and the costs. PC will share figures when completed.</p> <p>MA asked about driver applications being rejected multiple times for different reasons. LB advised, the multiple applications are usually the result of different documents being uploaded each time and different things missed from them. It is important to take time and provide the correct information.</p>

**Next meeting:**

**Officer/trade meetings new dates TBC.**

**Meeting with ECM/LERC Chair new dates TBC.**

**Meeting with Highways Team 22/06/2023 11am on Teams.**