

**Minutes of Meeting with York Hackney Carriage and Private Hire Associations  
Tuesday 22<sup>nd</sup> March 2022**

**Attendees**

Lesley Cooke	Chair for introduction - Licensing Manager (LC)
Dave Cowley	Chair - Taxi Licensing Manager (DC)
Matthew Boxall	Head of Public Protection (MB)
Cllr Rachel Melly (RM)	Vice chair of Licensing and regulatory committee
Cllr Keith Orrell (KO)	Chair of Licensing and Regulatory Committee
Wendy Loveday	York Private Hire Association (WL)
Ruth Bradley	York Taxi Association Group (SD)
Anthony Green	Independent Taxi Association (AG)
William Swords	Station Taxi's Association (WS)
Daniel Smith	Hackney Carriage Driver, YTAX (DS)
Luis Sollitt	Chair YHCA (LS)
Helen Jones	Chair York Disability Rights Forum (HJ)
Martin Bisby	Licensing Officer (MAB)

		<b>Action Log</b>
<b>1.</b>	<p><b>Introductions</b></p> <p>a) LC welcomed everyone to the meeting, she thanked the Associations representatives for the help and guidance she has received over the last 11 years, working together we have helped to shape policy.</p> <p>b) LC introduced DC and handed the meeting over.</p> <p>c) DC introduced himself and gave a brief summary of his working background and experience in the HCPHS and was looking forward to working with everyone to help shape the future of the service.</p> <p>d) DC introduced Helen Jones, chair of the York Disability Rights Forum who was going to give an insight into the needs of service users.</p>	
<b>2.</b>	<p><b>Guest speaker from York Disability Rights Forum</b> Helen Jones “meet the needs of service users”</p> <p>a) HJ, I am not speaking for all disability groups, however I have feedback from a group chat in September last year regarding experiences both good and bad.</p> <p>b) Generally the bad ones are having to book much earlier than others and not having the luxury of just being able to turn up at a rank, having to wait in the cold and the reduced availability of Wheelchair Access Vehicles (WAV) especially later in the evening. Larger WAV's unavailable and not always able to book on line.</p> <p>c) Vehicles not turning up are more problematic than for other users and the lack of vehicle tracking.</p>	

