

ECM PRIVATE HIRE/HACKNEY CARRIAGE TRADE REPRESENTATIVE MEETING

MINUTES – 29th August 2025 (11:00 – 12:30) ONLINE MS TEAMS MEETING

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|-------------------------|------------------------------------|
| Cllr Hamid Khurram (HK) | (Chair) Executive Cabinet Member |
| Garry Parker (GP) | Assistant Director |
| Andrew Bolan (AB) | Head of Regulatory Services |
| Patricia Clyne (PC) | Licensing Manager |
| Lisa Timmins (LT) | Principal Licensing Officer |
| Ellie McMaster (EM) | Senior Licensing Officer |
| Joe Fox (JF) | Highway Network Management Manager |
| John Jedrzejewski (JJ) | Highways Principal Engineer |
| Mahmood Akhtar (MA) | BPHA |
| Charles Oakes (CO) | BBHA |

Apologies:

Benjamin Brookfield (BB) GMP

1. Apologies – LT

As above.

2. Introductions – All

3. Minutes from last meeting - HK

Minutes agreed by all present.

4. Trade Representative items – BPHA: MA/YK

4.1 Medicals

MA asked for clarification on the new medical forms regarding the request for full medical records. Using the NHS App, is that enough?

HK advised he has also received enquiries from GP. Stating App can hold 5 years plus worth of records compared to 100's pages of full records.

PC referenced last meetings minutes - [230425 Informal meeting Private Hire and Hackney Carriage](#) item 4.1 with information provided from DVLA Medical advisors with their expectation full medical history would be used.

CO added as per his agenda item 4.3 independent medical provided D4 drivers can't complete medicals for Bolton drivers as not registered. LT explained not a registration scheme to provide medicals, provider just needs to meet Bolton requirements, registered on GMC register etc.

GP shared the [Assessing fitness to drive: guide for medical professionals - GOV.UK](#) with all attendees, explaining there is extensive guidance on D4 medicals and the GP makes a

declaration at the end. GP stressed this process is in place for the safety of drivers, passengers and other road users and should not be side stepped.

MA stated if a driver has been driving for many years why is his history from birth required at every medical. MA also advised Oldham council doesn't require full medical records.

HK requested this is looked at again.

Action – LT/PC to look into DVLA requirements

4.2 Application delays

MA advised trade are complaining applications take a long time to be processed.

PC advised applications are prioritised in expiry date order, applications being submitted late are delaying other applications being processed.

HK confirmed he is also contacted by applicants and when officers look into it, the applications have been submitted late.

LT explained officers work hard to ensure no drivers are off the road, but it is difficult when applications are submitted a few days before expiring, meaning a driver who is submitted in good time is delayed, but they are still issued in good time.

HK requested Reps. speak to trade to advise to submit in good time.

PC requested when Reps. and Councilors receive requests from the trade asking about rejections, submitted applications and expiry dates, the rejection emails to outline the issues and any dates should be confirmed before forwarding to the licensing team.

Action – Trade reps to send communication to trade regarding late submissions.

4.3 UBER Share

MA spoke about the new UBER offer of UBER Share where passengers can opt to share a private hire vehicle with another passenger for a cheaper fare. MA asked if a driver accepts a UBER Share trip but has to pick up a guide dog and one of the passengers refuses, what does the driver do? As it is an offence for a driver to refuse a guide dog.

PC explained passengers are opting into sharing a ride and presume this means they are agreeing with conditions attached, however need to speak to UBER for process in this situation. It is an offence to refuse a passenger with a guide dog.

MA gave example when a driver picked up and UBER share passenger who was female, the UBER share was with a male passenger, and she didn't want to share with a male and cancelled the job.

PC explained it is the customers choice which ride type they select and if drivers have concerns these need to be flagged with UBER.

HK advised it is for UBER to fix if drivers and passengers are not happy and not something the Council can regulate.

4.4 Update on train station

MA advised the problems are continuing at the train station, drivers are complaining, and it is chaos.

JF updated following the meeting held on site, the camera pointing at the yellow box junction at the junction of the train station has been monitoring for three weeks. The preliminary report shows 234 offences blocking the junction including the exit from Newport Street. Worst day is Fridays, and the offence doubled between 4pm and 5pm.

This information now needs to be analysed, and a report sent to the Executive Cabinet Member to proposer enforcement.

MA asked about the issues inside the carpark and on the rank. Cars block each other etc. JF explained cars dropping and picking up pedestrians cannot be stopped as it is not an offence. The suggestions put forward by the trade to utilize the bicycle lanes and widen the crossing are not possible.

HK asked if the parking time limit restrictions could be enforced.

JF confirmed this has been raised with Parking Services, but they cannot be there all day.

HK asked if there could be a focus put on this area for 3 months to enforce and issue parking notices in the hope the message will get out.

Action – JF to speak to Parking Services to request.

4.5 Update on door stickers

MA requested update on door stickers.

PC advised this is due to be looked at and an update will be given once more information is available.

Action – PC/LT to update at next meeting.

5. Trade Representative items – BBHA: **CO**

5.1 Unmet demand survey - Date of last one and number of Hackneys licensed in Bolton as of 20th August 2025

CO asked for information on the unmet demand survey. LT advised unmet demand survey last complete 2019. Estimated cost would be £13,990 + VAT and as a cost recovery service the cost of the survey would be recharged to hackney carriage vehicle proprietors. PC added currently 63 licensed HCV at last count.

5.2 Rear loaders

CO requested rear loaders are permitted on fleet and wants to go before committee. PC advised rear loader going before Committee on 9th September 2025. Only request the Authority has received to deviate from the purpose built fleet currently adopted. PC explained concerns with rear loaders due to having to load from the highway and available space on hackney ranks.

5.3 Update on medicals outsourcing

See 4.1 above

5.4 Enforcement

CO left meeting, unable to discuss item

6. Safeguarding training & DBS Update – **PC**

PC gave update on suspension of drivers who have failed to complete safeguarding training. 67 drivers still have not engaged and completed the mandatory training. One final letter will be sent with a cut off date and after this time licences will be suspended until completion of the course. MA agreed plenty of notice had been given. HK committed to ensuring all drivers complete the training.

PC updated on drivers failing to remain subscribed to the DBS update service, which is a condition on their licence. 9 drivers have repeatedly ignored requests to engage with Licensing Officers, final letters will be sent next week and licences suspended until subscription is completed.

PC stressed the extensive engagement taken with drivers before reaching this point. HK requested trade reps share message with drivers.

7. Garage Tender

PC advised the current outsourced garage contract ends on 9th January 2026. The formal tender process starts next week. Aim to be completed November 2025 and update will be shared once garages have been appointed.

8. Emissions etc. Update

Current compliance date is 31st December 2025, report requests to move date until 31st December 2026. If the local authority doesn't have an age policy the date moves to 31st August 2030. In the report there is an additional request to remove the current hackney age policy.

9. AOB - All

MA raised issue of a PHD stopping in a bus lane to pick up a passenger in a wheelchair received a fine, he appealed but lost.

JJ confirmed PHV cannot stop in bus lanes but accepted was a difficult situation for the driver.

PC requested details shared and can be looked into.

DATE OF NEXT MEETING: TBC