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Uttlesford District Council

Chief Executive: Dawn French

Licensing Panel Hearing

Date: Tuesday, 15th December, 2020

Time: 11.00 am

Venue: Zoom - <https://zoom.us/>

Chairman: Councillor **P Lavelle**

Members: Councillors S Barker, **C Day (Vice-Chair)**, R Freeman, V Isham, **P Lees**, B Light, J Loughlin, L Pepper and M Tayler

Substitutes: Councillors A Armstrong, A Coote, C Criscione, P Fairhurst, M Foley, A Khan and E Oliver

AGENDA PART 1

Open to Public and Press

1 Apologies for Absence and Declarations of Interest

To receive any apologies for absence and declarations of interest.

2 Review of Private Hire Operator's Licence

3 - 29

To determine a review of a Private Hire Operator's Licence.

For information about this meeting please contact Democratic Services

Telephone: 01799 510369 or 510548

Email: Committee@uttlesford.gov.uk

General Enquiries

Council Offices, London Road, Saffron Walden, CB11 4ER

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Website: www.uttlesford.gov.uk

Committee:	Licensing Panel	Date:	
Title:	Review of Private Hire Operator's Licence		15 December 2020
Report Author:	Jamie Livermore, Senior Licensing & Compliance Officer, 01799 510326		

Summary

- 1.1. The purpose of this report is for Members to review an existing Private Hire Operator's licence.

Recommendations

- 2.1. It is recommended that, in light of the information before them, Members determine whether the operator is considered 'fit and proper' to continue holding the licence.
- 2.2. Depending on the determination of the Committee, it may impose any of the following sanctions;
 - No further action
 - A suspension of the licence for a prescribed period
 - A revocation of the licence

Financial Implications

- 3.1. N/A

Background Papers

- 4.1. The following documents were referred to by the author in the preparation of this report and are available for inspection from the author of the report.
 - A. Email correspondence between the Licensing Authority & Kinect Services Limited *Mon 07/09/2020 14:09*
 - B. Email correspondence between the Licensing Authority & Kinect Services Limited *Mon 07/09/2020 14:14*
 - C. Email correspondence between the Licensing Authority & Kinect Services Limited *Mon 07/09/2020 14:45*
 - D. Email correspondence between Essex County Council & Kinect Services Limited *Tue 08/09/2020 13:52*
 - E. Email correspondence between Essex County Council & the Licensing Authority
 - F. Excel spreadsheet provided by Kinect Services Limited
 - G. Table of vehicles operated without a licence
 - H. Witness statement provided by licensed driver
 - I. Email correspondence between licensed driver & the Licensing Authority *Mon 28/09/2020 10:10*

Impact

5.1.

Communication/Consultation	None
Community Safety	The Licensing Authority is duty bound to ensure only those considered as 'fit and proper' hold a licence issued by it.
Equalities	None
Health and Safety	None
Human Rights/Legal Implications	Any operator aggrieved by the decision of the Licensing Authority may appeal to a Magistrates' Court
Sustainability	None
Ward-specific impacts	None
Workforce/Workplace	None

Situation

6.1. The Licensing Authority (LA) were notified on 4 September 2020 of a vehicle that may have been provided by Kinect Services Limited (KSL) for the fulfilment of school contract work at the Thriftwood School & College, Chelmsford, without the necessary Private Hire or Hackney Carriage vehicle licence in place. Transporting children is now a fully regulated activity under the Safeguarding Vulnerable Persons Act.

6.2. The LA were aware of being in receipt of an application for a private hire vehicle licence for the specified vehicle, however corresponded with KSL to confirm that the vehicle was under their ownership. KSL advised by reply on 7 September 2020 that the vehicle is theirs and that it wasn't being used for contracts as it was awaiting the grant of a licence by the LA. This correspondence is attached as **Background Paper A**

6.3. KSL were asked to provide a list of vehicles that they were still awaiting the grant of a licence for. A list of 15 vehicles were specified. The correspondence appears to show an omission that "a few had slipped through the net". This correspondence is attached as **Background Paper B**

6.4. The attached **Background Paper C** shows further correspondence between the LA and KSL where it was suggested by the KSL member of staff that a licence may not have been required if no charge was being imposed, with an acceptance of that being incorrect.

6.5. The attached **Background Paper D** shows correspondence between

KSL and Essex County Council whereby the director of KSL said the suggestion of providing the vehicles for no charge is “not a discussion he was aware of”.

6.6. Background Paper D also evidences an acceptance of the omission from the director, including mitigations put in place as a result.