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| <ul style="list-style-type: none"> <li>d) DC, one of the key issues is confirmation of the booking, could everyone look at the issues involved.</li> <li>e) WL, Its not only disabled users, everyone is struggling to get a taxi, book on line is available especially at Fleetways, surprised if others don't offer, WL is happy to meet up and show HJ the applications and booking system, the ability to specify vehicles and special requirements. Operators will make allowances for all and will always try to get to the customer, tracking is available on all PHV, if not then change companies</li> <li>f) 20% of Fleetways fleet are WAV's, its problematic in that we cannot dictate drivers hours as they are self-employed, we would always try and obtain another WAV from another operator if possible.</li> <li>g) HJ I was using an app before Christmas which didn't have an option for WAV, school runs compromises general pickups.</li> <li>h) WL advised HJ to speak direct with the office manager and explain in more detail her specific needs.</li> <li>i) WS It is virtually impossible to cover WAV as only access to four vehicles, others are on the ranks but you have to go to them, best offer is to ring the office and see where they are.</li> <li>j) DC How many are on fleet that are not working because of Covid-19 etc</li> <li>k) WS of the expected 30 or so vehicles only 2/3rds will be WAV</li> <li>l) WL Wheelchair work is mostly with the NHS who contract out and takes considerable long journeys.DS all standard wheelchairs can be folded and placed in the boot, drivers are refusing because they can't be bothered to take the extra time to comply</li> <li>m) RM Booked a taxi for a client and they wanted to charge extra or refuse the booking, shouldn't have to shop around for availability, operators should make reasonable allowances</li> <li>n) DC Drivers found to failing in their duties, licencing will look into it.</li> <li>o) DS, with the cost of vehicles at £30,000 PLUS most cannot afford WAV, Covid-19 has taken its toll on earnings.</li> <li>p) MB apologies for late joining, disappointed to hear from HS presentation and understands the issues with lack of vehicles but it is not acceptable to refuse the booking.</li> <li>q) WS Regarding the App's whilst it takes the bookings it cannot tell which vehicle is available nor can it provide drivers.</li> <li>r) HJ Vehicle access doors are another issue, specifically if they are rear or side loading doors</li> <li>s) WS Agrees need to know this fact to be of any use and agrees with the cost issues</li> <li>t) WL disagrees with RM regarding the shopping around, Fleetways use an app that needs signing off, redresses the issue of driver refusing.</li> </ul> |  |
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	<ul style="list-style-type: none"> <li>u) DC some good thoughts relating to standards of operators reference WAV and wheelchair users, thanks to Dan for the information reference the refusals, thanks to Helen for attending the meeting, any questions for Helen.</li> <li>v) WL have you found it useful Helen.</li> <li>w) HJ yes, it was helpful to know what level of assistance to expect and the availability of the Apps.</li> <li>x) DC to arrange a separate reporting mechanism</li> <li>y) RM please put that message out to the general public information reference any complaints.</li> <li>z) DC Matt, before the minutes of the meeting can we say thanks to Yousaf Din for his contributions to meetings and his help to the trade as an official thank you.</li> </ul>	
<p><b>3.</b></p>	<p><b>Minutes of last meeting</b>  All agreed that these were a true reflection of the meeting.  WL reminded MB that a feedback form for fleet had been mentioned and needed implementing. MB in agreement  WL commented on the issue of driver's badges, mainly CYC as opposed to Wolverhampton council  DC commented that there were a number of issues, one was the NR3 register with an update later.  WL reference Work Force Development courses on safety is anyone aware that a pre requirement of the course is being issued a week after.  Bus lanes why can't we use them for taxis  LC, we will feedback to colleagues in Highways, they may want to keep them as bus only, Cllr Sigourn is local to the area suggest you contact him direct.  RM stated with the Highway Code changes other local authorities allow or debate the use of bus lanes.</p>	
<p><b>4.</b></p>	<p><b>Suspensions and Revocations enforcement</b>  DC item number 3 Suspensions and Revocations enforcement updates, we now have 2 Enforcement Officers (EO) on evening shifts and 2 EO's during the day, all are now in post and will be subject to training courses to update HCPH regulations and the night shift will cover all licensing.  Out of all the combined operations and routine stops out of 71 vehicles examined 20 were CYC and the remaining were out of town licenses. Amore detailed look at defects will be presented at the next meeting, with reference regarding minor and major defects.  Drivers from the 01.01.2022 have seen 4 revocations 1 HCD and 3 PHD, further involvement on activities reference the hot spots on out of town vehicles and areas of concentration.</p>	

	<p>WS can you tell us who the revoked / suspended drivers are in case they are still working</p> <p>DC we can't do that at the moment as appeals and legalities are involved.</p> <p>WS what about revocations</p> <p>LC Hackney carriage with a driver added we can tell the owner that the driver is not allowed to drive as is the same for private hire vehicle and a driver there is the 21 day to appeal.</p> <p>KO (unheard question)</p> <p>DC it is different in York</p> <p>WL have all appealed or is one still driving, do we alert the operator of it.</p> <p>Online Meeting freeze</p> <p>Continued</p> <p>WL is operator under any risk at not knowing or not taking any action</p> <p>LC no if CYC haven't informed you, we have formally informed you that a driver is not to be issued work then yes</p> <p>DC unless there is considerable risk then no</p> <p>LC will I know you're not an operator but your drivers lawfully sign up to the agreement for the right to work on the portico and use the radio circuit, if you provide a list of all the drivers then we can tell you because of the agreement.</p>	
<p>5.</p>	<p><b>CCTV and Training PCC Funding</b></p> <p>DC point 4, there has been a good uptake of CCTV installations, with WL working in connection with the suppliers for the benefit of the drivers.</p> <p>MB had secured a good chunk of money and letters sent albeit with a short response timescale. Currently there has been 54 applications, 40 of which are PHV and 14 HCV, 25 of those have been installed and some inspections carried out, the scheme is due to close on 31.03.2022</p> <p>Training courses are available we have run a media campaign which has had a good impact, 25 people have signed up to the full training package, driver safety training not such a good uptake with only 13 people signing up</p> <p>WL the pre-course requirement to do the course, some drivers are not receiving it, it states that 2 to 3 hours are required to complete and are being put off by this, this they claim is adding 5 hours out of working day due to other WFD criteria.</p> <p>DC we will feed this back to WFD in the meantime if it can be said to drivers by word of mouth that the course can be completed at leisure, simply click and save then return to the link.</p> <p>WL this was sold to drivers as a way of protecting their badge by knowing how to deal with situations correctly.</p> <p>DC commented that there was a good up take of prep course</p>	

