

NORTH WEST LEICESTERSHIRE DC
DRIVER'S FORUM NOTES
10 September 2018

Present:

9 members of the trade

Cllr R Ashman (Chair)

Cllr N Smith

Cllr P Purver

Cllr A Smith (Portfolio Holder)

Lee Mansfield (Environmental Health Team Manager)

Andrew Cooper (Licensing Team Leader)

Matthew Pickering (Licensing Enforcement Officer)

1	<p>Welcome and Introductions</p> <p>No apologies received.</p>
2	<p>Agenda Items</p> <p><u>Introduction of electronic application forms</u></p> <p>The Councils Digital Transformation team gave a presentation on the process of applying for drivers or vehicle licence electronically along with uploading required documentation. New drivers will however need an initial appointment to complete DBS applications and provide the required right to work documentation, as these cannot be done on-line. The new system will allow for all renewal of drivers/vehicle/operator applications and will offer significant service improvements and accessibility to all service users. There will be the facility to pay online at the time of the application and users will be able to complete their applications 24/7 anytime/any place.</p> <p>The electronic forms are currently undergoing rigorous testing. The next stage will be to test the forms via the customer. A going live date is yet to be confirmed and will be widely communicated to all licence holders in due course.</p> <p><u>Hackney Carriage Fares</u></p> <p>Mr D Underwood raised the matter of the Hackney Carriage fares. It was proposed that the second mile be increased from £1.90 (or 19p for each additional tenth of a mile) be increased to £2.00 (or 20p for each additional tenth of a mile).</p> <p>Mr M Ward proposed that that the fare meters charged time for the journey.</p> <p>A vote was taken as follows;</p> <ul style="list-style-type: none"> • For a fare increase – 1

- Against a fare increase – 2
- No opinion – 2

It was agreed for the fares to remain unchanged.

Update from the Licensing Office

a) Team structure update

The Licensing Team Leader gave an overview of the permanent team structure.

Andy Cooper - Licensing Team Leader
 Paul Dennis - Licensing Enforcement Officer
 Matthew Pickering - Licensing Enforcement Officer
 Bhavana Short - Licensing Assistant
 John Peters - p/t Technical Officer

b) Licensing Statistics

The Hackney Carriage/Private Hire licensing statistics have been published and circulated to all drivers.

c) Refusals and Revocations - national register

The Licensing team leader gave an overview of the national refusals and revocations register for drivers that the Councils Licensing section will be signing up to.

The registers will allow all signed up licensing authorities to check existing drivers and new applicants to see if a driver has been refused a licence or been revoked.

All drivers will be advised in writing about the register and that their applications will be checked against the register. Any driver that has been refused a licence or been revoked will also be advised in writing that their details will be entered onto the register.

d) Driver Conduct

The Licensing Team Leader reminded drivers about driver conduct.

Councillor A Smith commented about drivers making inappropriate manoeuvres in their vehicles such as U-turns in the middle of the roads, blocking entrances and exits and pulling up in inappropriate and dangerous places. Cllr A Smith reminded drivers to be considerate when driving.

Cllr N Smith Suggested that some drivers need to modernise in the way they operate as competition from other companies working in NWL is increasing. Areas to focus on are: drivers being smartly dressed, always being polite and well mannered, assist with shopping and luggage/open doors etc.

AOB –

- Marlborough Square redevelopment and taxi rank issues.

	<p>A question was raised about the provision of the taxi rank and feeder rank when the area is redeveloped. The Team Leader explained that he was fully engaged with the team putting together the plan and would continue to feed comments into the process.</p> <p>Cllr A Smith agreed to raise the matter at the next Council next briefing.</p> <p>Comments were also raised that several taxi rank spaces had been removed on Market Street Coalville</p> <p>One driver raised the matter of private vehicles parking on the taxi rank in Marlborough Square and alleged that one vehicle was using his vehicle as an unlicensed Taxi although no complaints to date had been raised with the licensing team about this.</p> <ul style="list-style-type: none"> • Knowledge Test <p>An existing licensed driver at the forum stated that the knowledge test should be updated for drivers and recommended that Private Hire tests should include knowledge of routes.</p> <ul style="list-style-type: none"> • Customer Service stickers/signs for vehicles <p>A driver raised that stickers were given previously given with vehicle licences and they were discontinued. This was a great way to inform to the public where to complain if they had any issues.</p>
4	Spring 2019 – date TBC
5	<p>ACTIONS RESULTING FROM THE MEETING:</p> <ul style="list-style-type: none"> • Review Knowledge Test • Follow Up Parking and Rank Issues in Marlborough Square and allegation of unlicensed taxi • Produce Customer Service sticker/sign for vehicles • Anyone wishing to test the online application system to contact licensing@nwleicestershire.gov.uk