

9 January 2025

## Taxi Liaison Group

**Location:** Dings Crusaders Rugby Football Club, Shaftesbury Park, Frenchay, Bristol, South Gloucestershire, BS16 1LG

**Chair:** Councillor Alex Doyle (AD) [alex.doyle@southglos.gov.uk](mailto:alex.doyle@southglos.gov.uk)

**Attendees:** Cllr Keith Cranney (KC), Lily Brine (LB) SGC, Mike Worley, Juan Sanzo, Neil Merrick, S B Horton, N Singuarda, L Humida, Florin Tazos, Simeon Heister, Mohammed Hussan, Umar Farooq, Daniel Pop, Mellocshi, Haider Abdul Majid, J Cline (SGC), PC Patrick Quniton (PC), Kayleigh Morris, Sharon Shaw (SS), Kerry Shaw, Tony Lidbury, Shaun Fudge SGC, June Matthews, Ian Gilmour (IG) Broad Lane garage, Cllrs John Bradbury and Chris Davis SGC Licensing sub committee, Zoe Williams (notetaker)

**Apologies:** Cllr Alex Doyle, Cllr Michael Bell, SGC Licensing sub committee

Item	Description	Action
1	Welcome and Introductions	In the absence of the chair KC assumed the chair and welcomed everyone to the meeting and introduced Councillors and SGC staff.
2	Previous minutes, matters arising	<p>The minutes of the previous meeting of 2 October 2024 were confirmed as a true record with the addition of the following apologies which had been omitted:</p> <p>Sharon Shaw, Kerry Shaw and Tony Lidbury</p> <p><b>Action points</b></p> <p><i>West Link crossing zones – WECA forum</i>  <b>Action - carried forward again as no update received from AD</b></p> <p><i>What is a zone? Is the airport in the zone? And how would you know if not?</i>  <b>Action - LB to check and report back</b></p> <p><i>Card payments update</i>            LB explained that this was still ongoing with IT; and LB is making additional enquiries from other teams across the council to put in place as soon possible. LB will update.  <b>Action - carry forward</b></p>

	<p><i>Not all emails are being received?</i>  LB reported that she had checked, and the system was correct, so was not sure why they are not being received.</p> <p>KC noted that this is still used as an excuse by applicants to sub committees. In the policy all drivers have to keep their details up to date with licensing, especially email addresses.</p> <p>LB noted that they send reminders and notices by telephone, email and post, or on occasion have asked PQ to deliver a letter in person. But, the onus is on the licence holder to keep details up to date; if not penalties are issued.</p> <p><b>Actions</b></p> <ul style="list-style-type: none"> <li>• <b>LB to send an email stating when the next meeting will be, asking all to keep their details up to date and remind them of the policy and their obligations</b></li> <li>• <b>PQ to send reminder on his Whatsapp group</b></li> <li>• <b>LB will look to take forward and try to make sure all are up to date, and an update on when the meeting is; a newsletter 2 weeks before the meeting each quarter so all licence holders will be reminded; and ensure the web site is up to date</b></li> </ul> <p><i>Contacting LB</i>  LB asked that all messages are sent to <a href="mailto:licensing@southglos.gov.uk">licensing@southglos.gov.uk</a> as well as <a href="mailto:lily.brine@southglos.gov.uk">lily.brine@southglos.gov.uk</a></p> <p><i>Do you have to keep some spaces open for hackney cars?</i>  IG introduced himself and explained that he had joined SGC in August, with a background in taxis, and has empathy with the trade. Since he started he has increased the access to mechanics, there are now four dedicated to taxi testing. He is supported by Fran.</p> <p>The failure rate on taxis is still quite high, about 30%, and some are quite serious issues.</p> <p><i>Do we really need to bring cars in every 6 months?</i>  IG explained that not everyone does preventative maintenance. We trying to keep you and your drivers safe, and for passengers and other road users.</p> <p>In terms of trying to support more: they are looking at opening on a Saturday morning, 7am appointments, the</p>	<p>LB  PQ  LB</p> <p>All</p>
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	<p>booking system to be improved (but there are IT challenges). Around 3% don't turn up on the day, this is frustrating. It is not perfect yet, but they will strive to be so.</p> <p>Q Are the 3% who don't turn up charged? A We ask them to pay again. If they refuse, they are not allowed to rebook.</p> <p>Q Are the four mechanics taxi testing MOT qualified and dedicated to taxis? A Two are and two are going to be through the qualification by the end of February</p> <p>Q Will Saturdays be additional? All in the meeting would value Saturday as an option. A Yes additional, but I have to make sure I have the resource before I promise.</p> <p>Q Will Saturday bookings be available for the public as well? A Will be primarily for taxis, but needs to be economically viable.</p> <p><i>Toilet facilities</i> There is a temporary toilet available at Broad Lane, this is an ongoing discussion, but we are trying our best.</p> <p><i>First aid training</i> LB explained that this is a lot for the driver, so it didn't go into the policy as a requirement. SGC has introduced mandatory refresher Child exploitation training. This protects the drivers and it is free.</p> <p>From 1 April all new and renewing drivers must have a refresher session of the Child Exploitation (CE), and Disability Awareness (DA) training. This will be a requirement. Some sessions will be piloted to check it is delivering what it needs to. SS volunteered to help with this.</p> <p><b>Action LB to liaise with SS</b></p> <p>Q Do we have to book it? A It will be a link on a letter/email as part of your renewal. CE training is free, DA training is charged at between £35-£48 depending on which company you use from the approved list.</p> <p>Q Is there a provider that will do both at the same time, and be more time efficient?</p>	<p>LB/SS</p>
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		<p>the department, divided down that is the cost even though some take longer than others.</p> <p>Q Will you be able to deal with electric vehicles? A We are currently testing all vehicles including electric ones</p> <p>Q We need to see actions closed, can we have an action plan? <b>Action LB will send an action plan out with the agenda going forward, which can be accepted in the minutes.</b></p>	LB
3	Update from PC Patrick Quinton and Licensing enforcement team	<p><b>PC Quinton's update</b></p> <p>To join PQ's Whatsapp group send your name and badge number to 07469 400832.</p> <p>PQ reported that over the last few months things have definitely improved, the new arrangement with the plates has made a lot of difference. Tyres seem to be a lot better too.</p> <p>Under the 1976 act Private Hire (PH) vehicles have the same restrictions as any member of the public. Over the last 50 years, more and more dispensations have been given, but there are still no more rights than others. But it is recognised as a valuable service, which is why PH vehicles are allowed in some bus lanes. This is very different from Hackney Carriages (HC).</p> <p>Bristol is the real flash point for this; there are all sorts of leeways given to try and help you, so in some ranks if you drop off, although not allowed to park we are trying to help you, but the rules are still there.</p> <p>He is rewriting some of the old information sheets to update following the new policy introduction; on ones on dogs, exemptions and badges. They are just waiting for sign off.</p> <p>Tyres with problems are almost always where drivers have fitted runners which won't have the same performance as brand new. He advised drivers to be careful what they are getting from the garage.</p>	
4	Licensing Team update	<p><b>Licensing Team Enforcement</b></p> <p>LB reported a particularly large number of complaints coming through. The Licensing sub committee is booked up two months in advance at the moment. The team is particularly busy dealing with all this.</p>	

