

Council Offices, Kiln Road, Thundersley, Benfleet, Essex SS7 1TF Tel: 01268 882200



David Marchant LLB (Hons) BSc (Hons) CEng FICE FCMI Chief Executive

AGENDA

Committee: LICENSING SUB-COMMITTEE

Date and Time: Wednesday, 10 February 2021 at 12:00 noon

Venue: Microsoft Teams

Membership: Councillors Egan, Isaacs & Palmer

Officers attending: Mel Harris - Head of Licensing & Safer Communities

Jason Bishop - Solicitor to the Council

Committee Enquiries: Loretta Hill, Ext. No. 2427

PART I (Business to be taken in public)

- 1. Appointment of Chairman
- 2. Procedure for the Sub-Committee
- Appeal Suspension of an Operator's Licence Hippo
   The report of the Head of Licensing and Safer Communities is attached.
- 4. Decision

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#### PROCEDURE FOR HEARING

#### **Held Virtually - Via MS Teams**

#### 1. Introductions

- a. Chairman introduces Panel Members to the applicant.
- b. Chairman identifies officers and their roles.
- c. Applicant identifies themselves, any representative and any accompanying persons. They also identify who intends to present the case.
- d. Objector(s) to be identified.

#### 2. Case Summary by the Head of Licensing and Safer Communities

As shown at Agenda Item 3.

#### 3. Objector(s) presents objection(s)

#### 4. The Applicant's Submission

The applicant or their representative will submit their case

#### 5. Questions from Panel

Opportunity for any questions from Panel to either side.

#### 6. Adjournment

Usually the Panel would withdraw at this point to consider its decision. This now takes place in concluding the meeting.

#### 7. Conclusion

The Chairman will close the proceedings. The Panel will now consider its decision. During this time the Clerk will record the Panel's decision. The Committee may request the presence of the Legal Advisor to give them legal advice.

#### 8. Decision

The Licensing Team will notify of the Committees decision after the meeting has closed.

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#### **AGENDA ITEM NO.1**

#### LICENSING SUB COMMITTEE

#### 10 February 2021

Subject: Decision regarding the suspension of a Private Hire Operator

Licence No. 86 - Mr Samit Biswas (Hippo Mobility)

Report of: Head of Licensing and Safer Communities

#### 1. Purpose of Report

The Sub Committee is to hear the appeal against the suspension of the Private Hire Operator Licence No. 86 of Mr Samit Biswas (Hippo Mobility). This report contains relevant details relating to the appeal submitted to the Council by Mr Samit Biswas.

#### 2. Background

On 5 February 2019, Mr Samit Biswas applied for the grant of an operator licence with Castle Point Borough Council. Operator Licence No. 86 was subsequently granted and issued on 2 April 2019. (See Appendix 1).

On 2 April 2019 Samit Biswas applied for the grant of a Private Hire Driver (Restricted) Licence and 3 Private Hire Vehicle (Restricted) Licences. On 11 April 2020 Private Hire Driver (Restricted) Licence No. 679 and Private Hire Vehicle (Restricted) Licence No.'s 589, 590 and 591 were subsequently issued. (See Appendices 2, 3, 4 & 5).

In June 2019 Private Hire Vehicle (Restricted) No. 589 was cancelled by Mr Samit Biswas.

On 13 September 2019 the Licensing Department received a complaint from an ex Hippo Mobility driver stating he had been conveying vulnerable passengers whilst un-licenced for the company under the instruction from Mr Samit Biswas. This complaint was not pursued as no further information to support the claims was provided. (See Appendix 6).

On the 15, 16, 27 October and 3 November 2020 the Licensing Department received information in the form of an email which highlighted possible breaches of the operator licence No. 86. The email contained numerous details associated with the licence suggesting the content was valid and accurate.

The email report referenced the use of unlicensed drivers and unlicensed vehicles being used by the Operator for the conveyance of vulnerable passengers including children. Additionally, it stated that the Council's licenced vehicles were also being used to convey passengers who were residents from local care homes, by unlicensed drivers. (See Appendices 7,8,9,10).

As a result of this complaint, the licensing department commenced an investigation into the alleged breaches of Operator's Licence No. 86.

On the 29 October 2020 the Licensing Enforcement Officer Mr Neil Gale attended Hippo Mobility's Operator office at the Shafer's Centre, 677 High Road, Benfleet to conduct a licensing Inspection.

Although not initially present, Mr Samit Biswas arrived approximately one hour later and was informed why the visit was being conducted. During the visit copies were requested of all relevant material pertaining to Operator's licence No.86 between 1 September and 29 October 2020.

Specific copies requested included mileage books (See Appendix 11); office diary (See Appendix 12); insurance certificates (See Appendix 13); driver's licences (See Appendix 14) and contracts associated with work Hippo Mobility had conducted between the said times. (See Appendices 15, 16 & 17). All requested items were subsequently provided but their lack of clarity caused difficulties during the investigation. (See Reference - 'Conditions of Licence – Records, Appendix 18).

As a result of the enquiries made by the Licensing Enforcement Officer Mr Neil Gale it was established that Hippo Mobility had seven vehicles in use, but only two of them were licensed by Castle Point Borough Council. These are Private Hire Vehicle (Restricted) Licence No's 590 and 591.

Enquiries also revealed that Hippo mobility had several drivers. With the exception of Mr Samit Biswas, Hippo Mobility had just one other driver licensed by Castle Point Borough Council, but that driver had left the company prior to the commencement of the investigation and initiated a grievance procedure against Mr Samit Biswas.

Two of the several drivers employed and driving for Hippo Mobility were unlicensed and in the process of applying to Castle Point Borough Council for the grant of a Private Hire Drivers Licence.

