

# Drivers and Operators Forum

Chair: Lorna Hudson

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

Minutes: Meeting – 22<sup>nd</sup> November 2016 at Riverside House

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| 1. | <p>ATTENDANCE/APOLOGIES.</p> <p>Present: Lorna Hudson, Rachael Russell, Bernie Allen, Phil Court, Alan Lewis, Ahmed Rafiq, PC Lund, Amrit Sidhu, Majid Ali, Simon Brook.</p> <p>Apologies: None</p>   |        |
| 2. | <p>PREVIOUS MEETING MINUTES</p> <p>Agreed</p>   |        |
| 3. | <p>KNOWLEDGE TEST</p> <ul style="list-style-type: none"><li>• Subcommittee met in September to finalise and amend format of new knowledge test.</li><li>• Needs to be a lead in as there will be a cross over period</li><li>• To be implemented in the New Year.</li></ul>   |        |
| 4. | <p>UNMET DEMAND SURVEY</p> <ul style="list-style-type: none"><li>• The report offers a number of options available.</li><li>• These options will be presented in a report to the Licensing &amp; Regulatory Committee. It is likely the Committee will want some further consultation with the trade and other Responsible Authorities before making a decision. Any decision made will then need to be approved by the Executive Committee.</li><li>• Likely that the report will be sent to the L&amp;R Committee in February 2017.</li><li>• A copy of the report will be on the website imminently.</li><li>• MA requested a breakdown of the charges of the survey and how these have been passed onto the HC vehicle owners. Licensing will provide this.</li><li>• LH told forum that the 2017 fees for Licensing will be out for consultation in the local paper hopefully next week.</li></ul> |        |

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| 5. | <p><b>RANKS ASSESMENT UPDATE.</b></p> <ul style="list-style-type: none"> <li>• No new information, the survey does make some recommendations regarding ranks and depending on what happens with the survey will depend on what action, if any is taken with the ranks.</li> <li>• To be taken off the agenda for the time being.</li> </ul>  |  |
| 6. | <p><b>DISABILITY AWARENESS COURSE AND CSE AWARENESS</b></p> <ul style="list-style-type: none"> <li>• All drivers have now undertaken the Disability Awareness Course. No new applicant can be now be licenced without having attended the course.</li> <li>• Currently there are 22 licenced drivers that have failed to undertake the CSE course in 2016 despite 17 courses being run.</li> <li>• Those drivers that fail to undertake the course on 7<sup>th</sup> December will be attending L&amp;R hearing the following week to explain their lack of co-operation. The panels have options to suspend or revoke licences if they believe the driver is no longer 'Fit and Proper'.</li> </ul>   |  |
| 7. | <p><b>LARGE DRIVER BADGES</b></p> <ul style="list-style-type: none"> <li>• Wording and design with WDC logo has been approved by Licensing.</li> <li>• Once we have received badges they will be rolled out to forum to trial.</li> </ul>  |  |
| 8. | <p><b>VEHICLE SIGNAGE/FLEET COLOUR DISCUSSIONS</b></p> <ul style="list-style-type: none"> <li>• Feedback from forum members was that all drivers do not want a fleet colour and instead would want additional signage.</li> </ul>  |  |
| 9. | <p><b>RESULTS OF FLEET INSPECTIONS AND ENFORCEMENT OPERATIONS</b></p> <ul style="list-style-type: none"> <li>• Fleet inspection carried out on 19<sup>th</sup> October.</li> <li>• 80% pass rate which is the best yet. RR reminded people that if they are unable to attend then please let Licensing know so another vehicle can be called in.</li> <li>• RR clarified that those that fail to attend will be spoken to and an inspection carried out at the Council Offices within a few weeks.</li> <li>• Licensing Enforcement Officers were out on enforcement in October and November.</li> <li>• Points were issued under the Driver Conduct scheme for a variety of offences including failing to wear badge and parking issues.</li> </ul> |  |
| 10 | <p><b>IMMIGRATION ACT UPDATE</b></p> <ul style="list-style-type: none"> <li>• LH suggested that this agenda item will be called 'Legal Update' going forward.</li> <li>• It will soon become compulsory to do immigration checks on new and current drivers that do not have an EU Passport.</li> <li>• Licensing currently do this, however we will only be able to issue a</li> </ul>  |  |

