

## DRIVERS AND OPERATORS FORUM

Chair: Marianne Rolfe

**CORRESPONDENCE: Regulatory Section (Licensing), Riverside House,  
Milverton Hill, Royal Leamington Spa, CV32 5HZ.**

**Meeting - Monday 1<sup>st</sup> December 2014 at Riverside House**

		Action
1.	<p>ATTENDANCE/APOLOGIES.</p> <p>Present: Ahmed Rafiq, Maid Ali, Marianne Rolfe, Phil Court, Simon Brook, Rachael Russell, Sgt Pittam.</p> <p>Apologies: Afsin Ozeker, Chand Mubarak, Richard Weare, Pritpal Bains, Jangiar Hussian, Alan Lewis, Amit Sidhu, PC Mann</p>	
2.	<p>PREVIOUS MEETING MINUTES</p> <p>Agreed</p>	
3.	<p>HC Fare increase</p> <ul style="list-style-type: none"><li>• Comments that Tariff 3 may be abused by some drivers.</li><li>• Officers stated that it is therefore more important that the new fare guide and tariff guide were displayed so customers know what they should be charged.</li><li>• Fare chart and guide produced which can be stuck inside the vehicle. These are available from reception in Riverside House</li><li>•</li></ul>	
4.	<p>CONVICTIONS &amp; CAUTIONS POLICY</p> <ul style="list-style-type: none"><li>• Officers looked at all responses from public, drivers and councillors.</li><li>• The 7 points limit on driving offences has stayed along with other offences that were commented on.</li><li>• Officers reiterated that mitigating circumstances can be dealt with as there are processes in place.</li><li>• If a specific conviction has been dealt with previously under the current policy then it will not be dealt with again under the new policy.</li></ul>	

	<ul style="list-style-type: none"> <li>• Any new offences will be dealt with under the new policy.</li> <li>• It is in a driver's interest to declare all convictions including driving offences so they can be dealt with as soon as possible.</li> <li>• Not declaring convictions until renewal will not be looked on favourably.</li> <li>• Clarified that the 7 points for driving offences is 7 'active points' and not points that have now been spent.</li> <li>• The new policy has been looked at by a Licensing Solicitor who stated it was very good and complimented all of the work undertaken by those involved. This compliment was passed on to the DOF with thanks for their assistance.</li> <li>• The petition received in August from drivers regarding the new Convictions and Cautions Policy will be seen by Councillors in a December meeting.</li> </ul>	
<p>5.</p>	<p><b>KNOWLEDGE TEST</b></p> <ul style="list-style-type: none"> <li>• Agreed that it was very basic and that the verbal understanding section needs to be made harder.</li> <li>• The sub-committee met and discussed new geographical locations for the route section of the knowledge test.</li> <li>• Agreed that the numerical questions need to be updated and made relevant by using current fares</li> <li>• Suggestion that questions regarding conditions on vehicle and drivers licence would be a good idea.</li> <li>• Face to face interviews are being considered as is a computer system to do a knowledge test.</li> <li>• If face to face interviews were introduced then that would have to be added into the cost of an application</li> <li>• Review of the knowledge test is ongoing.</li> </ul>	<p><b>WDC</b></p>
<p>6.</p>	<p><b>APPLICATION PROCESS PROPOSED CHANGES</b></p> <ul style="list-style-type: none"> <li>• Looking at online DBS process for drivers.</li> <li>• Drafting a timescale policy, i.e. average waiting times for application processes to be produced.</li> <li>• There will be changes to the renewing driver process. No driver will have their licence renewed until their</li> </ul>	<p><b>WDC</b></p>

	<p>DBS is seen.</p> <ul style="list-style-type: none"> <li>• DOF supports this change in process.</li> <li>• Officers have power to refuse renewal applications for those who have not taken the Disability Awareness course in 12 months as per the condition on their licence.</li> <li>• This power will be being used for all of the drivers who have not met this condition.</li> <li>• DOF supports this stance.</li> </ul>	
7.	<p><b>MOT GARAGES</b></p> <ul style="list-style-type: none"> <li>• Need to identify a possible garage in Kenilworth</li> </ul>	<b>WDC</b>
8.	<p><b>HACKNEY CARRIAGE PLATE CAP</b></p> <ul style="list-style-type: none"> <li>• Officers stated that we need proof that at least <math>\frac{3}{4}</math> of the drivers agree that if a survey is carried out it will be added to the licensing fee.</li> <li>• Quotes for the work have been provided to Officers for review.</li> </ul>	<b>DOF</b>
9.	<p><b>TAXI RANKS</b></p> <ul style="list-style-type: none"> <li>• It is agreed that additional spaces are required in Warwick.</li> <li>• Also issues on Russell Street, Warwick Street, Tavistock Street &amp; Victoria Terrace.</li> <li>• Officers to engage with all of the relevant bodies to review the situation.</li> </ul>	<b>WDC</b>
10.	<p><b>FARES</b></p> <ul style="list-style-type: none"> <li>• Discussion regarding reports that drivers are offering large discounts, particularly to students.</li> <li>• Officer clarified that Drivers are permitted to offer a 'on the spot discount'</li> </ul>	
11.	<p><b>FEE REVIEW</b></p> <ul style="list-style-type: none"> <li>• The new fees from January were discussed.</li> </ul>	
12.	<p><b>AOB</b></p> <ul style="list-style-type: none"> <li>• Fleet colour - Councillor Higgins has put forward a motion for a fleet colour. This is being looked into by Officers.</li> </ul>	<b>WDC</b>

	<ul style="list-style-type: none"><li>• Customers skipping fares - Police to provide guidance at next meeting.</li></ul>	<b>Sgt.SP</b>
<b>13.</b>	Next meeting 3 <sup>rd</sup> March 2015 at 2pm Riverside House	