During the outset of each of these two applications both applicants admitted to the Licensing Enforcement Officer Mr Neil Gale that they had driven for Hippo Mobility whilst unlicensed and under the instruction of Mr Samit Biswas.

The first of these drivers was refused a licence, a decision upheld by the Licensing Sub Committee. The second of the two drivers were subsequently dismissed by Mr Samit Biswas.

The material provided during the licensing inspection contains evidence which supports unlicensed engagement of both drivers by Mr Samit Biswas. Consequently, neither driver would therefore have been insured whilst driving for Hippo Mobility and conveying vulnerable passengers.

On 11 December 2020 Transport for London officers attended the Hippo Mobility operator office to conduct an interview with Mr Samit Biswas. At the conclusion of the interview Mr Samit Biswas was reported for i) using unlicensed vehicles, ii) using unlicensed drivers and iii) no Insurance.

The 'Hackney Carriage and Private Hire Licensing Policy' states under the 'Conditions of Licence (Operator)' that:

'The operator shall not employ or otherwise engage whether directly or indirectly any driver to drive any private hire vehicle for which the operator invites or accepts bookings unless the driver has been granted the appropriate licence by the Borough Council'.

The Hackney Carriage and Private Hire Policy was adopted to maintain the safety of public transport vehicles, drivers and paying customers. All drivers, vehicle owners and operators are expected to comply with their licensing conditions and ensure they continually meet the standards required to hold a licence issued by Castle Point Borough Council. Failure to comply with the requirements of the policy puts the safety of drivers and passengers at risk.

The operator Mr Samit Biswas has failed to comply with the licensing conditions. On 22 December 2020 Mr Samit Biswas was therefore given notice that Operator Licence No. 86 was suspended with immediate effect.

The legislation relating to the suspension of a licence falls under Section 62(1) of the Local Government (Miscellaneous Provisions) Act 1976 (LGMPA). Under this section a licensing authority can suspend, revoke or refuse to renew an operator licence on any of the following grounds:

- (a) any offence under, or non-compliance with, the provisions of this Part of This Act;
- (b) any conduct on the part of the operator which appears to the district council to render him unfit to hold an operator's licence;
- (c) any material change since the licence was granted in any of the circumstances of the operator on the basis of which the licence was granted;
  - (ca) that the operator has since the grant of the licence been convicted of an immigration offence or required to pay an immigration penalty or
- (d) any other reasonable cause.

In addition to failure to comply with the policy, the Council believes the aforementioned information brings into question whether Mr Samit Biswas is a 'fit and proper person'.

#### 3. 'Fit and Proper'

The definition of what is a fit and proper person is not defined in law however the generally accepted test is:

- Would you allow your son, daughter, mother, spouse or other person you care about to get into a vehicle with this person alone?

This definition was supported in the judgement by HHJ Silber in the case of Leeds City Council v Hussain which surrounds the suspension of a driver:

...'the purpose of the power of suspension is to protect the users of licensed vehicles and those who are driven by them and members of the public. Its purpose is to prevent licences being given or used by those who are not suitable people taking into account their driving record, their driving experience, their sobriety, mental and physical fitness, honesty and that they are people who would not take advantage of their employment to abuse or assault people.'

#### 4. Legal implications

Decisions in relation to the grant or suspension of a licence give rise to the obligations under the Human Rights Act 1998. The Council will therefore ensure that there is an Appeal hearing before the Licensing Sub-Committee. It should be noted that Mr Samit Biswas has the right to appeal the decision made by the Council to the Magistrates Court if he is aggrieved by the decision of the Sub-Committee.

Exit from the EU (Changes to legislation): There are currently no known outstanding effects for the Local Government (Miscellaneous Provisions) Act 1976, Part II.

#### 5. Options

The Sub-Committee is advised that it has the following options:

- (i) Uphold the appeal.
- (ii) Dismiss the appeal.

Recommendation - Suspend the Private Hire Operator Licence

The decision of the Sub Committee is required following proper consideration of the appeal and any representations made to the Sub Committee.

#### **Appendices**

Appendix 1 – Operator Licence No.86

Appendix 2 – Private Hire Driver (Restricted) Licence No. 679

Appendix 3 – Private Hire Vehicle (Restricted) Licence No. 589

Appendix 4 – Private Hire Vehicle (Restricted) Licence No. 590

Appendix 5 – Private Hire Vehicle (Restricted) Licence No. 591

Appendix 6 - Email from ex-employee

Appendix 7 - Email from GMB

Appendix 8 - Email from GMB

Appendix 9 - Email from GMB

Appendix 10 – Email from GMB

Appendix 11 – Mileage books

Appendix 12 - Office diary

Appendix 13 – Insurance certificates

Appendix 14 - Driver's licences

Appendix 15 - Contract Ealing Borough Council

Appendix 16 - Contract Bromley Borough Council

Appendix 17 - Contract East of England Ambulance Service

Appendix 18 - CPBC Licensing Policy Extract 'Licensing Policy - Operator'

#### **Background Papers:**

CPBC Hackney Carriage and Private Hire Licencing Policy

# **Private Hire Operator Licence**

# **PHO086**

Local Government (Miscellaneous Provisions) Act 1976

#### THIS LICENCE IS ISSUED BY



Castle Point Borough Council
Council Offices
Kiln Road
Thundersley
Benfleet
Essex
SS7 1TF

web: www.castlepoint.gov.uk tel: 01268 882369

Castle Point Borough Council by virtue of the provisions in that behalf of the Local Government (Miscellaneous Provisions) Act 1976, hereby licence the person stated below, to act as a driver of any Private Hire Operator within the district of Castle Point Borough Council subject to the provisions of said act, and to such Byelaws and Conditions relating to Private Hire Operators as are or may from time to time be in force within said district.