6.7. Background Paper E shows email correspondence from Essex County Council to the LA which outlines their understanding of the situation at the time. An excel spreadsheet provided by KLS was attached showing a list of drivers and vehicles allocated to school routes over the period of 2-4 and 7-8 September 2020. This spreadsheet is attached as **Background Paper F**. For assistance the LA has provided a simplified table illustrating the relevant information contained on the spreadsheet. This table is attached as **Background Paper G**.

6.8. The LA were subsequently contacted by 3 licensed drivers who were under the employment of KLS, and 2 of whom were allocated to the vehicles listed in **Background Paper G**. A witness statement provided by a driver is attached as **Background Paper H** and email correspondence from a different driver is attached as **Background Paper I**. Please note that any information that relates to the individual’s identities has either been hidden or removed for confidentiality.

6.9. Members should note that “Operating a vehicle as a PH(V) when the vehicle is not licensed as a PH(V)” is an offence under Section 46(1)(e) of the Local Government (Miscellaneous Provisions) Act 1976. The information presented indicates that a total of 8 vehicles were operated without the necessary private hire vehicle licence in place for most or all of the period of 2-4 and 7 September 2020 while transporting children to and from school.

6.10. Members should also note that while the LA were in receipt of applications for a private hire licence for the 8 vehicles, the vehicles had not been granted a licence at the time of their use, not only contravening the Act as referenced in **6.9** but also invalidating the insurance policies.

6.11. Licensing Officers are also concerned that KSL had given the LA false information on several occasions, shown at **6.2** and **6.4**, and allegedly to their employed drivers, shown at **6.8**.

6.12. On the basis of this information it was felt necessary for Licensing Officers to refer the Private Hire Operator licence of Kinect Services Limited for review to the Committee.

Risk Analysis

7.1.

Risk	Likelihood	Impact	Mitigating actions
A person who may be considered a risk to public safety holding a licence	May vary. It is important therefore for Members to always consider 'fit and proper' in their determination	4	Members should consider whether the relevant person meets the Council's licensing standards and is 'fit and proper', therefore not a risk to public safety.

1 = Little or no risk or impact

2 = Some risk or impact – action may be necessary.

3 = Significant risk or impact – action required

4 = Near certainty of risk occurring, catastrophic effect or failure of project.

From: Stuart Smith <Stuart@kinect.services>
Sent: 07 September 2020 14:09
To: Jamie Livermore
Cc: Sharon Bartram
Subject: [External]..RE: Uttlesford District Council Licensing

Hi, Jamie

Yes this one is on our fleet, this one currently isn't covering any contracts as awaiting a license. We have sent this in the week before last.

Regards, Stuart

From: Transport <transport@kinect.services>
Sent: 07 September 2020 13:55
To: Stuart Smith <Stuart@kinect.services>
Subject: FW: Uttlesford District Council Licensing
Importance: High

From: Jamie Livermore <JLivermore@uttlesford.gov.uk>
Sent: 07 September 2020 12:00
To: Transport <transport@kinect.services>
Cc: Sharon Bartram <SBartram@uttlesford.gov.uk>
Subject: Uttlesford District Council Licensing
Importance: High

Good morning

Can you please advise whether vehicle registration BJ20 NKM (white Ford Tourneo) is a vehicle you own and if so whether you plan to licence it? I'm aware you have a number of very similar registrations.

Thanks

Jamie

Jamie Livermore
Senior Licensing and Compliance Officer

Uttlesford District Council
Council Offices
London Road
Saffron Walden
Essex
CB11 4ER

e-mail: JLivermore@uttlesford.gov.uk
tel: 01799 510326

From: Stuart Smith <Stuart@kinect.services>
Sent: 07 September 2020 14:14
To: Jamie Livermore; Sharon Bartram
Subject: RE: [External]..FW: BK20YKM Vehicle License New Application

Hi Jamie,

No these aren't all working, we know a few have slipped through the net. We are working now to rectify this urgently and take those vehicles off the road until the applications are processed with Uttlesford.

Regards, Stuart

From: Jamie Livermore <JLivermore@uttlesford.gov.uk>
Sent: 07 September 2020 14:08
To: Stuart Smith <Stuart@kinect.services>; Sharon Bartram <SBartram@uttlesford.gov.uk>
Subject: RE: [External]..FW: BK20YKM Vehicle License New Application

Hi Stuart

Appreciate you're busy but can I please just check the situation with those vehicles listed below. I understand you've spoken to Sharon today in respect of how they are being used at present, can you please clarify that for me just so I can be happy all is legitimate. What is the arrangement you have with Essex County Council at the moment?

