

9 October 2025

Taxi Liaison Group

Location: Bristol and Bath Science Park, Dirac Crescent, Emerson's Green, Bristol.
BS16 7FR

Time: 10am

Chair Cllr Alex Doyle (AD) alex.doyle@southglos.gov.uk

Present

Cllr Alex Doyle (AD), Cllr Keith Cranney (KC), Cllr Michael Bell, (MB), Cllr John Bradbury(KC), Cllr Chris Davies (CD), PC Andy Forbes (AF), PC Patrick Quinton (PQ), Lily Brine (LB) SGC, Kayleigh Morris (KM) SGC, Kerry Harding (KH), Sharon Shaw (SS), Alison Pilkington (AP) SGC

Apologies

Iain Fortune – Broad Lane Garage
Cllr Carol Strange

1 Welcome and introductions

Cllr Alex Doyle (AD) welcomed everyone to the meeting and everyone introduced themselves.

2 Previous minutes, matters arising – Table of action reviewed

The minutes of the previous meeting of 17 July 2025 were agreed as a true record with the following amendment:

- Change 'Is it possible to have the Disability awareness courses amended to run every 2 years in line with the licence? to 'The certificate is valid for 2 years but could the certificate be valid for 3 years in line with the Badge'?

Table of action reviewed

WESTlink crossing zones – WECA forum:

AD asked for further information regarding WESTlink crossing zones:

- SS mentioned that Community Transport was introduced to help vulnerable members of the Community but they are now taking school contracts and unable to fulfil their original obligations.

Q Are Private Hire vehicles being subsidised by SGC for works they carry out on behalf of WECA?

A AD will investigate and provide feedback at next meeting.

What is a zone?

Ongoing.

Are there any other forms of communication that the Licensing Service could use, in addition to the quarterly Newsletter?

LB mentioned:

- Will be attending a National Conference and consider improving a communication mechanisms
- Also links with Privacy Policy which is being updated.

Concerns raised in relation to taxis and private hire vehicles not being about to use bus lanes within SGlos:

AD mentioned:

- Considering Highworth Lane, Patchway – If any concerns regarding other areas, please email me
- Signage needs to match TRO.

Q SS – Could we have more clarity as some signs mention ‘authorised vehicles’/‘taxi’ and unsure what is allowed?

A PQ – Outside of Bristol ‘Taxi’ means Hackney Carriages only. ‘Authorised vehicles’ can include private hire vehicles but dependent upon Council. North Somerset signs are same but also includes 8 seater private hire. Can be very confusing depending upon where you are located. Need to consider TRO. Can provide an explanatory sheet if requested.

Q SS – I was fined recently when driving near Swindon Outlet Centre in an ‘Authorised vehicles’ lane and discovered this only included authorised private hire with exemptions within Swindon.

A PQ – TROs are always clear but unfortunately not aware of this when driving and very confusing.

A AD – To discuss further with LB to consider simplifying.

LB to contact the disability awareness providers to ensure the information provided is consistent and in line with policy:

- KH – Inconsistent as some included strict exam conditions whereas others just an informal chat
- KH – Blue Company, no test at end
- SS – Green Penny – 2 hour learning then 4hr window to book course and therefore needed to allocate 6 hours to attend and not easy to manage.

Q SS – Are delegates still able to remove examination papers?

A LB – All Councils will need to review their training in the future.

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:

Q What does CSE stand for?

A LB – Child sexual exploitation.

Q SS – Cost of CSE course is included in Badge costs?

A LB – Implementing an online booking system and will be necessary to pay in advance which will prevent any liability for others.

SS offered to attend the BCC safeguarding course:

- LB confirmed waiting for response from BCC – Ongoing.

Confirmation around if a Dual Hackney Carriage and Private Hire Driver, driving a Private Hire vehicle needs a licence:

- LB clarified this point – Briefing note will be attached to minutes (Appendix 1)
- All Dual licence holder will also be sent briefing note.

To investigate whether operators still financially contribute towards new approved schemes – CSE and missed fitness inspection – follow up confirmation on this action:

- AD mentioned currently considering making this an up-front cost also.

