



		<p>a complaint via an Online Form using SGC's website.</p> <ul style="list-style-type: none"> <li>• By doing it this way, can report on how many complaints are being received. <b>PG to attend quarterly and summarise figures.</b></li> <li>• <b>Will send out link and instructions on how to make a complaint.</b></li> <li>• Toilet should be for general use and there should be a disabled toilet. <b>Need to raise this issue in the New Year.</b></li> <li>• Outsource appointments? 8:30am is usually when people are doing the School run. Only 40% available to do at peak times so losing business.</li> <li>• Equality of work – accept MOT from anywhere. Higher check than a fitness test.</li> <li>• Requirements vary across the different LAs.</li> <li>• Vehicles over 10 years old require 3 tests.</li> <li>• Concerns were raised that thorough checks aren't being done at BL. Will give them the keys to their vehicle and might only be there for 5 minutes. No uniform level of testing. <b>Monitoring of this should be undertaken.</b></li> <li>• Vehicle figure test – not LA's role to monitor this.</li> <li>• BL garage – approved by Committee in policy. Any issues need to be raised with the Service Director (SD) for any future consideration.</li> <li>• Suitable level of service being delivered.</li> <li>• <b>Need to seek answers regarding the consistency issues.</b></li> <li>• Is having only 1 garage doing the fitness tests legal? Need to discuss this with Legal.</li> <li>• Challenge monopoly and making a profit. Not making a profit as any money made goes straight back into Council services.</li> <li>• <b>Ask a manager of the BL garage to attend the next meeting.</b></li> <li>• If something is wrong, there doesn't appear to be a way to appeal or challenge the decision apart from making a formal complaint.</li> <li>• Need to review whether there is a monitoring process to confirm whether the service that's being provided is being</li> </ul>	<p><b>Portaloo has been placed in car park outside Licensing office 1 for service users</b></p> <p><b>AB/SR to speak with Broad Lane Garage management team</b></p> <p><b>SR/AB</b></p> <p><b>SR/Legal</b></p> <p><b>SR</b></p>
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		<p>given. Need to review Council's stance on this.</p> <ul style="list-style-type: none"> <li>• Acknowledgment Forms – help to understand driver's responsibilities.</li> <li>• Need to read and fully understand them.</li> <li>• If don't read the Ts &amp; Cs, it's the driver's responsibility.</li> <li>• Licensing Team are fulfilling their enforcement role.</li> <li>• Next newsletter – make everyone aware of the conditions and the need to update details when addresses change etc.</li> </ul>	
3.	Hackney Carriage and Private Hire licensing enforcement update – (Sep to Dec 2023) and update from PC Patrick Quinton	<ul style="list-style-type: none"> <li>• Parkway Station – no resolution yet on the TRO. No entrance signs. ACOA keep making contact.</li> <li>• Taxi ranks in Bristol – private hire drivers are parking there. Penalty points will follow.</li> <li>• Add information sheets to help drivers know where they can park.</li> <li>• Discussed the difference between a taxi stand and taxi rank.</li> <li>• Issues with the Yate taxi stand – Westlink are using it as a drop off point when private hire drivers are unable to do this. Is this right?</li> <li>• How is PQ's post funded/how much time is spent on this work? Paid to work 40 hours but offset against normal Police work that might arise. Will use other colleagues to help when needed, which will be funded by the offset. Issues with E-scooters are charged as overtime to the force.</li> <li>• Parkway Station – drivers are using the verges and areas around the station as toilet facilities. If facilities aren't available, then contact the Council. If drivers are urinating in public either make a complaint or call the Police.</li> <li>• <b>Would be useful to have a list of toilets that can be used by drivers.</b></li> <li>• Group thanked PQ for the work he's been doing.</li> </ul>	<p>PQ</p> <p><a href="#">Find a public toilet   BETA - South Gloucestershire Council (southglos.gov.uk)</a></p>
4.	Home to school transport update – guidance and enforcement work with the Client	<ul style="list-style-type: none"> <li>• Capacity – enough operators. Meeting the demand at the current time. Don't need to restrict operators at the moment.</li> <li>• Need to have specific private hire licences just for School Transport use.</li> <li>• Back up driver put on if they can't have a regular driver. No consistency over drivers.</li> </ul>	<p>KB to speak with PK in Client</p>