	<p>WL stated there was not enough availability, this course is full (date) but no training until after the next test          MB we had to spend the money          WL need a training session first          MB only 2 booked on training session there are enough courses and tests to get drivers through, good work everybody there are adverts on the radio and on the facebook site.          LS with regards the dates any chance of weekend or evenings          DC we will ask driver safety and ask if any capability          WS good time to ask if HCV not working and not able to get drivers.          DC possible numbers 20 / 30          WS couldn't tell as station only, possibly 40?          WL that was an action point</p>	
<p>6.</p>	<p><b>DVLA driving licence points, check codes, driver tech.</b>          DC item number 5, DVLA driving licence checks, the Drive tech letters sent to each HCD to be in time for the renewal, with a return date of 18<sup>th</sup> march, stragglers will be caught by manual search, PHD next on the list, by email.          Video freeze</p>	
<p>8.</p>	<p><b>SentrySIS</b>          Sentry SIS, You may be aware of the system in York, its similar to Leeds Business against crime scheme for door staff / premises as a means of reporting customers to other businesses. We are currently looking to see if it is suitable for drivers to have a level of access to communicate especially seeing as W/C and WAV issues coupled with anti-social behaviour. We are wanting to develop this in association with the associations you represent and to have constructive feedback.          LC it's a fabulous platform to share information, Colin from WBAC can demonstrate. The platform is run by a council employee so that it will be run correctly, its been discussed with the trade to how it could deliver messages and a quick means of sharing information.          DS needs a meeting with the Police reference the issues at Christmas by loutish behaviour, I had a top light broken and police took 55 minutes to arrive and recently 2 hours to attend windscreen damage to HCV 40. Have PHD got a button to summon help as we are vulnerable          DC we take this to safety group as an action point to various links and agencies at least to speed up response times.          RB just to reiterate Dans point, response times are dire in a threatening environment, Taxi licensing stayed with the driver          LC sorry to interrupt how often does that happen          RB driver spoke to the door staff but they didn't want to get involved, highways are often called out to the amount of broken glass, the Salvation need to be contacted, fortunately the bottle hit the</p>	

	<p>windscreen and caused the damage, not someone's head, it needs netting on the balcony.</p> <p>DS I am concerned at the lack of Police vehicle on the street as before (George Hudson Street)</p> <p>MB can I just say this system is not a replacement for the 999 Emergency, this is a separate issue to be picked up.</p> <p>DC this will be picked up by the safety teams and will involve marshals / Police with concerns of damage to vehicles etc.</p>	
<p><b>9.</b></p>	<p><b>General items</b></p> <p>DS signage of ranks, the yellow sign on St Saviour and Duncombe Place had to be moved for out of town taxis because sign doesn't say Local</p> <p>DC the issue is plying for hire, as they don't hold a licence with us, will have EO look at it, will also look at Saturdays, signage is specific because of the legal wording.</p> <p>LC we are waiting on highways to issue official orders to restrict and remark access, remark the head of the rank, head of rank signs to be renewed especially St Leonards Street the one in the bus stop is not easily seen. Also waiting on regeneration scheme and the introduction of new rank</p> <p>LS Windscreen tints</p> <p>DC Limo tint / privacy tint foiling, as a council CYC is actually lower on the rear quarter, coming from an authority with over 6000 vehicles drivers are under threat within their own vehicle</p> <p>LS if we change windows do we have to inform insurance company</p> <p>DC you would need to check individually, CYC will facilitate pre inspection of windows.</p> <p>WL factory window tints there are only 4 models to choose and only 2 to buy considering the council is pushing to buy EV's or Hybrids, there has to be a compromise.</p> <p>DC the difficulty is having to look at driver safety / customer safety as optional to have limo tint, most are 65% as standard</p> <p>MB we will have to take that away and look into.</p> <p>DS a Skoda had to have windows replaced at a cost of nearly £1000</p> <p>DC the service does offer a check</p> <p>LC this is not a 2-minute fix, it's a change in policy</p> <p>WL Mentioned this before, nothing happens</p> <p>MB this was reviewed about 2 years ago</p> <p>LC this was reviewed and changed to 50%</p> <p>WL the wording needs changing to factory fitted</p> <p>LS I've never understood emissions in city centre, wanting vehicles out of the city as quick as possible, why not change to stop vehicles coming in</p> <p>DC this is a highways issue to make as a traffic order, we will feed back to highways</p>	