Q SS – Does that mean the cost of our Badge renewals will be reduced as currently included?

A AD – Fees are reviewed annually and everything will be taken into account.

Concern raised in relation to the information changing on the public website:

- AD – Please let us know if any further concerns.

Q SS – How can we prevent google displaying inaccurate information?

A AD – We have no control over this.

Q KH – Has IT implemented anything to prevent future oversights regarding vehicles over 10 years old?

A LB – Carried out an internal audit to prevent any future oversights and to improve our processes.

Consider introducing an online booking system to ensure a consistent approach for the licensing system and CSE bookings:

Ongoing.

Contact the Broad Lane Garage directly if any suggestions to improve the service:

Ongoing.

An individual service user raised concerns about the information they had previously been given regarding date of medical:

- To be discussed after meeting with individual concerned.

Concerns raised about speed around Gypsy Patch Lane bridge:

- AD mentioned that speeding issues can also be reported via Cllrs.

Concerns about drivers and the photos on their badges not being the same:

- LB confirmed that any issues will be dealt with on a case by case basis and will continue to monitor.

Q Concerned about several people being included on one identification and not ideal to wait for members of the public to report.

A LB – Can consider checking photos on renewal.

A PQ – Photos for Uber drivers are displayed on phones and therefore not necessary

to check Badges. Other areas have same problem and hopeful that situation will be improved in future.

A AF – Out of 54 vehicles checked only one photo didn't match due to facial hair.

Q Would replacement of my photo cost and if so how much?

A LB – There is a cost which I will provide in minutes.

Q Would it be advantageous to make it mandatory to replace photo on renewal?

A AD – To consider this in future.

Q Do delegates attending CSE courses have their Badge checked.

A LB – Yes.

Q SS – How many licensed drivers are there currently?

A LB – Around 3500.

Is there any update regarding the Coalpit Heath/Downend bridge closure?:

Q SS – Do you have a date of when road to Ring Road be open and could a representative attend a future meeting.

A LB unsure of exact date but on track – A Highways repair not SGC.

A AD – Will invite SGC StreetCare to a future meeting.

Q SS – Can Hambrook junction be re-opened?

A AD – Closure was due to air quality and managed by central Government – being reviewed.

Action: AD to complete

AD to discuss WESTlink crossing zones with WECA and provide update at next meeting.

Action: All to complete

Taxis/private hire vehicle use of bus lanes - Please email AD if any further concerns.

Action: All to complete

To contact PQ and obtain explanatory sheet regarding use of bus lanes.

Action: LB to complete

To attach briefing note to minutes regarding legal requirements for dual licensed drivers.

Action: All to complete

Please report any inaccurate information on public website, if applicable.

Action: All to complete

Please contact Broad Lane Garage directly with any suggestions for improvement.

Action: KM to complete

To discuss issue regarding date of medical with individual after meeting.

Action: All to complete

To report any speeding issues via link provided or by contacting Cllr.

Action: LB to complete
To investigate cost of Badge renewal and provide in minutes.

Action: AD to complete
Invite SGC StreetCare to future meeting.

3 Licensing updates:

(a) PQ update

PQ reported:

- Proposal for Park Street for taxi's only currently on hold
- Been considering number of 999/101 calls:
 - Amount of vulnerable/missing persons extremely high
 - Discovered that drivers are more likely to be victims of crime and whether could have been prevented/dealt with effectively
 - Set up Protect & Prevent Group to investigate and will provide feedback
- Figures for September:
 - Stopped and checked 46 vehicles (not include any during special operations)
 - 7 tickets issued
 - 4 suspended incidents – e.g. Asked to rectify and return to prove or ticket sent)
 - 1 prosecution file
 - 1 common law police disclosure – so serious licence needs to be immediately revoked in whole Avon & Somerset area
 - 13 disclosures to LAs
 - 4 vehicle licences suspended
 - 8 impairment tests – eye sight
 - 14 officers helped with their crimes involving taxis
 - 62 requests received via WhatsApp
 - Some letters distributed to drivers parking on taxi ranks
 - Suspending vehicle licences – Missing wheelnuts – Please check vehicles.