#### **DURATION OF LICENCE**

Commences: 02/04/2020 Expires: 01/04/2021

#### NAME & ADDRESS OF LICENCE HOLDER

#### **SAMIT BISWAS**

Hippo Mobility, Advatech Healthcare Europ Ltd, Unit 2/4, Shafers Arcade, 677 High Road, BENFLEET, ESSEX, S\$7 5

#### **OPERATOR PREMISES NAME & ADDRESS**

#### **HIPPO**

UNIT 32 SHAFERS CENTRE 677 HIGH ROAD BENFLEET ESSEX SS7 5SF

Maximum Number of Vehicles: Unlimited

#### NOTES

- 1. IF ANY PERSON NAMED IN THIS LICENCE CHANGES THEIR ADDRESS, THEY MUST, WIITH SEVEN DAYS, GIVE WRITTEN NOTICE THEREOF TO THE COUNCIL. THIS LICENCE MUST ACCOMPANY ANY SUCH NOTICE.
- 2. THE TOTAL NUMBER OF VEHICLES OPERATING UNDER THIS LICENCE MUST NOT EXCEED THE MAXIMUM NUMBER AS SHOWN ABOVE.
- 3. THIS LICENCE IS NOT TRANSFERABLE.

	SIGNED ON BEHALF OF THE ISSUING LICENSING AUTHORITY
Licensing Manager	



# **Private Hire Driver Licence (Restricted)**

# PHRD679

Local Government (Miscellaneous Provisions) Act 1976

#### THIS LICENCE IS ISSUED BY



Castle Point Borough Council
Council Offices
Kiln Road
Thundersley
Benfleet
Essex
SS7 1TF

web: www.castlepoint.gov.uk tel: 01268 882369

Castle Point Borough Council by virtue of the provisions in that behalf of the Local Government (Miscellaneous Provisions) Act 1976, hereby licence the person stated below, to act as a driver of any Private Hire Vehicle operating within the district of Castle Point Borough Council subject to the consent of the proprietor of such vehicle and/or operator and to the provisions of said acts, and to such Byelaws and Conditions relating to Private Hire Vehicles as are or may from time to time be in force within said district.

#### **DURATION OF LICENCE**

Commences: 11/04/2019 Expires: 31/03/2021

#### NAME & ADDRESS OF LICENCE HOLDER

#### SAMIT BISWAS

Hippo Mobility, Advatech Healthcare Europ Ltd, Unit 2/4, Shafers Arcade, 677 High Road, BENFLEET, ESSEX, S\$7 5.

#### **OPERATOR DETAILS**

#### **HIPPO**

UNIT 32 SHAFERS CENTRE 677 HIGH ROAD BENFLEET ESSEX SS7 5SF

#### NOTES

- 1. IF THE PERSON NAMED IN THIS LICENCE CHANGES THEIR ADDRESS, THEY MUST, WIITHIN SEVEN DAYS, GIVE WRITTEN NOTICE THEREOF TO THE COUNCIL. THIS LICENCE MUST ACCOMPANY ANY SUCH NOTICE.
- 2. THIS LICENCE MUST BE DELIVERED TO AND RETAINED BY THE PROPRIETOR WHILST THE DRIVER REMAINS IN THAT EMPLOYMENT.
- 3. THIS LICENCE IS NOT TRANSFERABLE.

	SIGNED ON BEHALF OF THE ISSUING LICENSING	AUTHORITY
Licensing Manager		



## **Private Hire Vehicle Licence Restricted**

# RPHV589

Local Government (Miscellaneous Provisions) Act 1976

#### THIS LICENCE IS ISSUED BY



Castle Point Borough Council Council Offices Kiln Road Thundersley Benfleet Essex **SS7 1TF** 

web: www.castlepoint.gov.uk tel: 01268 882369

Castle Point Borough Council by virtue of the provisions of Part II of the Local Government (Miscellaneous Provisions) Act 1976 do hereby license the numbered Private Hire Vehicle stated below, belonging to the person or persons stated below, to operate within the district of Castle Point Borough Council subject to the provisions of said act, and to such Conditions and Regulations relating to Private Hire Vehicles as are or may from time to time be in force within said district.

#### **DURATION OF LICENCE**

Commences: 02/04/2019 Expires: 25/06/2019

#### NAME & ADDRESS OF LICENCE HOLDER

#### SAMIT BISWAS

Hippo Mobility, Advatech Healthcare Europ Ltd, Unit 2/4, Shafers Arcade, 677 High Road, BENFLEET, ESSEX, S\$7 5

#### VEHICLE DETAILS

Registration No: WD17 ZDA

**FORD** 

Model:

Colour:

Manufacturer:

**TOURNEO** 

SILVER

**Licensed To Carry:** 

1500cc

**Engine Size:** 

Date First Registered: 01/08/2017

4 PASSENGERS

#### **OPERATOR DETAILS**

#### **HIPPO**

UNIT 32 SHAFERS CENTRE 677 HIGH ROAD BENFLEET ESSEX SS7 5SF

#### **NOTES**

- 1. IF ANY PERSON NAMED IN THIS LICENCE CHANGES THEIR ADDRESS, THEY MUST, WIITH SEVEN DAYS, GIVE WRITTEN NOTICE THEREOF TO THE COUNCIL. THIS LICENCE MUST ACCOMPANY ANY SUCH NOTICE.
- IF ANY PERSON NAMED IN THIS LICENCE TRANSFERS THEIR INTEREST, THEY MUST, WIITH FOURTEEN DAYS, GIVE WRITTEN NOTICE THEREOF TO THE COUNCIL. THIS LICENCE MUST ACCOMPANY ANY SUCH NOTICE.

