

TAXI FORUM
Notes of Meeting held on 28th February 2018

**Present: Pubwatch Members: Custodio Pinto, Teresa Pinto, Ed Wallbank
Officers: Julie Wallace, Katie McKinney, Leo Parkes, Emma Bringham
Taxi Trade: Tony Blews (Westside), Dave Williams, Harry Jones, Pete Stock, Patricia Thorpe, Paul Bates, Makmood Hussain, Colin Jones**

		ACTION
	<p>Notes taken at meeting</p> <p>Julie Wallace introduced the Officers and Pubwatch Members, Ed from the Swan (Lewis Partnership) and Custodio and Teresa Pinto from The Crown and Anchor (Stone).</p> <p>2. Guest Speakers – Stafford and Stone Representatives</p> <p>Members outline purpose of Pubwatch and intention that attendance at the meeting was to build relationship and combat any issues.</p> <p>Stone members highlighted problematic taxi rank outside Granvilles, issues with blocking of roads and emergency access</p> <p>JW addressed issues with Stone taxi ranks was ongoing and prosecutions were underway. However, successful prosecutions had unfortunately failed to result in revocation of licenses in the Boroughs they were licensed with.</p> <p>Discussion of the moving of ranks to Poste of Stone or other areas of Stafford.</p> <p>JW working with Authorities to resolve issues with ranks, they are encountering problems arising from residents/businesses and the one-way road structure but it is ongoing.</p> <p>Pubwatch members are promoting use of Stafford Taxis through business cards. Drivers suggested awareness posters to highlight lack of customer insurance in non-stafford taxis.</p> <p>JW will be undertaking negotiations with Taxi Marshall contract, lobbying for more enforcement as well as community safety. New supplier to have training on Taxis. Drivers raised concerns on lack of powers of enforcement for Marshalls. To be taken into consideration.</p> <p>Discussions of displays for Meter Tariffs in town, Pubwatch members agreed it would be beneficiary. JW advised can be promoted at Pubwatch.</p>	

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	<p>Drivers suggested that door prices for Premises and double time for drivers should be cut to encourage customers into town.</p> <p>Stone Drivers to be approached to compose Stone price list. Ed from Pubwatch to speak to Casa to enquire about the price list being put back up.</p> <p>Drivers enquired about what action can be taken against Stoke operators illegally plying for hire. JW advised that we cannot revoke but undergoing discussions with Stoke to take action. Drivers ask that we could address Councillor/MP in order to reach the preferred result. JW to look into group for taxi, trade, LA's and Local MP to raise case against revocation for prosecuted drivers.</p> <p>Stone Pubwatch members addressed issues of over/inconsistent charges. All agreed awareness needs to be raised on how meter is used and that signage for starting fees should be on view.</p> <p><i>Pubwatch Members left meeting.</i></p> <p>3. Equality Act</p> <p>List of WAV vehicles to be put on website as prescribed by law. Any refusals following this could result in prosecution under the Equality Act. All New Drivers will undertake tests/training. Current drivers will undergo test following complaints or randomised checks.</p> <p>Drivers suggested checks to be carried out on Taxi Ranks. Requirement for NVQ's in WAVs may be beneficial. Paul Bates to supply NVQ provider to JW Drivers suggested use of training wheelchair to undergo tests.</p> <p>4. Taxi Policy Amendments</p> <p>Overview given of Taxi Policy Changes. Suggested that Meter Calibration to be done on each renewal.</p> <p>Drivers advised Meter Calibration last 3 years and suggested that Meter is checked upon renewal rather than re-calibrated. If tamper proof they cannot overcharge with correct use of the meter. JW to amend policy to revert back to only new vehicles..</p> <p>5. Forum Dates</p> <p>All available on Website.</p> <p>6. DBS – Online Service</p>	<p>JW ED (PW)</p> <p>JW</p> <p>PB</p>

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	<p>Overview of process for online service given with advisory that it is now part of policy that this is carried out upon renewal. Confirmed that certificate is required in order to establish if any changes have been made since certificate was published. If online service advises changes have been made, a new certificate will be required.</p> <p>7. Behaviours</p> <p>Inappropriate Remarks have been reported to have been made to public. Individual complaint has been dealt with. JW warning driving that they should be mindful of what they discuss with customers. Drivers concerned about what customers say to drivers.</p> <p>JW advised both parties would be interviewed in all cases to understand both sides.</p> <p>8. AOB</p> <p>Hybrid Vehicles – drivers raised suggestion that there should be incentives for use of Hybrid Vehicles. JW confirmed we will accept Hybrid Vehicles but infrastructure not yet in place to encourage and incentivise use.</p> <p>Contact Centre – not happy with answering the phone with ‘Licensing’</p> <p>Enforcement – Drivers have concerns with non-compliant vehicles and would like more enforcement on the ranks.</p> <p>JW asked that any non-compliance be reported to Council and it shall be dealt with.</p> <p>CSE Training – Deadline date for training 19th March so any drivers without this (not including new drivers) will be sent suspension letter.</p> <p>Date of next forum – 30th May 2018 12.00pm Craddock room, 1st Floor, Civic Centre, Stafford Borough Council.</p>	