<p>MB there has been extensive consultations to Coppergate with opportunity to input to the process</p> <p>DS I don't understand emissions, making drivers go the long way around rather than go through Coppergate, there were Covid issues then cycle and pedestrians thinking Coppergate won't open again, the Grove was a £6.50 journey now its £13.00 I was embarrassed to charge.</p> <p>DC we will feed back for consultation process</p> <p>WL fuel costs / how can we pass on fuel costs, can we legally put £1.00 on each fare</p> <p>DC Will Swords has this on his agenda as well, HC / PH are different, PH can set own figure, HC would have to have a meeting and agree with the council for an increase</p> <p>LC PH can set their own fare, HC need approval</p> <p>LW just let you know of increase will</p> <p>LC the associations agree as one to ask council to alter</p> <p>Outage, no comms</p> <p>Cllr Melly fare review, how often and what is the process, can emergency process happen?</p> <p>LC we have to have a request from the trade first to know what needs covering, needs a process and approved by the council to determine how to process</p> <p>WS emergency thing needs implementing</p> <p>DC parking on the rank at Duncombe place</p> <p>LS looked at fuel increase in the prices</p> <p>RB a lot of drivers have found it difficult to pull onto the rank, no where for HCV to be on the rank</p> <p>DC working closely with multi agency within safer York group, multi-agency work on McDonalds, Deliveroo causing problems, moving operations to out of city centre, impact hopefully seen in a short time</p> <p>WL electric vehicle grants to run out in March</p> <p>DC it is continuing until money is spent, possibly 12 vehicles to fund</p> <p>WL suitability policy pushing to review every three years, too heavy-handed points on licence</p> <p>DC policy that's implemented for a number of years, drivers have the right of appeal</p> <p>LC we are looking at all policies, will go out for formal consultation</p> <p>DS if 5 points on a licence expire at three years and stay on for four years, will I still be considered as 4 years</p> <p>MB its proving harder and longer than anticipated, having had to work on grant issues</p> <p>WL vehicle test sheet</p> <p>DC MoT industry standard, VOSA categorisation of defects, specific conditions allocated to various class of vehicles</p> <p>Fleet changed the information on letters</p>	
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	<p>WS number of passengers in a vehicle, some drivers won't allow front seat passengers due to covid</p> <p>LC there are no covid restrictions at the moment</p> <p>Lost comms</p> <p>Can't refuse to carry passengers</p> <p>WL are PH different</p> <p>LC we need to ask operators to inform passengers how many, keep windows open, drivers can wear mask</p> <p>RB medical exemption if at risk</p> <p>DC difficult not knowing if exemption</p> <p>Cllr Melly not just in York</p> <p>WS Portico, more of Enforcement Officers picking up illegally, Uber as seen on CCTV, not legal in portico to pick up</p> <p>DC only illegal if they are plying for hire</p> <p>LC could be same situation in Newcastle, Leeds</p> <p>WS report to British Transport Police,</p> <p>DC looking at plying for hire evidence, bylaws for BTP to action</p> <p>MB didn't know of bylaw, pass on to licensing authority as part of letter</p> <p>DC any other business</p> <p>WL very quickly, Helen reporting mechanism of notice on every vehicle as to what to do or how to report any incident or report better driving</p> <p>DC other local authorities have a scheme where a driver is accredited with a star system</p> <p>Cllr Melly St Helens have such a scheme</p> <p>DC look at scheme and get back to WL</p> <p>MB there is some mileage in in stickers and shouting to the world that York is a safe City of York Council WL in agreement</p> <p>DC thank you all we will set another meeting in 3 months</p> <p>Sincere apologies from MAB that some minutes are missing, technical problems precluded from capturing all of the meeting and individuals comments.</p>	
	<p><b>Next meeting date: TBC</b></p>	