

03 July 2026

Taxi Liaison Group

Location: Bradley Stoke Active Lifestyle Centre, Fiddlers Wood Lane, Bradley Stoke, BS32 9BS

Time: 13:00

Chair: Cllr Alex Doyle

Present

Lily Brine (LB) SGC; Jacob Doleman (JD) SGC; PC Patrick Quinton (PQ); Cllr Alex Doyle (AD) SGC; Iain Fortune (IF) SGC; Kayleigh Morris (KM) SGC; Cllr Mike Drew (MD) SGC; Trade Members SC; CA; CV; AR; LP.

Apologies

1 Welcome and introductions

AD welcomed everyone to the meeting and all introduced themselves.

2 Previous minutes, matters arising – table of action reviewed

LB advised no table of actions had been produced following the meeting on 9 April 2026. Those from 8 January 2026 have been completed.

3 Licensing updates

PC Quinton

PQ begun by providing an update on his recent work:

- Recently attended the Transport Select Committee in London for discussion on what should be included in the new Taxi and Private Hire Vehicle (PHV) Reform Bill.
- Currently paused work on autonomous vehicles following comments made by WECA Mayor.
- Highlighted that some drivers continue to provide false nominations for motoring offences, and that some examples have recently been shared on the Police Update WhatsApp Channel.

Q PQ – Have been speaking with Uber regarding new passenger audio recording feature. What are the thoughts of the trade?

A SC – Would not take passengers who use voice recording; it is for their benefit, not the driver. No consultation or discussion with Uber about the feature either.

A LP – Don't take jobs involving audio recording.

PQ explained that Uber jobs declined on the basis that the audio may be recorded will not be held against the driver. The recording is made and held on the passenger's phone and can only be accessed by Uber if a complaint is made.

Q PQ – It has been a couple of months since the change from WhatsApp groups to channels. How has your experience been?

A SC – I'm happy with how things are working. You support us and provide answers if we have questions.

Licensing team enforcement update

LB outlined that June 2026 had been the busiest month for the team in the past 18 months:

- A total of 322 jobs (including complaints, DBS / medical suspensions; and information sharing agreements) were handled by Officers.
- This demand has had an impact on response times and Licensing Sub-Committee scheduling, with wait times now almost 4 months.
- Drivers who are an immediate public safety risk continue to be dealt with as a priority under delegated authority.
- The team continue to deal with other functions, and are looking to be out and about more, including on joint operations with PQ.

KM then provided an update on the new online applications:

- Online applications have been live since November 2025, with only driver renewal applications yet to be in place; this will begin on 1st August 2026.
- Received over 2500 applications, with a 10-day turnaround time upon submission unless documents are missing.
- Some issues with licence holders uploading documents based upon their phone model – can accommodate licensees and provide a face-to-face meeting where this is the case.
- Working in date order, and managing transition period between seeing new drivers face-to-face, and now only accepting applications online.

Q SC – Risk of accidents for driver is high and it takes too long (up to six weeks) to have a new vehicle licensed.

A LB – If the accident has been reported the process should not take six weeks.

Action: LB / KM to complete

To look at process for licensing a new vehicle following an accident.

Q AR – Have previously lost a vehicle licence as two months didn't allow enough time to change vehicle.

A LB – Need to keep officers updated so they can assess your circumstances on a case-by-case basis. We would only prioritise a change of vehicle where we are aware of a reason to do so.

- Q SC - Must submit documents including insurance to Licensing Authority but can take 2 – 3 weeks to have an appointment with the garage after an accident. Can sometimes have two separate insurance policies for two separate vehicles when awaiting a test.
- A LB – Some licence holders will buy another vehicle and licence both. No extenuating circumstances in that case and no need to have an expedited application process. Each case on its own merits.

- Q AR – Can an email be sent once an application has been submitted to confirm the documents are in order?
- A LB – Not efficient to look at documents when first sent, and then again to issue the licence. Can look at putting example documents on the website.

Action: LB to complete
To investigate publishing example documents on the website.

- Q SC – Drivers are only able to submit an application online once all documents are ready because of mandatory fields.
- A LB – Can look at removing mandatory requirements.

Action: LB to complete
To look at removing mandatory requirements when uploading documents to online application.

Update from Broad Lane Garage

IF summarised the work of the garage in June 2026:

- 552 tests passed, 75 failed, and 25 no shows.
- All slots full until 31st July 2026 but responding to enquiries quickly.
- Have an additional fitness tester in the team and looking to open a second lane on Thursdays to allow for a high capacity.
- Hoping to implement an online booking system.
- If vehicle is being tested following an accident / damage will try and find space.

- Q SC – If a driver is having a problem and waiting weeks for an appointment can they attend the office?
- A IF – Can speak to management at site if needed.

LB suggested that fitness request forms could be amended to have a section to highlight if the vehicle is being tested as a result of an accident or damage. If there are mitigating circumstances the garage can then verify with Licensing and consider requests on a case-by-case basis.

Action: LB to complete
To consider updating fitness request form to specify whether related to damage / accident.

- Q PQ – Previous meeting involved discussions around opening the garage on a Saturday morning.
- A IF – Can't resource based upon cost and staffing. Additional space during the week should help demand.

4 Frequency of TLG meetings, location, time

LB - TLGs are currently being held every three months but are not as well attended as they have been in the past. Can look to hold every four months instead or continue with three months but change time and location.

LP – Fridays are a bad day; Fridays and Saturdays are the only days with any work.

LB – Can trial every four months under constant review and consider hosting drop-in sessions.

All in agreement that TLGs will be trialled every four months, with meetings being held between days of Monday – Thursday when scheduled.

5 Items from the trade

Bus lanes

LB confirmed, following an action outlined in the April TLG, that some bus lanes do not include taxi and private hire vehicles, and that there are plans to have a Traffic Regulation Order (TRO) Officer and a Parking Enforcement Officer attend an upcoming TLG to explain the TRO process.

Q MD – Would driver's satellite navigation be aware of the different TRO restrictions in bus lanes?

A SC – No, can be confusing for drivers knowing where they can and cannot go.

LB outlined that a list of taxis and PHVs is provided to Parking Enforcement, who also confirm they use the GOV.UK's Clean Air Zone tool to identify if a vehicle is a taxi or PHV, and confirmed it is possible for drivers themselves to register for their vehicle to be identified as a taxi or PHV on this system.

PQ – Local authorities do work together to share information about vehicles that can use bus lanes.

LB – Licensing will also be looking to be part of TRO consultations that affect service users in future.

Parkway station

LB raised the number of private hire service users at Parkway Rank and highlighted that it is privately owned and therefore an issue for Parkway Station and not SGC.

AD asked if the issue could be raised and passed to Parkway.

Action: LB to complete

Contact Parkway Station regarding issues with private hire service users and the rank.

6 Any other business

LB confirmed that actions from the previous meeting were still being considered:

- Further details required from the trade regarding the signage they were seeking more information regarding.
- £0 licence fee for hackney carriages is an ongoing action.

- Other matters are undergoing continuous feedback.

7 Proposed date and venue of next meeting

TBC – 3 November 2025 at 10:00 at Bradley Stoke Active Lifestyle Centre.