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|     | <p>licence for as long as the person's Right to Remain meaning shorter licences will be issued.</p> <ul style="list-style-type: none"> <li>• The DVLA have sent out advice regarding square number plates that sit alongside Local Authority plates;</li> </ul> <p><i>'The display of registration numbers is defined in the Road Vehicle (Display of Registration Marks) Regulations 2001 (as amended) which requires number plates to conform to the British Standard, currently, BS AU 145d. This standard stipulates, amongst other things, the size, shape and reflective qualities required of a number plate.</i></p> <p><i>All vehicles built to a European standard ( EC Whole Vehicle Type Approval) must correctly display the registration number on a rectangular plate fitted into the aperture prepared on the vehicle by the manufacturer. This applies to almost all vehicles registered in the UK (there are exceptions for some imported vehicles e.g. those built for the American market) . '</i></p> |  |
| 11. | <p><b>COMPLIMENTS AND COMPLAINTS</b></p> <ul style="list-style-type: none"> <li>• Compliment from taxi marshals regarding one driver offering a space in his taxi for a student that had no money and was drunk.</li> <li>• Complaints received regarding overcharging and inconsiderate parking.</li> </ul>   |  |
| 12  | <p><b>HATE CRIME ISSUES</b></p> <ul style="list-style-type: none"> <li>• Advice from BA and PC Lund, PC Lund stated it was important that incidents need to be reported.</li> <li>• Anyone can report it, not just those involved in the incident.</li> <li>• General advice from PC Lund regarding issues in Leamington Town Centre, if drivers see something that is of concern then they can call 999 or 101.</li> <li>• PC Lund was sympathetic to drivers with customers that refused to pay but to bear in mind that on busy nights the Police have to be responsive to other incidents happening in and around the town.</li> </ul>   |  |
| 13  | <p><b>TAXI MARSHALLS</b></p> <ul style="list-style-type: none"> <li>• Issues have been raised about when Taxi Marshalls work on a student evening.</li> <li>• RR stated that she was aware of the issues and had passed the information onto Mr Pete Cutts who was the Safer Community Manager.</li> <li>• RR &amp; ED witnessed practices by drivers on students nights that were illegal.</li> <li>• There is no legal requirement that a passenger must take the first taxi in the rank. Peoples who's journeys end outside the District are likely to want to negotiate for the best fare.</li> <li>• Also been told of practices where short fares are sent to the back of the queue as 'drivers haven't been waiting long for a fare' Drivers cannot pick and choose their own rules.</li> <li>• Those that are found to be overcharging or refusing fares will be penalised.</li> </ul>   |  |

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|    | <ul style="list-style-type: none"> <li>RR has also heard several comments off drivers that they have refused a fare as the taxi in front refused it. Anyone that refuses fare will be liable to be issued with driver conduct scheme points. This is not a reason to refuse a fare.</li> </ul>                   |  |
| 14 | <p>UNIVERSITY DROP OFF</p> <ul style="list-style-type: none"> <li>Both drivers and Licensing were keen that a University drop off point was re-explored as this could potentially stop a lot a lot of the issues raised above.</li> <li>LH to get in touch with Student Union to invite to next form.</li> </ul> |  |
| 15 | <p>AOB</p> <ul style="list-style-type: none"> <li>Use of CCTV in taxis</li> <li>Refresher Disability Awareness training for drivers</li> <li>Driver safety</li> <li>Local amenities for drivers</li> <li>Attendance at DOF</li> </ul>  |  |