	<p>A large number of drivers are not on the DBS update service. Please check your subscription is up to date and has been paid. The onus is on the licence holder; the policy is clear and if not renewed you will be suspended.</p> <p>We ask to see the DBS as the policy has changed to include additional convictions and we need it by either the paper or a copy.</p> <p>Q When you suspend a driver's badge do you suspend their vehicle?  A We are unable to do that; the vehicle has to be able to be rented out.</p> <p><b>Policy update</b>  The policy was approved in November after the public consultation. Everyone should have been sent a letter advising the main changes that will affect you.</p> <ul style="list-style-type: none"> <li>• The 6 month fitness inspection is now for vehicles over 3 years old</li> <li>• All HC vehicles must be WAV by June 2025.</li> </ul> <p>Q Won't this be a waste of time? Our customer base does not want it?  Q Councillors are not coming to the meetings and hearing what we are saying. For 15 years we have been explaining why WAVS are a bad idea. HC are down from 300 to 60 in 3 years.  Q Most disabled people are aware of their needs and will book a taxi ahead, not rely on the rank.</p> <p>Q Did the council consider the 10,000 signature petition from the general public against this policy?  A That will be a public document recorded somewhere. It was submitted to a council meeting.</p> <p>Q Has the council taken into consideration the amount of compensation we will be asking for the loss of our HC badges? Advised 3 years ago not to renew HC so has lost a lot of money.  A This is a legal issue, not for this meeting, because it was advice.</p> <p>Q We have to bring it to this meeting. We think we are on our own, when it is actually everyone, but we don't know unless we bring it to the meeting.  Q Cllrs are not here again, cannot someone else come? It is so disrespectful, not even an apology. If you don't have an interest, please don't disrespect us. As it</p>	All
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		<p>stands only KC can feed this back, so we are not getting heard. Taxis are declining and will continue to if this goes on.</p> <p><b>Actions</b></p> <ul style="list-style-type: none"> <li>• <b>Cllrs will take this feedback back to the licensing committee</b></li> <li>• <b>LB and SF will look into this and feedback to them.</b></li> </ul>	<p>Cllrs</p> <p>LB/SF</p>
5	Any other business	<p><b>Bristol airport, double red lines, drop off</b></p> <p>The coin machine is too high to reach from the driver's seat. It is set up for mini buses, it is cars that have the problem. Can LB take this to North Somerset?  <b>Action LB will look into it.</b></p> <p><b>Notetaking for these meetings</b></p> <p>ZW agreed to do this going forward</p>	<p>LB</p>
9	Next meeting	<p><b>Wednesday 24 April 2025 at 10:00am</b></p> <p>Bristol &amp; Bath Science Park, Dirac Crescent, Emersons Green, Bristol, BS16 7FR</p>	
		Meeting closed at 12:55	