Q SS – How long has those drivers prosecuted for serious offences been driving as when discussed previously, included new taxi drivers?

A PQ – Unaware as could be out of area.

Q MB – Who is liable should a wheel fall off of vehicle?

A PA – Dependant on circumstances but if related works recently carried out at garage, it would be garage as well as driver.

Q What is current figure of compliant drivers?

A PQ – Not available as cover such a large area and not required. Tend to be quite good within SGC area and tends to be minor issues.

Q Why don't we use stickers for vehicles as current plates causes damage?

A PQ – Being considered nationally.

Q Stickers are recommended if CCTV camera, how many are required and where?

A PQ – Stickers supplied with Dash Cams are not suitable as doesn't contain details of data controller. This isn't currently checked although it is mandatory if voice recording. CCTV footage can be considered regardless of registration. Please pick up information leaflet if require further clarification.

Q Would like some clarification regarding no smoking/vaping legislation and stickers.

A PQ – To consider and provide update at future meeting.

(b) Licensing team enforcement update

LB reported:

- Team has been very busy
- Licensing sub committees booked until middle January 2026, however any urgent cases are considered on a case by case basis
- Receiving approximately 350 compliance/enforcement issues
- Technical support team busy – Currently working on project to ensure SGC processes are up to date and effective
- Now one team with technical support/licensing – Training/development/consistency within team will be improved
- Broad Lane Garage:
 - 508 fitness inspection tests
 - 118 failed (23%)
 - 23 no show appointments (charged)
 - Please ensure vehicles are checked prior to visiting garage.

Q SS – Do failed vehicles need to rebook?

A LB – Yes.

Q Are the failures serious?

A LB – We are informed of any failures and if affect public safety, stop notices are issued which obviously increases workload.

Q When will we be informed of any licensing suspensions?

A LB – Our Privacy Policy has been updated and we are now legally able to provide private hire companies information on badge number of any suspended drivers. All operators will be informed via email but we don't have accurate email addresses for all. Privacy Policy will be broken down and therefore able to inform only relevant parties of any future changes.

Q SS – Will suspension information be displayed on vehicles too?

A LB – It will not be displayed on vehicles however we aim to notify private hire operators, in

Q SS – Who will be liable for prosecution should a driver continue to operate on a revoked licence?

A LB – Currently the driver could be prosecuted but once all operators are notified, both driver and operator may be prosecuted.

Q MB – How often are DBS certificates not renewed when they should be and who is liable in these circumstances?

A LB – Licence holder needs to sign-up to DBS update service and responsibility of driver to renew this. Will consider individual case after meeting.

Q SS – Are you not able to check whether drivers have up-to-date DBS?

A LB – This is currently checked on a fortnightly basis.

(c) Current service demand and process updates

KM reported:

- Carried out approx. 50 appointments which is very high

- Currently a 3 week wait for any appointments
- Planning to go live on 1st November for online forms – phased approach, starting with new vehicles/new operator licences.

Action: PQ to complete

To provide feedback of Protect & Prevent Group at next meeting.

Action: All to complete

Please check wheelnuts are all in place on vehicles.

Action: All to complete

To obtain information leaflet regarding CCTV/voice recording legislation if required.

Action: PQ to complete

To provide better information to drivers regarding use of CCTV/voice recording.

Action: PQ to complete

To investigate with garage turning people away and to clarify no smoking/vaping legislation to provide update at next meeting.

Action: LB to complete

To discuss individual case with MB regarding update of DBS certificate after meeting.

4 Items for the trade

No issues raised.

5 Any other business

(a) Hackney carriages not wheelchair assessable

Q Is it possible to relax legislation regarding above i.e. a vehicle of 7 years with 10,000 miles cannot possibly be deemed as unsafe?

A LB will be discussing recent legislation at Regulatory Committee in January, consider concerns raised and provide update at next meeting.

Q SS – Motability vehicles do very little mileage generally but are also deemed unsuitable. We are not entitled to any subsidies as our area considered rural compared with Bristol for example. VAT exemption would also be advantageous. All disabilities should be considered not just physical.