Thanks

Jamie

From: Stuart Smith <Stuart@kinect.services>
Sent: 07 September 2020 14:01
To: Sharon Bartram <SBartram@uttlesford.gov.uk>
Cc: Jamie Livermore <JLivermore@uttlesford.gov.uk>
Subject: RE: [External]..FW: BK20YKM Vehicle License New Application

Hi Sharon,

Sorry I we are reviewing all the licenses and docs now and will come back to you asap, once we can confirm.

We are awaiting licenses for below:

Registrati
on
Submitte
d
KJ69CKK
26/08/20
20
KJ69CMK
26/08/20
20

KJ69HLC
26/08/20
20
KJ69HLX
26/08/20
20
KJ69HTT
26/08/20
20
KO69NHL
26/08/20
20
KT69HJX
26/08/20
20
BJ20BYV
26/08/20
20
BJ20NKA
26/08/20
20
BJ20NKM
26/08/20
20
BK20GDO
26/08/20
20
BK20GHU
26/08/20
20
BK20GKO
26/08/20
20
BK20YKM
26/08/20
20
KT69TYW
26/08/20
20

From: Sharon Bartram <SBartram@uttlesford.gov.uk>
Sent: 07 September 2020 13:44
To: Stuart Smith <Stuart@kinect.services>
Cc: Jamie Livermore <JLivermore@uttlesford.gov.uk>
Subject: RE: [External]..FW: BK20YKM Vehicle License New Application

Hi Stuart,

We do not appear to have received the list of unlicensed vehicles that are being used for school transport?

Please send ASAP.

Kind regards

Sharon Bartram
Licensing Support Officer
Licensing & Compliance Department

Uttlesford District Council
Council Offices
London Road
Saffron Walden
Essex CB11 4ER

T: 01799 510510
licensing@uttlesford.gov.uk
www.uttlesford.gov.uk
Service updates - <https://www.uttlesford.gov.uk/licensing>

From: Stuart Smith <Stuart@kinect.services>
Sent: 07 September 2020 13:02
To: Sharon Bartram <SBartram@uttlesford.gov.uk>
Subject: [External]..FW: BK20YKM Vehicle License New Application

From: Stuart Smith
Sent: 26 August 2020 09:00
To: Licensing <Licensing@uttlesford.gov.uk>
Subject: BK20YKM Vehicle License New Application

Please find attached the application and supporting documents for the private hire license for vehicle registration BK20YKM.

The application fee was paid on 24th August 2020, your receipt Ref WPSR00298451

Thank you, Stuart

Stuart Smith
Transport Manager
Kinect Services Limited
Tel: 01702 597995
Email: stuart@kinect.services
Web: kinect.services

From: Stuart Smith <Stuart@kinect.services>
Sent: 07 September 2020 14:45
To: Sharon Bartram; Jamie Livermore
Subject: RE: [External]..FW: BK20YKM Vehicle License New Application

Hi Sharon,

I was aware that we had some which I thought it was approx. 5, but then we collected more plates Friday which has resulted in it actually 2. As I said I was understanding that if we wasn't charging then this wasn't classed as Private Hire, the drivers are vetted and have all been licensed with Uttlesford. It was simply the vehicle license that we was waiting on, albeit you have confirmed today that this is not acceptable. We are working to rectify this asap.

Regards, Stuart

From: Sharon Bartram <SBartram@uttlesford.gov.uk>
Sent: 07 September 2020 14:16
To: Jamie Livermore <JLivermore@uttlesford.gov.uk>; Stuart Smith <Stuart@kinect.services>
Subject: RE: [External]..FW: BK20YKM Vehicle License New Application

Hi Stuart,

I'm confused as you and Cheryl told me that this one is covering a school/college run and that you had four further unlicensed vehicles being used for school runs. Also that you had an arrangement with Essex County Council that you were not charging for the service, so it was counted as a charity/volunteer service and so allowed. You told me that this was arranged directly with ECC by Craig Bliss.

Can you clarify all that you have told me please?