	Transport team	<ul style="list-style-type: none"> <li>• Zippe cars are trying to poach taxi drivers.</li> <li>• Are issued a contract as opposed to tender process. £6/mile. How can they charge more than the tariff?</li> <li>• Every driver on the system can't work for somebody else.</li> <li>• Is the contract suitable/written fully/being fulfilled? <b>Ask ITU for additional details.</b></li> </ul>	Transport team
5.	Licensing Offices – current service demand, and over-the-counter service updates	<ul style="list-style-type: none"> <li>• KM stated the service is busy.</li> <li>• Appointments are available for tomorrow.</li> <li>• Up to date with work.</li> <li>• Have licensed 861 new vehicles and 644 new drivers in 2023.</li> <li>• To renew a licence, you need to include a DBS Certificate as part of the Application procedure.</li> <li>• Vehicle propriety – if renting out private hire cars need to know everything is legitimate.</li> <li>• Licensing the car but need to know about the person as well although this isn't a legal requirement.</li> <li>• At next review will raise this and look at whether the policy needs to be changed.</li> <li>• Confirmed the current wait time for fitness tests is 3 weeks.</li> </ul>	
6.	Vehicle fitness tests – current test wait time at Broad Lane Garage	<ul style="list-style-type: none"> <li>• Discussed the access to getting tests done and the availability of slots at BL garage.</li> <li>• Should SGC use other providers?</li> <li>• BaNES Council can offer tests on the same day they are requested.</li> <li>• Would like to know why they've moved to 6 monthly fitness tests.</li> </ul>	
7.	Revisiting historical items – open item – to be proposed and agreed	<ul style="list-style-type: none"> <li>• Discussed the structure and format of the group.</li> <li>• Council members outnumbered taxi drivers. SR advised they're encouraging people to attend.</li> <li>• Those in attendance represent the drivers.</li> <li>• Uber drivers have requested 1:1 meetings.</li> <li>• Concerns were raised that they weren't emailed regarding the last-minute change in venue for this meeting.</li> <li>• Recent drop in event – 80% of drivers were doing School drop offs at the time proposed.</li> <li>• PQ confirmed surgeries held every Tuesday 10am to 12pm at Sandy Park for BCC drivers, and from 1pm to 2pm at Yate Park &amp; Ride for SGC drivers.</li> <li>• South Glos issuing badges, licences, and</li> </ul>	

		<p>plates efficiently.</p> <ul style="list-style-type: none"> <li>• PQ confirmed requests go straight through to Licensing Officers.</li> <li>• PQ role is supporting drivers.</li> <li>• PQ able to contact Licensing and Technical Support. Not able to do this at BCC.</li> <li>• Will review and consider any suggestions submitted.</li> <li>• Taxi Newsletter – consider including in it the date and venue of the next meeting.</li> <li>• When the licence is issued could include dates of the future meetings with it.</li> <li>• Issues with plates – brackets to fit the plates is put over vehicle reversing system. Not practical. Need to be able to drive through a car wash. If it's ripped off will have to pay for replacement. Unable to fit them when wet as will fall off. Need a warm airtight environment.</li> <li>• Date for fitting – if can't have it done on that date the driver is unemployed for a few days.</li> <li>• Can't get out the car while having plates fitted as can't open doors.</li> <li>• Have discussed a shelter/car port at BL with Property Services (PS)/Service Director (SD) as nowhere undercover to wait when it's raining, limited parking, and unable to fit the plates in bad weather.</li> <li>• Vehicles being driven when unlicensed (because plates can't be fitted) is a safeguarding issue. Are looking at this and have put pressure on Property Services to move things forward. Need to speak to SD and PS to get a resolution.</li> <li>• Issue goes away if able to put own plates on.</li> <li>• Advised that it's currently tricky to get to Yate due to the issues with the bridge and side roads being shut. Aware of the issues with the current site. In contact with Property Services to find an alternative.</li> <li>• Plates – were looking at stickers. Yellow plates aren't as visible to the public. ½ size white front.</li> <li>• Colours of badges – fits within the current policy. Not visible enough.</li> <li>• 2 plate suppliers. Used by Bristol and BaNES.</li> <li>• Plates can cover sensors on electric vehicles so a safety issue.</li> </ul>	<p><b>SR/AB to discuss with Property Services</b></p> <p><b>KB looking to discuss future plate options regionally so there is a national approach</b></p> <p><b>SR</b></p>
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8.	Any other business – open item	<ul style="list-style-type: none"> <li>• Would like the next meeting to be held in the round.</li> <li>• Newsletter will be circulated in the New Year.</li> <li>• There's a perception hindered by Social Media that people should be wary of taxi drivers.</li> <li>• SR has raised the need for reinforcing positive messages around this with the Comms Team. <b>Due to be actioned in the New Year.</b></li> <li>• Following on from this meeting, PG has since sent the following update regarding how to raise a Complaint:  <i>The Council's new complaints software will allow reporting at the level required to identify formally recorded Taxi specific complaints. If the taxi trade wish to raise a complaint they should do so using the Council's online form. This will ensure that all the information is uploaded directly into the system and can be managed accordingly. Information about how to make a complaint is available on the Council's website.</i> </li> </ul> <p><a href="https://www.southgloucestershire.gov.uk/Make-a-complaint/BETA-South-Gloucestershire-Council">Make a complaint   BETA - South Gloucestershire Council (southglos.gov.uk)</a></p>	<p><b>SR/KB raised with Comms team and messages sent out prior to Christmas period</b></p>
9.	Proposed date and venue of next meeting	<ul style="list-style-type: none"> <li>• <i>Wednesday 13<sup>th</sup> March 2024, 10:00am, Dings Crusaders Rugby Football Club, Shaftesbury Park, Frenchay, Bristol, South Gloucestershire, BS16 1LG</i></li> </ul>	<p><b>KB has booked</b></p>