#### SIGNED ON BEHALF OF THE ISSUING LICENSING AUTHORITY

Licensing Manager

### **Private Hire Vehicle Licence Restricted**

# RPHV590

Local Government (Miscellaneous Provisions) Act 1976

#### THIS LICENCE IS ISSUED BY



Castle Point Borough Council
Council Offices
Kiln Road
Thundersley
Benfleet
Essex
SS7 1TF

web: www.castlepoint.gov.uk tel: 01268 882369

Castle Point Borough Council by virtue of the provisions of Part II of the Local Government (Miscellaneous Provisions) Act 1976 do hereby license the numbered Private Hire Vehicle stated below, belonging to the person or persons stated below, to operate within the district of Castle Point Borough Council subject to the provisions of said act, and to such Conditions and Regulations relating to Private Hire Vehicles as are or may from time to time be in force within said district.

#### **DURATION OF LICENCE**

Commences: 02/04/2020 Expires: 12/11/2020

#### NAME & ADDRESS OF LICENCE HOLDER

#### **SAMIT BISWAS**

Hippo Mobility, Advatech Healthcare Europ Ltd, Unit 2/4, Shafers Arcade, 677 High Road, BENFLEET, ESSEX, S\$7 5

#### VEHICLE DETAILS

Registration No: WX17 CJF

Date First Registered: 01/08/2017

Manufacturer:

**FORD** 

Engine Size: 1500cc

Model:

**TOURNEO** 

Licensed To Carry: 4 PASSENGERS

Colour:

SILVER

#### **OPERATOR DETAILS**

#### **HIPPO**

UNIT 32 SHAFERS CENTRE 677 HIGH ROAD BENFLEET ESSEX SS7 5SF

#### NOTES

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- IF ANY PERSON NAMED IN THIS LICENCE TRANSFERS THEIR INTEREST, THEY MUST, WIITH FOURTEEN DAYS, GIVE WRITTEN NOTICE THEREOF TO THE COUNCIL. THIS LICENCE MUST ACCOMPANY ANY SUCH NOTICE.

#### SIGNED ON BEHALF OF THE ISSUING LICENSING AUTHORITY

**Licensing Manager** 

## **Private Hire Vehicle Licence Restricted**

# RPHV591

Local Government (Miscellaneous Provisions) Act 1976

#### THIS LICENCE IS ISSUED BY



Castle Point Borough Council
Council Offices
Kiln Road
Thundersley
Benfleet
Essex
SS7 1TF

web: www.castlepoint.gov.uk tel: 01268 882369

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#### **DURATION OF LICENCE**

Commences: 02/04/2020 Expires: 01/04/2021

#### NAME & ADDRESS OF LICENCE HOLDER

#### SAMIT BISWAS

Hippo Mobility, Advatech Healthcare Europ Ltd, Unit 2/4, Shafers Arcade, 677 High Road, BENFLEET, ESSEX, S\$7 5

**Engine Size:** 

#### VEHICLE DETAILS

Registration No: WX17 CJO

Date First Registered: 01/08/2017

Manufacturer:

**FORD** 

1500cc

Model:

**TOURNEO** 

Licensed To Carry: 4 PASSENGERS

Colour:

SILVER

#### **HIPPO**

UNIT 32 SHAFERS CENTRE 677 HIGH ROAD BENFLEET ESSEX SS7 5SF

#### NOTES

**OPERATOR DETAILS** 

- 1. IF ANY PERSON NAMED IN THIS LICENCE CHANGES THEIR ADDRESS, THEY MUST, WIITH SEVEN DAYS, GIVE WRITTEN NOTICE THEREOF TO THE COUNCIL. THIS LICENCE MUST ACCOMPANY ANY SUCH NOTICE.
- IF ANY PERSON NAMED IN THIS LICENCE TRANSFERS THEIR INTEREST, THEY MUST, WIITH FOURTEEN DAYS, GIVE WRITTEN NOTICE THEREOF TO THE COUNCIL. THIS LICENCE MUST ACCOMPANY ANY SUCH NOTICE.

#### SIGNED ON BEHALF OF THE ISSUING LICENSING AUTHORITY

Licensing Manager

From:

Sent:

13 September 2019 10:04

To: Subject: Licensing Unit Hippo Cabs

Dear licencing

i just made a call to you and you asked for this in writing so here goes.

i am not the only one he has done this to or with... He just talks a good story but all is lies

I was in jail for 5 years i saw a advert for drivers on Indeed

so i contacted a man called samit biswas who lives

he said i could drive his vehicle with no problem as he has something CQC and i have no idea what this is but he said don't need any checks and can drive, for me it was a great start to being out of jail

17

After 4 days i realised, that all was lies and i do this because of 2 reasons one he has not paid me and two i think its wrong for this kind of thing to go on and i might contact the local MP as it must stop its our NHS and who is he to do this to vulnerable people. I have picked up some very sick people and driven them i now know this is wrong and it worries me.

Samit has said he wont pay me because i cant prove i worked there but i have some of the job sheets and most of his whatssapp messages

i do not give you permission to give out my name or details only for your internal use and need as he has threatened me physically and i cant go back to jail

regards

From:

Sent:

15 October 2020 15:59

To:

Licensing

Cc:

Subject:

Hippo Mobility - Castlepoint

I am writing in relation to my concerns in relation to an operator:

Hippo Mobility lined to Advatech Healthcare Europe Limited owned by Samit Biswas and Ratna Biswas It has come to my attention that Hippo Mobility are operating the following vehicles.

