

Table of actions from January 2026

Action	Who the action is set for	Update on the action
WESTlink crossing zones – WECA forum	AD	Following up with WECA awaiting a response from WECA.
Are there any other forms of communication that the Licensing Service could use, in addition to the quarterly newsletter?	LB	<p>Following on from the national raining conference LB attended, based on the conversations had, the quarterly newsletters via an electronic method is the most popular communication used.</p> <p><i>Update from meeting held on 8th January 2026:</i></p> <p>Q MD – Is there a link with the SGC App? A LB – Will consider and provide an update.</p> <p>Following on from the TLG LB checked with IT and at this time, it's not possible to be included on the SGC App.</p>
<p>Concerns raised in relation to taxis and private hire vehicles not being able to use bus lanes within SGlos.</p> <p>AD – Will speak to cabinet member and see if they can do anything about being able to use bus lanes.</p>	AD/ALL	<p>This is an ongoing action.</p> <p><i>Update from meeting held on 8th January 2026:</i></p> <p><i>LB reported:</i></p> <ul style="list-style-type: none"> • <i>Historic reason why Highworth Lane is affected as when it was first introduced due to the location</i> • <i>Considering other options and an ongoing action.</i> <p>Q KH – <i>Depending on what direction you are travelling in along Gipsy Patch Lane, one side indicates authorised vehicles and the other 'not authorised vehicles'?</i></p> <p>A LB – <i>Will investigate and could ask representative to attend a later meeting once investigated.</i></p> <p>Q MD – <i>If a new bus lane is introduced does it default to include taxis/private hire vehicles or is each case considered independently?</i></p> <p>A LB – <i>Will investigate.</i></p>
LB to contact the disability awareness providers to ensure the information provided is consistent and in line with policy.	LB	<p>Ongoing action and currently with the Learning and Partnership Board to review.</p> <p><i>Update from meeting held on 8th January 2026:</i></p> <p>Q SS – <i>Believe that 3 different courses</i></p>

		<p><i>are being run, is that correct?</i></p> <p><i>A LB – The Learning and Partnership Board have received an overview of all courses. They will then review and provide feedback.</i></p> <p><i>Q SS – Have the Certificates been adjusted to be valid for 3 years?</i></p> <p><i>A LB – Yes.</i></p> <p>Ongoing- LB has followed up with learning and partnership board and awaiting a response.</p>
<p>Concerns about the testing system for CSE session as some service users are concerned that people may cheat/put someone else's name on a certificate.</p>	<p>LB</p>	<p>Implementing an online booking system with courses payable in advance.</p> <p><i>Update from meeting held on 8th January 2026:</i></p> <p><i>LB reported:</i></p> <ul style="list-style-type: none"> <i>• Online booking system will be implemented</i> <i>• Costs of missed appointments will be considered at the same time.</i> <p><i>Q SS – Does that mean that our badge renewal costs will decrease?</i></p> <p><i>A LB – All our fees and charges are being considered and then a Consultation will follow.</i></p> <p>LB confirmed from the 1st April 2026, the CSE session has been removed from the licensing fees and charges and services users will need to pay for the session directly to the Councils approved provider.</p>
<p>SS offered to attend the BC safeguarding course.</p>	<p>LB</p>	<p>Ongoing action and waiting for a response from BCC.</p>
<p>Consider introducing an online booking system to ensure a consistent approach for the licensing system and CSE bookings.</p>	<p>LB</p>	<p>Working with colleagues in the IT department on this proposal.</p> <p>Ongoing.</p> <p><i>Update from meeting held on 8th January 2026:</i></p> <p><i>LB reported that this is an ongoing action.</i></p> <p><i>Q KH – When is this system likely to be implemented?</i></p> <p><i>A LB – Currently being tested but hoping to be soon.</i></p> <p><i>Q KH – Can unique reference number default as a Company?</i></p>

		<p><i>A LB – Will ask the question but unlikely. We are using SGC approved contractor for this and aware of other Authorities experiencing similar problems.</i></p> <p>Update: New and renewal applications for vehicle licences and private hire operator licences are now being submitted online. At present, the licensing team is operating across two systems while the transition to fully digital processes is completed. Despite this, processing times have improved, and valid applications are currently being processed within approximately 10 working days. Work is ongoing to bring new and renewal driver applications online, with a target implementation date of the end of May. Following consultation, it has been confirmed that the unique reference number cannot default to a company name, as previously suggested.</p>
<p>Concerns about drivers and the photos on their badges not being the same. Would it be possible to look at whether a licence holder should submit a new photo at every renewal?</p>	<p>LB</p>	<p>Continue to be monitored.</p> <p>LB is currently reviewing the options and how best to implement the suggestion and is an ongoing action.</p> <p><i>Update from meeting held on 8th January 2026:</i></p> <p><i>Q SS –Will it be necessary to pay for badge?</i></p> <p><i>A LB – If just changing photo at renewal then no but if changing photo whilst licence is valid then there would be a charge.</i></p> <p><i>PQ – I see a lot of badges and several don't look like the driver, whereas the UBER App has an up-to-date photo. If SGC are considering reviewing their Badges the Wolverhampton Smart Card system is very good.</i></p> <p>Update- work has started at implementing updating photos at the time of driver renewal being processed.</p>
<p>CCTV/Video recording legislation</p>	<p>PQ/All</p>	<p>PQ to investigate better information for drivers regarding CCTV/video recording legislation.</p> <p>To collect information leaflet regarding the above after the meeting, if required.</p>

		<p>PQ has produced an information sheet to share with service users.</p> <p><i>Update from meeting held on 8th January 2026:</i></p> <p><i>LB reported:</i></p> <ul style="list-style-type: none"> • <i>PQ has produced an information leaflet for distribution.</i> <p><i>Q SS – Is it now necessary to have CCTV and appropriate stickers?</i></p> <p><i>A LB – It is not compulsory to have CCTV but if you have it, it is compulsory to display a sticker which the garage checks for.</i></p> <p><i>PQ – I just check whether cameras are installed safely and located appropriately.</i></p> <p><i>Q SS – Is it compulsory to have no smoking/vaping stickers displayed?</i></p> <p><i>A LB – I will clarify and provide an update</i></p> <p><i>PQ has produced a fact sheet on this subject.</i></p>
<p>Legislation around Hackney carriages not wheelchair assessable and possible VAT exemption.</p>	<p>LB/AD</p>	<p>Ongoing action.</p>
<p>How many Hackney carriages are there currently compared to the change of legislation.</p>	<p>AD</p>	<p><i>Update from meeting held on 8th January 2026:</i></p> <p><i>PQ mentioned:</i></p> <ul style="list-style-type: none"> • <i>There are currently 43 within SGC</i> • <i>540 in Bristol.</i> <p><i>Q NB – Why are the numbers decreasing?</i></p> <p><i>A LB – An historical decision – there was a rolling programme for all new vehicles to be wheelchair accessible. Over the last 5 years numbers have now reduced.</i></p> <p><i>Q NB – I have noticed on SGC website that they are awarding £6000 funding for a new hybrid/electric car?</i></p> <p><i>A LB – I will investigate and provide an update.</i></p> <p><i>Q SSH – SGC should implement a £0 licence fee for electric cars which could</i></p>

		<p><i>be repeated for hackney carriages.</i></p> <p>A LB – This has been raised previously but will consider. SGC do not make a profit from the licence fee as it covers staffing costs.</p> <p><i>Update- information on the £6000 funding was provided in the last taxi newsletter. Additionally, enquiries are ongoing to see if there are any further grants or incentives available.</i></p>
--	--	---