Kind regards

Sharon Bartram
Licensing Support Officer
Licensing & Compliance Department

Uttlesford District Council
Council Offices
London Road
Saffron Walden
Essex CB11 4ER

T: 01799 510510
licensing@uttlesford.gov.uk
www.uttlesford.gov.uk

Service updates - <https://www.uttlesford.gov.uk/licensing>

From: Sharon Bartram
Sent: 08 September 2020 13:52
To: Jamie Livermore
Subject: FW: [External]..Kinect - Thriftwood School Email 15

Email 15

From: James Stewart - Category and Contract Manager
<James.Stewart@essex.gov.uk>
Sent: 07 September 2020 18:52
To: Sharon Bartram <SBartram@uttlesford.gov.uk>
Cc: Diane Reid - Category and Contract Manager <Diane.Reid@essex.gov.uk>;
Georgia Dedman -
Category and Supplier Relationship Specialist
<Georgia.Dedman@essex.gov.uk>
Subject: [External]..Kinect - Thriftwood School

Afternoon Sharon

We have been assured that all vehicles will have correct licences for all transport tomorrow.

I will contact you tomorrow to see what actions you are thinking of in terms of Kinect operating without the correct licences in place. We will be asking for full lists of vehicles and the dates that they were licenced from Kinect for any work they have undertaken since the beginning of term.

Thanks

Jim Stewart

From: Craig Bliss <craig@kinect.services>
Sent: 07 September 2020 18:05
To: Diane Reid - Category and Contract Manager <Diane.Reid@essex.gov.uk>
Cc: James Stewart - Category and Contract Manager <James.Stewart@essex.gov.uk>; Georgia Dedman - Category and Supplier Relationship Specialist <Georgia.Dedman@essex.gov.uk>
Subject: RE: Today

Hello Diane

1. All vehicles provided tomorrow onwards will be correctly licenced - and whether any of the vehicles being used tomorrow will have been subcontracted to another operator. Yes that is correct.
2. Who at Essex County Council authorised Kinect to carry out the work without a licence on the condition that Kinect did not charge. This is not a discussion I am aware of.

Thank you

Craig Bliss
Director Kinect Services Limited
Tel: 01702 597995
Email: craig@kinect.services
Web: kinect.services

From: Diane Reid - Category and Contract Manager
<Diane.Reid@essex.gov.uk>
Sent: 07 September 2020 18:03
To: Craig Bliss <craig@kinect.services>
Cc: James Stewart - Category and Contract Manager
<James.Stewart@essex.gov.uk>; Georgia Dedman -
Category and Supplier Relationship Specialist
<Georgia.Dedman@essex.gov.uk>
Subject: RE: Today

Hi Craig

Thank you for your email and ongoing investigations.

Please could you confirm by reply:-

1. All vehicles provided tomorrow onwards will be correctly licenced - and whether any of the vehicles being used tomorrow will have been subcontracted to another operator.
2. Who at Essex County Council authorised Kinect to carry out the work without a licence on the condition that Kinect did not charge.

I await your reply, as soon as possible today please.

Thank you, and regards

Diane Reid
Category and Contract Manager
Passenger Transport
Procurement Services
Essex County Council
T: 03330 131684
M: 07879 116379
E: Diane.Reid@essex.gov.uk
W: www.essex.gov.uk

From: Craig Bliss <craig@kinect.services>
Sent: 07 September 2020 17:52
To: Diane Reid - Category and Contract Manager <Diane.Reid@essex.gov.uk>
Subject: FW: Today

Hello Diane

I have had a debrief today from our transport manager and other members of the transport team in relation to unlicensed vehicles being used and can confirm the following actions have taken place...

- This afternoon any vehicle that was awaiting the licence plate from Uttlesford council was removed from service and a licensed vehicle put in its place. Vehicles awaiting plates were used this afternoon to drop off passenger assistants ONLY at the school or college. No children boarded these vehicles.

- I can confirm that all vehicles that are being used going forward will all display licence plates.

- I can also confirm that Uttlesford have all the documentation they require to licence the vehicles in question and have had this since August. As and when Uttlesford print the plates they will be collected and then those vehicles can be put back into service.

- I can confirm that since the notification of the issue no child has travelled in a vehicle without a plate.

- Our transport manager has been in touch with the headteacher and will also be having a debrief in the morning.

We have applied for a number of new vehicle licences with Uttlesford Council some of which have been processed and the others are still in process. There appears to have been an administrative error and 5 vehicles have been allocated to drivers prior to receiving the plates.

The transport team have been under considerable pressure due to...

- Covid 19
- time frames between contract award and mobilisation
- short notice passenger changes due to late transport applications
- delays to licensing applications due to Uttlesford council employees working from home
- vehicle build times delayed due to factory shut downs therefore a large number of hire vehicles were required

Although I don't believe any of the above to be a reasonable excuse for a vehicle without a plate to go into service it does provide us an excellent opportunity to review our entire contract mobilisation process to improve for the future.