WX17 CJF WD17 ZDA WD63 UJA (ambulance) WX17 CJO WD17ZDA (Grand Torneo Connect – Believe this is licensed) I cannot confirm if they have the appropriate exemptions in place however I have been advised the licenses are on the dashboard of the vehicle.

Hippo have acquired further vehicles which I believe some are unlicensed and in use in London.

EX20ZTN (Toyota Yaris VVT) YD63UJA (Peugeot Boxer) SF65FGP (Peugeot Partner) SF15FMO (Peugeot Partner Tepee) YX15DXH (Fiat Doblo Mylife)

Ambulance YD63UJA. – This requires a C1 Licence holder to drive this.

I also understand there is no training in place for Stretcher and wheel chair training.

There is a section on the website <a href="https://hippomobility.co.uk/about-us/">https://hippomobility.co.uk/about-us/</a>

for Drivers are trained on First Aid, CPR and disease specific patient transportation

All the drivers and staff members have extended DBS checked

All vehicles comes with:

Provision of oxygen

1

Provision of Artificial External Defebriblitaor (AED)

These points are inaccurate.

Chalkwall insurance have raised concerns over the company vehicles are not being used for the correct location and we are trying to obtain further information in this respect which may not be a local licensing issue but may affect operations outside the licensing authority.

I am trying to obtain information in relation to the drivers from Hippo undertaking transfers to and from the following schools.:

It is my understanding some may not have a license or DBS in place yet and may be driving nonetheless.

ad, New Barnet, EN4 9GE

Hanwell London W7 2AH

1, ', Orpington, Kent BR5 3HS.

North, Greenford, Middlesex, UB6 0PA

r PHD 309 (Castlepoint) nas advised me that she has been on furlough whilst on call and working still on furlough.

a) has advised me she only has basic first aid training and citation (12 Certificates) training.

She is putting a fraud hotline response given her concerns after contacting me.

Additionally the Secretarial assistant / PA has been working 6 Hours per day since lockdown on furloughed salary.

Consequently she is resigning and moving on as she cannot manage anymore.

This amounts to an illegal deduction in both instances.

The contract in her case has been changed including extending the hours she is licensed for and paying her for 6 hours per day despite her working more hours as well.

a has been part furloughed now but is providing full hours.

Some aspects are of concern to me based on sadvisory.

Not all drivers may have licenses for these vehicles or have the appropriate DBS check in place or prerequisite licenses.

I also understand the drivers he has taken on from London will not fulfil the triple lock.

In addition I note the website makes the following claims that are suspicious:

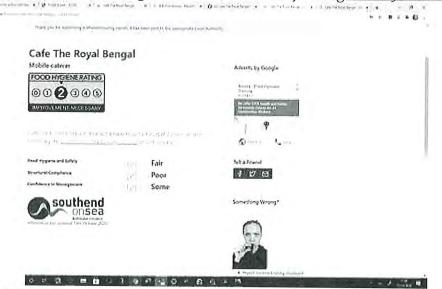
hippomobility.co.uk



HOME

It seems improbable the

I am also concerned that a business owned by this operator operating in a neighbouring borough is misrepresenting its food hygiene rating & potentially misusing the furlough scheme. https://www.scoresonthedoors.org.uk/business/cafe-the-royal-bengal--1202918.html



Based on my investigations so far this points towards my being concerned that the licence holders and associates are not fit and proper and where they are not direct licensees should not be involved with the business.

I am also concerned a crowdfunding for a vehicle is in place for what is a business and not a charity. https://www.crowdfunder.co.uk/hippo-mobility-transportation-4-disabled-elderly
Companies house shows this information however I am not sure if this is the licence holder. https://find-and-update.company-information.service.gov.uk/company/07953430/officers
https://nextfin.uk/equity/pitches/hippo-mobility Shows the company number listed seeking business funding. If current local legislation is not in place to prevent individuals associated with the business being involved in its operation I would request that the licensing team look to make this aspect more robust via a change to terms and conditions.

Wishing you and yours good health.

Regional Organiser

DD Office:

www.gmb.org.uk

A MASK CAN MAKE A DIFFERENCE – WEAR ONE! - Please Keep 2 Meters Distance its better than being 6ft Under. E-mail:

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please delete it and remove it from any server or system. This message contains confidential information and is intended only for the individual or individuals named. If you are not the named addressee you should not disseminate, distribute or copy this e-mail. If you are not the intended recipient you are notified that disclosing, copying, distributing or taking any action in reliance on the contents of this information is strictly prohibited. Nothing in this email constitutes an order unless a purchase order number is enclosed. The comments herein may only be the personal opinion of the writer on occasion and may not constitute GMB Union Policy at such times. GMB John Cope House, 152 Brent St, London NW4 2DP 020 8202 8272



From:

Sent:

16 October 2020 11:38

To:

Licensing;

Cc:

Subject:

Driver Names and Vehicles: Hippo Mobility - Castiepoint

**Attachments:** 

Resized\_Screenshot\_20201016-104516\_Messenger\_319402887403044 (003).jpg;

Resized\_Screenshot\_20201016-104505\_Messenger\_319402714228390.jpg

My Sources have now been able to supply names and screen shots of vehicles assigned for further proof: You will be able to check if licences are in place in castlepoint.

Bromley .

