

## LICENSING AND TRADE REP MEETING MINUTES

Wednesday 15<sup>th</sup> June 2022  
Bolton Town Hall

### Present:

Patricia Clyne (PC)                      Licensing Business Manager  
Lisa Timmins (LT)                      Senior Licensing Officer  
Mohammed Akhtar (MA)              BPHA  
Yasif Khan (YK)                        BPHA  
Majid Riaz (MR) on behalf of Eddie Shah

<b>1.</b>	<b>Apologies</b>
	Eddie Shah Charles Oakes
<b>2.</b>	<b>Actions from meeting 24<sup>th</sup> February 2022</b>
	<p><b>Digital Update</b> – on agenda</p> <p><b>Office Move Update</b> – Enquires have been made with the one stop shop to reinstate collections. Also looking at support to assist drivers with online applications. Will share more as develops.</p> <p><b>LERC Update</b> – Being looked into, not currently progressed.</p> <p><b>Ranks on Bradshawgate</b> - Awaiting update from Highways, <b>Action</b> PC to chase.</p> <p><b>ASB/ Stone Throwing</b> – Police now engaged and meeting with trade. Action being taken over ASB and other issues such as runners. Taxi watch in place.</p> <p>YK asked for an update on the ARG for renters. PC advised enquiries had been made on behalf of the trade and no further funding available. <b>Action</b> YK to email in comments and Licensing will forward to the relevant people.</p> <p>MR enquired regarding the progression of dual badges. PC confirmed work has started to develop process but due to current heavy workload has not been finalised.</p>
<b>3.</b>	<b>Digital Update</b>
	<p>LT confirmed there are currently three forms live on the website, however these are causing problems.</p> <p>PC explained the applicants are submitting incomplete and incorrect applications. The process is taking significantly longer and putting additional pressure on the service. Applicants are emailing and ringing multiple times and due to the considerable increase in contact and incorrect paperwork delays are being experienced in the issuing licences and this is because application are not being completed correctly.</p>

	<p>PC discussed the implications on the service and other licensing functions. During the pandemic, the other licensing functions were quiet so officers could afford to spend time with the PH/HC drivers and give one on one support but now as other service areas resumes this is no longer manageable.</p> <p>Applicants are not being responsible for their own paperwork and ensuring all documents are correct before submitting. The service doesn't offer a document checking service or a face-to-face service and drivers need to fully engage appropriately with the online service in readiness for the move to client accounts.</p> <p>PC advised business rules are going to be developed and implemented with clear guidance and expectations. An example was given of if you applied for a passport they would not ring you for missing documents or issue a short licence they would reject the application.</p> <p>MA advised a lot of drivers are not computer literate. PC confirmed support is being sources from the One Stop Shop by appointment only for staff to show applicants how to use the online forms. They will not be licensing trained and will only be there to assist and educate in online support.</p> <p>The library also offers courses for adult in computer skills.</p> <p>YK asked if the attachments cold be uploaded direct onto the form via the camera. LT advised will speak to web team.</p> <p>LT explained drivers are aware of what is required regarding medicals etc and need to complete appropriately.</p> <p>MA stated drivers get confused over what is required, three different forms for medicals and GP's charge a lot to complete.</p> <p>PC advised charges are down to GP surgery and licensing have no say in the amount. Currently looking at developing the medical certificate in line with the DVLA D4 form and then outsourcing medicals certification however no capacity at the moment due to issues with applications.</p> <p>PC suggest a flow chart could assist. LT to look into.</p> <p>PC asked if the forms on other languages would be help full, trade reps to take away ask and members.</p> <p><b>Action</b> – LT to speak to web team and create flow chart</p>
<p><b>4.</b></p>	<p><b>MLS update</b></p>
	<p>PC outlined stage 1 rolling out and progressing well. Hoping to have implemented in full by end of the year.</p> <p>All new conditions have been shared and now form part of the licences. Operators have all had a visit and/or email regarding new requirements.</p> <p>Moving all drivers onto the DBS update service is in progress. Any DBS due this year being done as normal however trying to engage drivers who expire 2023 onwards is difficult. Communications to be redrafted to explain better.</p> <p>MA commented about having to pay for certificate and update fee at same time.</p>

	<p>PC explained fees were taken into account with ARG grant and it is the DfT guidance to move onto the update service.</p> <p>MA stated 30days short timescale to subscribe.</p> <p>PC confirmed that is the DBS process not ours. We do make it clear over the phone and via email the importance of subscribing. Majority are complying, just a few who are not following the process.</p> <p>PC asked trade in relation to Stage 2 what are the main issues.</p> <p>MA/YK confirmed emissions, age and signage. Already doing everything else. They are going to meet with administration once settled in.</p>
<b>5.</b>	<b>MA items</b>
	<p><b>1. Medicals</b> Covered in item 3</p> <p><b>2. DBS</b> Covered in item 4</p> <p><b>3. Fees</b> MA asked for update on fees. PC explained not typical years to work out fees due to amount of support/work being done with the trade. If it were worked out now it would be massively under recovered. Officers are continuing to complete time management and One stop shop still in use for phone calls. Hopefully as payments are now online and applications are started to be completed correctly the phone calls will reduce. We will continue to gather information.</p> <p><b>4. Update on MLS</b> Covered in item 4</p>
<b>6.</b>	<b>AOB</b>
	<p>LT asked members not to share officer phone numbers</p> <p>PC asked for any agenda items in advance of meeting so we are able to provide updates.</p> <p>Membership agreed, all members happy with attendance no other parties required.</p>
	Date and time of next meeting

**Next meeting: TBC**