Lessons Learnt and Future Actions

- Review our mobilisation process
- We will be reviewing our process for licencing vehicles particularly focusing on recording when a plate has been processed and placed on a vehicle
- We are going to be investing in a system that does not allow vehicles to be allocated to a driver

unless plates are in place as currently this process is managed through Excel which presents an opportunity for human error
- I will be holding meetings with the transport team to debrief and discuss lessons learnt

My sincere apologies for the error that has occurred and I can assure you that this will not happen in future.

Kind regards

Craig Bliss
Director Kinect Services Limited
Tel: 01702 597995
Email: craig@kinect.services
Web: kinect.services

From: Diane Reid - Category and Contract Manager
<Diane.Reid@essex.gov.uk>
Sent: 09 September 2020 14:59
To: Jamie Livermore; James Stewart - Category and Contract Manager
Cc: Georgia Dedman - Category and Supplier Relationship Specialist
Subject: RE: [External]..FW: Kinect contract - Thriftwood School &
College - Email 18
Attachments: Kinect - ECC Vehicle Details routes daily 2 _Uttlesford
09.09.20.xlsx

Hi Jamie

Good to meet with yourself and team earlier today.

Please see attached list of vehicles which was provided to ECC by the Operator at 21:11pm last night, which maps the vehicles against the routes (column C) for all Essex County Council (ECC) contracts. We understand from the Operator that this list was used to provide the journeys indicated on the tabs dated between 02.09.20-04.09.20 and 07.09.20 and 08.09.20 for the various ECC contracts.

The four vehicles which seem to be unlicensed due to licence still being in progress at Uttlesford are;

- * BK20 GDO
- * KO69 NHL
- * BK20 GHU
- * KJ69 HTT

We understand the above four vehicles were used on journeys before and after school 02.09.20, 03.09.20, 04.09.20 and morning only on 07.09.20. At this point we are informed that the Operator became aware of an issue and withdrew the vehicles from servicing ECC contracts. Therefore these vehicles do not appear on the spreadsheet tabs for afternoon of 07.09.20 and all day 08.09.20. To the best of our knowledge, this indicates the action taken by the supplier to remove these from servicing ECC contracts until the new licences are in place.

In addition there are five vehicles which seem to be unlicensed due to the license start date commencing from 05.09.20, these vehicles are;

- * BJ20 NKA (Uttlesford)
- * KT69 HJX (Uttlesford)
- * BK20 NKM (Uttlesford)
- * BJ20 BYV (Uttlesford)
- * HX68 CBO (Rochford)

We understand the above five vehicles were used on journeys before and after school on 02.09.20, 03.09.20 and 04.09.20. Because the licences came into effect from 05.09.20, we do not believe there to be an issue with using the above five vehicles from 07.09.20 at the start of this school week.

I would be grateful if you could please review the licences on the above lists and confirm the licence dates match the licence dates you hold on record. For the Rochford licence, we may need to contact Rochford directly, however if you have already contacted Rochford, please could you share the contact name for the person who has been dealing with this, so that we may verify this information.

We will be issuing a notification of contract breach letter to the Operator as soon as possible and once you have been able to confirm these details. I look forward to receiving your response as soon as practicable.

Please do not hesitate to contact me directly should you require clarification on any of the above, or further information.

Kind regards

Diane Reid
Category and Contract Manager
Passenger Transport
Procurement Services
Essex County Council
T: 03330 131684
M: 07879 116379
E: Diane.Reid@essex.gov.uk
W: www.essex.gov.uk

By virtue of paragraph(s) 1 of Part 1 of Schedule 12A
of the Local Government Act 1972.

Document is Restricted

Kinect

Vehicle	App Received	Date of Journeys	Licence Granted
BJ20 NKM	27.08.20	02.09, 03.09, 04.09, 07.09(AM)	05.09.20
KT69 HJX	27.08.20	02.09, 03.09, 04.09, 07.09(AM)	05.09.20
BJ20 NKA	27.08.20	02.09, 03.09, 04.09, 07.09(AM)	05.09.20
BJ20 BYV	27.08.20	02.09, 03.09, 04.09, 07.09(AM)	05.09.20
BK20 GDO	27.08.20	02.09, 03.09, 04.09, 07.09(AM)	16.09.20
KO69 NHL	27.08.20	02.09, 03.09, 04.09, 07.09(AM)	16.09.20
BK20 GHU	27.08.20	02.09, 03.09, 04.09, 07.09(AM)	16.09.20
KJ69 HTT	27.08.20	02.09, 03.09, 04.09, 07.09(AM)	16.09.20

STATEMENT OF WITNESS

*(Criminal Procedure Rules, r. 16.2;
Criminal Justice Act 1967, s. 9)*

STATEMENT OF

Age of witness (if over 18, enter "over 18"): over 18

This statement (consisting of 1 pages) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated in it anything which I know to be false, or do not believe to be true.