. (YO 63 UJA) - Vehicle or driver do not appear on TFL

Licence checker

(SF65 FGP) Vehicle or driver do not appear on TFL Licence checker and J

' :, (SF15

FMO) Vehicle or driver do not appear on TFL Licence checker

1 (W7). s, Enfield Jcoss. (YD 17 ZDA) Vehicle or driver do not appear on TFL Licence checker But also

serviced by (SF65 FGP)

I have no driver data tor I

" CIL I UB6 it could be that YX15 DXH is visiting that location

Wishing you and yours good health.

#### **Regional Organiser**

DD Office:

www.gmb.org.uk

A MASK CAN MAKE A DIFFERENCE - WEAR ONE! - Please Keep 2 Meters Distance its better than being 6ft Under. E-mail: 5

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please delete it and remove it from any server or system. This message contains confidential information and is intended only for the individual or individuals named. If you are not the named addressee you should not disseminate, distribute or copy this e-mail. If you are not the intended recipient you are notified that disclosing, copying, distributing or taking any action in reliance on the contents of this information is strictly prohibited. Nothing in this email constitutes an order unless a purchase order number is enclosed. The comments herein may only be the personal opinion of the writer on occasion and may not constitute GMB Union Policy at such times. GMB John Cope House, 152 Brent St, London NW4 2DP 020 8202 8272

From: Licensing <Licensing@castlepoint.gov.uk>

Sent: 16 October 2020 10:40

To:

Cc:

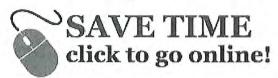
Subject: RE: Hippo Mobility - Castlepoint

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**Neil Gale** 

Licensing Officer

**Castle Point Borough Council** 



T: 01268 882480 | E: Ngale@castlepoint.gov.uk | W: www.castlepoint.gov.uk

#### A: Council Offices | Kiln Road | Thundersley | Benfleet | SS7 1TF

Please consider the environment before printing this e-mail

Keep up to date on what's happening at Castle Point....follow us on Twitter @CastlePointBC



From:

Sent: 15 October 2020 15:59

To: Licensing < Licensing@castlepoint.gov.uk >

Cc: 1000 ----- 100m

Subject: Hippo Mobility - Castlepoint

I am writing in relation to my concerns in relation to an operator:

Hippo Mobility lined to Advatech Healthcare Europe Limited owned by Samit Biswas and Biswas It has come to my attention that Hippo Mobility are operating the following vehicles.

WX17 CJF WD17 ZDA WD63 UJA (ambulance) WX17 CJO WD17ZDA (Grand Torneo Connect – Believe this is licensed) I cannot confirm if they have the appropriate exemptions in place however I have been advised the licenses are on the dashboard of the vehicle.

Hippo have acquired further vehicles which I believe some are unlicensed and in use in London.

EX20ZTN (Toyota Yaris VVT) YD63UJA (Peugeot Boxer) SF65FGP (Peugeot Partner) SF15FMO (Peugeot Partner Tepee) YX15DXH (Fiat Doblo Mylife)

Ambulance YD63UJA. – This requires a C1 Licence holder to drive this.

I also understand there is no training in place for Stretcher and wheel chair training.

There is a section on the website <a href="https://hippomobility.co.uk/about-us/">https://hippomobility.co.uk/about-us/</a>

for Drivers are trained on First Aid, CPR and disease specific patient transportation

All the drivers and staff members have extended DBS checked

All vehicles comes with:

Provision of oxygen

Provision of Artificial External Defebriblitaor (AED)

 $^{\circ}I^{\circ}$ 

These points are inaccurate.

Chalkwall insurance have raised concerns over the company vehicles are not being used for the correct location and we are trying to obtain further information in this respect which may not be a local licensing issue but may affect operations outside the licensing authority.

I am trying to obtain information in relation to the drivers from Hippo undertaking transfers to and from the following schools.:

It is my understanding some may not have a license or DBS in place yet and may be driving nonetheless.

I, New Barnet, EN4 9GE

London W7 2AH

1, Orpington, Kent BR5 3HS.

1, Greenford, Middlesex, UB6 0PA

(Castlepoint) has advised me that she has been on furlough whilst on call and working

still on furlough.

) has advised me she only has basic first aid training and citation (12 Certificates) training. She is putting a fraud hotline response given her concerns after contacting me.

Additionally the Secretarial assistant / PA has been working 6 Hours per day since lockdown on furloughed salary.

Consequently she is resigning and moving on as she cannot manage anymore.

This amounts to an illegal deduction in both instances.

The contract in her case has been changed including extending the hours she is licensed for and paying her for 6 hours per day despite her working more hours as well.

Lucinda has been part furloughed now but is providing full hours.

From:

Sent:

Subject:

27 October 2020 12:44

To:

jas.sandhu@met.police.uk; Robinson Graham; Darren.Hartigan@met.police.uk

Cc:

" ----); Licensing RE: Driver Names and Vehicles: Hippo iviobility - Castlepoint

I Believe that Castle Point seem disinterested in acting against the company concerned.

Given the fact that that three drivers have TFL licenses and are in unlicensed vehicles I am formally requesting a Stop is enforced on the index numbers provided when Schools resume next week a triple license lock does not exist.

I will make separate representations to The Castlepoint Chief Executive as I understand a driver who has since left advised he was driving an unlicensed vehicle where no further action occurred.

The Rotherham case should be enough to ring alarm bells in this instance.

Wishing you and yours good health.

#### Regional Organiser

www.gmb.org.uk

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#### From: 1

Sent: 16 October 2020 11:38

To: Licensing < Licensing@castlepoint.gov.uk >; jas.sandhu@met.police.uk; Robinson Graham <GrahamRobinson@tfl.gov.uk>

Subject: Driver Names and Vehicles: Hippo Mobility - Castlepoint

My Sources have now been able to supply names and screen shots of vehicles assigned for further proof:

You will be able to check if licences are in place in castlepoint.