A AD – Will discuss at future full Council meeting.

Q KH – Could you please confirm number of Hackney carriages presently and number prior to change in legislation.

A AD – Will do.

(b) Traffic lights

Q SS – Concern was raised regarding number of temporary traffic lights in the area/signs indicating works being completed but not able to visually see evidence of this. We are letting our customers down due to travelling times and can't charge extra for detours despite extra overheads for us.

A AD – Lots of construction activities happen without people and will be advantageous to invite SGC StreetCare to future meeting. Our infrastructure is in need of improvement and intend to minimise obstruction but communication can be

improved.

Q Why are road repairs taking so long to complete?

A AD – We have a mix of shorter works and bigger infrastructure repairs and perhaps communication could be improved to be more effective.

(c) Driving licence renewal

Q SS – One of our driver's driving licence needs to be renewed in 6 months' time but has had several emails from Continuem regarding – unable to renew until 3 months prior to expiry?

A LB – Continuem carry out DVLA checks on behalf of SGC. It is necessary for drivers to renew consent for this check to be carried out and is separate to licence renewal.

(d) Badge renewal

Q SS – I will be on holiday when my Badge renewal is due and therefore can my daughter renew on my behalf or can I do it before I go away.

A LB – To discuss after the meeting.

(e) Support for vulnerable customers

Q KC – Anxious, vulnerable people access cabs often, is it possible to provide support for these customers if concerned to prevent a possible death?

A LB – This is covered on our Learning & Suitability training module for new drivers.

A SS – There are so many expectations but we are doing our best and aren't experts.

Q KC – Is there a number that drivers can use to alert police if an issue?

A PQ – Will investigate.

(f) Working in the area

Q MB – Should we only allow people living in area to work in area similar to Bristol?

A This would be of no benefit.

(g) Safeguarding

Q Need consistency of stickers displaying operator's details as safeguarding issue.

Action: AD to complete

To consider VAT exemption and funding for disabled vehicles within SGC at full Council meeting in line with other authorities.

Action: AD to complete

To provide number of Hackney carriages currently and prior to legislative changes at next meeting.

Action: AD to complete

Invite SGC StreetCare to future meeting and to discuss to improve communication.

Action: LB to complete

To discuss Badge renewal with SS after the meeting.

Action: PQ to complete

To investigate if there is a number to alert police if an issue and report findings.

6 Proposed date and venue of next meeting

Thursday 8 January 2026.

Meeting closed at 12.13pm

Appendix 1

Dual Hackney Carriage/Private Hire Driver and Licencing Requirements

Explanation regarding Dual licensed drivers and legal requirements for accepting jobs
A Dual licensed driver (i.e. someone licensed to drive both Hackney Carriage and Private Hire vehicles) must operate under the correct legal framework depending on the type of vehicle they are driving at any given time.

What does this mean for you

When Driving a Hackney Carriage vehicle (Taxi):

- The driver can accept bookings directly from the public, including street hails and ranks within South Gloucestershire area.
- This is because Hackney Carriages are licensed to ply for hire, and the vehicle itself is covered under that licensing framework.
- In this scenario, the driver is operating under Hackney Carriage vehicle licensing conditions.

When Driving a Private Hire Vehicle:

- The driver cannot accept bookings directly from the public, whether by street hail, rank, or direct approach.
- Instead, three licences must be in place and correctly aligned:
 - A Private Hire Driver's Licence
 - A Private Hire Vehicle Licence
 - A Private Hire Operator's Licence
- All bookings must go through a licensed Private Hire Operator. The Private Hire Operator is responsible for accepting the booking and assigning it to a properly licensed driver and vehicle.
- This requirement exists to maintain public safety, traceability, and regulatory compliance.

Key Point for Enforcement and Compliance:

Even if the driver holds both hackney and private hire licenses, they are bound by the rules of the vehicle they are driving at the time. Driving a private hire vehicle while accepting bookings directly from the public is unlawful and could result in enforcement action, as it breaches the conditions of the private hire licensing regime.