To whom it may concern

On the 24/08/2020 I was asked to collect a hire vehicle from hertz rentals in hoddessdon herts.and take the vehicle to a garage for taxi checks On my return to the takley office I was given a route list and was told to do a meet and greet before the school returning.

On the 2/3/4/09/2020 we picked up and drove home as per instructed at the school I did mention to a Kinect worker(Maxine cilia) on the afternoon of 3rd september that I believe a vehicle check list was required to be filled in daily to which I was told no only 16 seater vehicles need to also while in conversation another driver it was also mentioned that a legal requirement of a PH/TAXI plate should be on display to which she replied no its ok your covered as all paperwork has been sent to the relevant authorities the next day 4th september I was handed a vehicle check sheet and told to fill in and send it of every month.

(I took it upon myself to ask the question to the DSVA and there reply was yes a daily check should be done and recorded)

On the 7th I collected the students as per the norm in the morning then on my way to the school for the pm pick up I was called by Anoushka at the Kinect office and told to return home when asked why all I was told was there was trouble with the van (we believe up 20 vehicles were involved) on the 10/09/2020 I was called and told to collect a PH plate for my vehicle I did this and was given a second plate to take to the school and hand it to another Kinect worker called Martin who would hand it to the relevant driver that's where he noticed that the plate was for the wrong vehicle but still let this vehicle travel on with the children on board I also heard that several other vans had the wrong plates fitted to their vehicle including a driver at thriftwood collage when noticing it was incorrect he was told asked by a Kinect worker called Matt if he could change the letter with a marker pen we were also told that we could put the plates in the front screen or door pockets and if you get stopped we just need to show them and it would be fine.

Signed: (witness)

Date:

(To be completed if applicable: being
unable to read the above statement I,of,
read it to him/her before he/she signed it.

Signed: **Date:**)

From: Licensing
Sent: 28 September 2020 10:10
To: Russell Way; Steven Mahoney; Jamie Livermore
Subject: FW: [External]..FW: RE CONCERNS.

----- Original message -----

From: <
Date: 27/09/2020 16:04 (GMT+00:00)
To: sbartrum@uttlesford.gov.uk
Subject: RE CONCERNS.

Dear Sir/Madam

Please see the attached Dual Purpose Hackney Carriage Badge as my identification.

I write to inform you of the circumstances that occurred since my joining Kinect Transport Services in Rayleigh Essex.

I was Successful in obtaining employment as a Schools Driver with the above Company on

.....

After undertaking their entry requirements i was then asked to travel to Hoddesdon to collect a hire Vehicle which was an 8 Seat Minibus for my use commencing in 2/9/20.

I was assured a relevant insurance and PH plates were in place with Uttlesford Council and all was legally in order.

The Carriage plate numbered

.... was not supplied to me until 3pm on Friday the 4th September 20 and was handed to me in Thriftwood School car park by a Kinect Ltd. Representative who instructed myself incorrectly to display the Plate in the Front Windscreen. Therefore until being supplied with the plate i was driving a vehicle without the correct cover in place and i understandably thought that with such a huge responsibility and the legal implications attached this would all be in place. I declined the advice to display to the fore and displayed it inside the rear windscreen where it was concealed internally by a head test so as not to obscure full rear vision.

I am aware that at least 16 other vehicles were also subject to the same mis management and were promptly removed from service at the schools request until the plates were supplied for display on those Vehicles.

All of this is of great concern and i feel it is absolutely Correct that your offices are made aware of these major errors that should have been in place in the first instance prior to any passenger Transportation ever commenced.

I Formally request that all my details be withheld in any inquiries your offices may feel prudent to undertake. My Mobile Number is....
.....

Finally i am aware that many of the children's parents are all very concerned at the level of this Companies operational and administrative capability and have and still are making written complaints to both Kinect ltd. And to ECC.

I thank you for your attention and please call me should you require any further assistance.

Regards.

.....

Sent from my Samsung Galaxy smartphone.