Bromley . (YO 63 UJA) - Vehicle or driver do not appear on TFL

Licence checker

(SF65 FGP) Vehicle or driver do not appear on TFL Licence checker and .

(SF15

FMO) Vehicle or driver do not appear on TFL Licence checker I

! (W7).

, Enfield (YD 17 ZDA) Vehicle or driver do not appear on TFL Licence checker But also

serviced by (SF65 FGP) I have no driver data for '

I UB6 it could be that YX15 DXH is visiting that location

Wishing you and yours good health.

#### **Regional Organiser**

www.gmb.org.uk

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1

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From: Licensing < Licensing@castlepoint.gov.uk>

Sent: 16 October 2020 10:40

To: 5 Cc: P

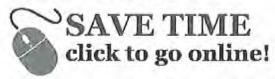
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**Neil Gale** 

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STAY ALERT CONTROL THE VIRUS SAVELIVES

From: c

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To: Licensing < Licensing@castlepoint.gov.uk >

Cc:

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There is a section on the website https://hippomobility.co.uk/about-us/

for Drivers are trained on First Aid, CPR and disease specific patient transportation

From:

Sent:

03 November 2020 11:45

To:

Licensina

Cc:

Subject:

Important Hippo Mobility - Castlepoint

I have just received a call from I to advise me a new member of staff has been instructed to doctor time sheets by the director.

Understandably some drivers do not keep personal records.

bas her documents so they cannot be falsified.

I am concerned that now the offices have been visited the pickups in London may vanish or be covered by a legitimate operator.

Wishing you and yours good health.

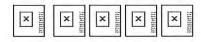
Regional Organiser

www.gmb.org.uk

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# CAR MILAGE BOOK

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Date:

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9	PHONE NUMBER.		DESTINATION 12 PS 11 DOT ANE	PICK-UP ADDRESS		
	COMMENTS	DRIVER NAME	DROP OFF MILEAGE	PICK UP MILEAGE 30411	DROP OF TIME 02 CL CUM	TODAY'S DATE - 02 08/20

IS CLIENT IN WHEELCHAIR .....

		ACCOUNT NUMBER	LINE NUMBER 20	APPROVAL REF 107641	9 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8	TIME CALL TAKEN O4.38 AM	HIPPO
IS CLIENT IN WHEELCHAIR	CLIENT CONDITION	PHONE NUMBER		PICK-OF ADDRESS		NAME OF CLIENT	1.
	EAI.S.	COMMENTS	MILES DRIVEN	Sprop off MILEAGE 30438	DROP OF TIME US 26 AM	PICK UP TIME OSOS & W	TODAY'S DATE - 2)8/20

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	ACCOUNT NUMBER	OST CODE	INE NUMBER 29	AD REF 2043	APPROVAL REF 903891	300KER	TIME CALL TAKEN 18:20 PM
CLIENT CONDITION	PHONE NUMBER		DESTINATION SOUTHETY D'ALE		PICK-UP ANYBECC		NAME OF CLIENT
3.2 10.50	COMMENTS	DRIVER NAME	DESTINATION SOUTHET DALE MILES DRIVEN	DROP OFF MILEAGE 30080	PICK UP MILEAGE 30036	DROP OF TIME (Q.O.) DW	PICK UP TIME (8.52 fm

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IS CLIENT IN WHEELCHAIR MA	CLIENT CONDITION	PHONE NUMBER		DESTINATION SOUTHETTD ALL WILES DESTINATION		PICK-UP ANYDECC	
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## TODAY'S DATE - 30/6/20

		ACCOUNT NUMBER	COST CODE	LINE NUMBER 30	CAD REF 2068	APPROVAL REF 90789	BOOKER	TIME CALL TAKEN (9-10
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2	(Now 10-20 m)	COMMENTS	DRIVER NAME	MILES DRIVEN	DROP OFF MILEAGE	PICK UP MILEAGE	DROP OF TIME	PICK UP TIME

IS CLIENT IN WHEELCHAIR .....

		2	103501	BOOKER S	HIPPO
IS CLIENT IN WHEELCHAIR	PHONE NUMBER.	DESTINATION SOUTHERD A RE	PICK-UP ADDRESS PICK UP MILEAGE 3.07 41	NAME OF CLIENT	To
	COMMENTS	MILES DRIVEN	DROP OFF MILEAGE 30043	DROP OF TIME 08-14 AV	TODAY'S DATE - 28/6/20

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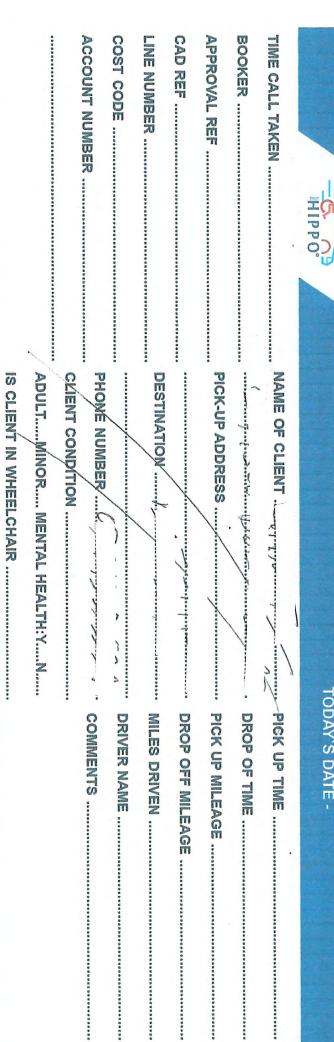
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IS CLIENT IN WHEELCHAIR	CLIENT CONDITION KA	DESTINATION ACCEPTAGE N	2	PICK-UP ADDRESS		
	COMMENTS LIGHT	DRIVER NAME	DROP OFF MILEAGE 30301	PICK UP MILEAGE 30299	PICK UP TIME 03.17 am	TODAY'S DATE - 30/7/20

