

Drivers and Operators Forum

Chair: Marianne Rolfe

Correspondence: Regulatory Section (Licensing), Riverside House, Milverton Hill, Royal Leamington Spa, CV32 5HZ
Minutes: Meeting – 2nd August 2016 at Riverside House

		Action
1.	<p>ATTENDANCE/APOLOGIES.</p> <p>Present: Marianne Rolfe, Rachael Russell, Lorna Hudson, Bernie Allen, Phil Court, Alan Lewis, Ahmed Rafiq, Sgt. Pittam, Sgt Wiggin, Amrit Sidhu, Majid Ali, Pritpal Bains, Simon Brook.</p> <p>Apologies: Chand Mubarak, Paul Tunney, Afsin Bakar Ozeker, Warwick University.</p>	
2.	<p>PREVIOUS MEETING MINUTES</p> <p>Agreed</p>	
3.	<p>FORUM MEMBERS</p> <ul style="list-style-type: none">• MR now has a new post and is to step down. New Regulatory Manager LH to take over as chair.• BA has joined the forum from the Community Partnership Team.• Sgt Wiggin to be replaced from the next meeting by PC Lund.	
4.	<p>KNOWLEDGE TEST</p> <ul style="list-style-type: none">• Subcommittee met after last DOF meeting to go through the format of the proposed new knowledge test and to give feedback. Agreement over the new format but suggestion that the technical vehicle questions are instead more general maintenance questions.• AL suggested a computerised system, similar to Liverpool. AL stated he would send over details.• In the meantime subcommittee to meet again and talk through different questions that can be added to the 'bank' of questions that need to be developed before it can go live. PC asked if he could join subcommittee. RR to look into.• AS suggested that separate badges could be issued as PH and HC drivers have different working patterns. MR stated it is not something that is likely to be looked into at the moment but maybe in the future.	

5.	<p>UNMET DEMAND SURVEY</p> <ul style="list-style-type: none"> • The final report has just been received. The original draft report had some queries that needed to be addressed. • MR asks that the Licensing team are given time to digest the report, it can then be discussed in depth. • Report makes some recommendations i.e. Warwick rank being dangerous to pedestrians. • PB asked what the next steps were regarding survey. • MR stated once report has been looked at and discussed by Licensing the information will be shared. Any proposed changes to policy means a report will need to go to L&R Committee with recommendations. If recommendations were agreed a further report would have to go to Executive Committee. MR asked for patience and that this will be a process that takes months rather than weeks. 	
6.	<p>RANK ASSESMENT</p> <ul style="list-style-type: none"> • MR highlighted the continued practice of dangerous parking on Tavistock Street and Warwick Street by a number of drivers. Talks are ongoing with the multiple number of agencies involved with the rank issues. • RR and ED out on night time enforcement in July. Witnessed dangerous parking on double yellow lines all evening. Conduct scheme is now in force so those drivers parking illegally and dangerously will be issued points. • RR stated that complaints from residents had been received regarding an informal rank appearing along Regent Street. This is not a rank and therefore only taxi's with bookings can park there. • Warwick University have currently decided against having a drop-off point at the campus. There were concerns over potential illegal ranking issues. The Students Union were keen on this idea so will re-visit in the future. 	
7.	<p>DISABILITY AWARENESS COURSE AND CSE AWARENESS</p> <ul style="list-style-type: none"> • Every driver except one has now undertaken the Disability Awareness Course. Six licences were revoked at Licensing & Regulatory Panels due to the non-attendance on the course. • Approximately sixty licenced drivers are still yet to undertake the CSE Awareness course. Two further courses have been scheduled for August and September. • Letters have been sent out to the remaining drivers stating they will be going to a L&R Panel to explain their non-attendance. • MR thanked group for leading by example and stated it was important to remember that over 400 drivers have undertaken the training. • WDC were the first in the Warwickshire area to make the training mandatory with other local authorities following. 	

8.	<p>LARGE DRIVER BADGES</p> <ul style="list-style-type: none"> • Agreed previously that extra ID badges would now be a requirement, this is now in the new policy. • Forum discussed which design of badge and fixings would be appropriate. Decided that due to the different vehicles no one specific fixing would be appropriate. • Decided against hanger badges due to potential reduced visibility. • Badges to be made up and then trialled by forum. 	
9.	<p>VEHICLE SIGNAGE/FLEET COLOUR DISCUSSIONS</p> <ul style="list-style-type: none"> • This is on the agenda and being discussed. Good examples of authorities with fleet colours include Leeds and Brighton. Fleet colour gives more professional look and more importantly is an excellent safety feature for the public. • Does not mean that vehicles would all have to be one colour. Could be that only bonnets and doors would need to change colour for example. • Forum stated that drivers were more keen on additional signage as this would be least costly for them. • MR asked the forum to take back the idea of signage and fleet colours to the drivers avoiding the issue of cost. What would be best? 	
10	<p>RESULTS OF FLEET INSPECTIONS AND ENFORCEMENT OPERATIONS</p> <ul style="list-style-type: none"> • Fleet inspection took place in June. 70% of vehicles were compliant. This means that the whole fleet has now been inspected in the last two years. Next fleet inspection due October. Next round of fleet inspections will be looking at different vehicle conditions including vehicles that should have seats permanently removed in order to comply with being wheelchair accessible • Evening enforcement ongoing. Plying for hire issues and refusal of fares still being investigated, several potential prosecutions being looked into regarding a variety of offences. • Unlicensed driver successfully prosecuted in July. 	
11	<p>FEEDBACK ON PUBLIC CONSULTATION</p> <ul style="list-style-type: none"> • On the website is a document showing all the comments that were received regarding the policy review. This document also states if the comments were considered or accepted. • Changes were made regarding comments received, particularly regarding Private Hire Operator records and use of mobile phones. • Thank you to everyone who took the time to read and comment on the policy review. • There are three parts of the policy still be reviewed in the future. These are unmet demand, ranks and fleet colour. 	

	<ul style="list-style-type: none"> • New policy in force as of 1st July. Please familiarise yourself with it. No hard copies will be given out, the policy document is available to download on website. • Going forward the Council will be offering more and more services online. • Currently drivers are sent reminder letters regarding renewing their licence and where to download the pack. • This will be the same for vehicle renewals in the near future. • A computer terminal will be made available at reception in the future. 	
13	<p>AOB FOR NEXT MEETING</p> <ul style="list-style-type: none"> • Unmet demand survey results and recommendations. • Vehicle signage and ID badge trials. • Hate Crime issues. • Role of Taxi Marshall. • University drop off update. 	
14	<p>NEXT MEETING</p> <p>8th November 2016 TBC</p>	