			ACCOUNT NUMBER	COST CODE	LINE NUMBER	CAD REF DCIUDIC	APPROVAL REF	BOOKER	TIME CALL TAKEN 11 15	אחוריט
IS CLIENT IN WHEELCHAIR	ADULTMINOR MENTAL HEALTH:YN	CLIENT CONDITION THE BOOK - NO LAPPEC.	PHONE NUMBER	Antonia manda manana ma		Dimens squaremental and profession of the state of the st	PICK-UP ADDRESS	יייייייייייייייייייייייייייייייייייייי		
one (1010)	Dounstain - Kala ()	The AL X.	COMMENTS	DRIVER NAME	DESTINATION	DROP OFF MILEAGE	PICK-UP ADDRESS PICK UP MILEAGE	DROP OF TIME	NAME OF CLIENT	

HIPPO"	101	TODAY'S DATE -
TIME CALL TAKEN J. A.	NAME OF CLIENT	PICK UP TIME S. 45.PM
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IS CLI	ADULT			COST CODE	LINE NUMBER Z.O DESTI		APPROVAL REF 007801 PICK-L		TIME CALL TAKEN OS AA OW NAME	HIPPO
IS CLIENT IN WHEELCHAIR	ADULTNINOR MENTAL HEALTH:YN	CLIENT CONDITION	PHONE NUMBER		DESTINATION	: 6	PICK-UP ADDRESS	- A. A.	OF CLIENT	
			COMMENTS	DRIVER NAME	MILES DRIVEN	DROP OFF MILEAGE ( & & > 4	PICK UP MILEAGE 18844	DROP OF TIME 26, 28 GM	NAME OF CLIENT PICK UP TIME 06.30 GW	a lulx!



	ADULTMINOR MENTAL HEALTH:YN	ACCOUNT NUMBER	COST CODE	LINE NUMBER 33 DESTINATION ISPANCE	CAD REF 3033	APPROVAL REF CID 8 2 3 8 PICK-UP ADDRESS	BOOKER	TIME CALL TAKEN 28 S 4 NAME OF CLIENT .
A Total	(cuching)	COMMEN	DRIVER NAME	MILES DRIVEN		PICK UP MILEAGE	DROP OF TIME	PICK UP TIME

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	ADULTMINOR MENTAL HEALTH:YN.	
	IS CLIENT IN WHEELCHAIR	

		ACCOUNT NUMBER	COST CODE	LINE NUMBER \\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\	CAD REF	APPROVAL REF 907891	BOOKER	TIME CALL TAKEN TERRY FOR	CAMPRO.
IS CLIENT IN WHEELCHAIR	***************************************	CLIENT CONDITION	BHONE NIMBER	DESTINATION A PARCE STATE OF THE STATE OF TH		PICK-UP ADDRESS		NAME OF CLIENT	
		COMMENTS	DRIVER NAME	MILES DRIVEN	DROP OF MILEAGE 18814	PICK UP MILEAGE XXXXX	DROP OF TIME US SX CV	PICK UP TIME 06.30 a.m	TODAY'S DATE - 18   CA   VV

TIME CALL TAKEN	NAME OF CLIENT	TODAY'S DATE -
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Week 39: 266-100 Pr	Autumnal Equinox - Autumn begins	Tuesday	22
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30 00 Pickupt return. Tonbridge		U TA	2 4QJ	(Invoiced)
.30 Pickupt return. Tonbridge		U TA	02 4QJ	
.00 Pickup t return.  Tonbridge .00 Ealing labbiah +	wells hospika		od test)	
30  On Pickup t return  Tonbridge  30  On Ealing labbigh + 11  30 Bramley BRS 3HS	wells hospika		od test)	
.30 .00 Pickup t return. Tonbridge .30 .00 Ealing labbigh + .30. Bromley BRS 3HS	wells hospika		od test)	
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30  On Pickup + return.  Tonbridge  30  On Ealing labbrah +:  30 Bromley BRS 3HS  30 Bromley BRS 3HS  30 Bromley BRS 3HS	wells hospika		od test)	
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30  On Pickupt return.  Tonbridge  30  On Ealing labbrah F.  30.  Bromley BRS 3HS  30  .00  .00  .30  .00	wells hospika		od test)	
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Week 38 · 262-104 Sam	. ME9 86B .CTI 372	Friday	LO
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2.30  3.00 Ealos  3.30  4.00  4.30  5.00  6.30  7.00	BRS 3HS to BR4 OFU	September	
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11 Friday	Week 37 · 255-111
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3.30 W 2AH - UB12HA - UB7 4.00	2 SPB - (Ealing)	-
3.30 W 2AH - UBIZHA - UBZ 4.00 4.30	2 SPB - (Ealing)	-
3.30 W 2AH - UBIZHA - UBZ 4.00 4.30 5.30	2 SPB - (Ealing)	
3.30 W 2AH - UBIZHA - UBZ 4.00 4.30 5.30	2 SPB - (Ealing)	٠
3.30 W 2AH - UBIZHA - UBZ 4.00 4.30 5.00 6.00	2 SPB - (Ealing)	
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9 Wednesday	Week 37 · 253-113
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