

Taxi Liaison Group

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Location: **Yate Outdoor Sports Complex (YOSC), Broad Lane, Yate, South Gloucestershire, BS37 7LB**

Chair: **Councillor Paul Hughes**

Attendees: **Councillor Tony Davis (TD), Kevin Barley (KB), Paula Gillett (PG), members of the South Gloucestershire Hackney Carriage and Private Hire Service (S Bhurton, P Qwczary, S Demetriou, M Elbashir, O Abdauatie, B S Heer, T Lidbury, N Saboon)**

Apologies: **Councillor Kim Scudamore (KS), Kayleigh Morris (KM), PC Patrick Quinton (PQ), S Shaw (SS), M Worley (MW)**

Item	Description		Action
1	Welcome and Apologies	<ul style="list-style-type: none"> PH welcomed everyone to the meeting and introduced Councillors and SGC staff, members of HC & PH Service introduced themselves 	
2.	Previous minutes, matters arising	<ul style="list-style-type: none"> <i>Minute taker for meetings</i> – initial question has been asked by KB to BSECS. PG oversees team so can clarify if resource available. <i>Driver badge identification production</i> – followed up by PH and Cllr Burton, ITD have resolved. <i>Return of expired plates and badges</i> – reminder that all plates and badges to be returned in designated bin outside licensing office 1. <i>Office hours – January 2023</i> – clarification that the licensing offices will be operating Monday to Friday, council office hours. <i>Broad Lane testing:</i> TL – concern about policy implementation letter, additional cost/time, letters not arriving, postal services issues. KB clarified that copies 	

		<p>of letters recorded on licensing system, agree looking at more effective ways of communicating to service users, SMS.</p> <p>SB – New cars, why are they penalised? KB clarified that the law requires HCVs to have MOT after one year, PHVs it is three years, in policy. Vehicle fitness test is not mechanical, six monthly for all vehicles in policy.</p> <p>BSH – Taxis are tested on ranks, streets, city and even motorway.</p>	
3.	Hackney Carriage and Private Hire licensing enforcement update – surgeries and compliance checks update from PC Patrick Quinton	<ul style="list-style-type: none"> KB clarified that PQ is currently undertaking charity work, PCSO Paul Caines is covering duties and therefore to send messages on WhatsApp, or can contact PC at paul.caines@avonandsomerset.police.uk 	
4.	Home to school transport update – guidance and enforcement work with the Client Transport team (formerly ITU)	<ul style="list-style-type: none"> Client Transport reiterate new DPS framework is open for applications. The DPS can be found on Procontract(Supplying the Southwest), SGC Passenger Transport DPS 2022 (due-north.com). 	
5.	Licensing Office - current service demand, service staff resource update, and over-the-counter service updates.	<ul style="list-style-type: none"> Office open to public 5 days a week, but other licensing functions applications/queries must also be met. Contact Centre staff may be giving incorrect advice, and putting calls through to the Technical Support team. PG to follow up with CC management team. Return of plates and badges – must all be returned and will then be logged. Driver badge production – issues with supplies of materials, and delivery issues, TS staff are now printing off backlog of driver badges. 	PG
6.	Broad Lane Garage	<ul style="list-style-type: none"> Concerns raised about consistency of assessors, any issues/evidence to be 	

		<p>sent to KB who will raise with garage management team at regular reviews.</p> <ul style="list-style-type: none"> • Six monthly testing – pass/fail rate review, KB agreed that the present testing system requires all vehicles to be inspected twice a year, even new vehicles. The committee have agreed this policy in enhancing public safety standards, the testing data throughout the year will be logged and a more risk based system considered, targeting of non-compliant vehicles/operators. 	KB
7.	New driver learning and suitability assessment package	<ul style="list-style-type: none"> • KB stated that the pass rate for the previous 3 months was 84%, a slight improvement on previous months. The target remains for all candidates to pass the assessment having carried out pre-learning beforehand, reiterated at pre-assessment sessions. 	
8.	Regulatory Committee – January meeting (12 th January, 10.30am, KCC)	<ul style="list-style-type: none"> • Fees and charges, KB reiterated the fee setting process and possible increase as more staff resource required, finalising the committee report with finance colleagues. • Table of Tariffs and Fares, KB stated that proposed increase will be similar to previous year of 8.5%, again to be finalised from methodology figures. 	
9.	WAV policy requirement	<ul style="list-style-type: none"> • KB confirmed that PH and KB had spoken with Legal Services. • NS stated that he has existing finance commitments on current vehicle. • SB argued that if HCVs disappear then GWR will likely go to a PHO(s) to provide collection services as a revenue stream. • SB asking for time but will need evidence of commitments to buy WAVs. • TL stated that he doesn't think the council have taken all previous responses into account, cost of vehicles is now at a market high, feels he has been forced to go from Dual to PH. • BSH stated that he had bought vehicle in 2021 and couldn't use it for a year. • KB clarified policies will cross, depending on when a licence application is submitted, that policy and licence conditions apply. • KB stated that evidence of whether HCV licence holders have already committed to purchasing WAVs would be useful, the 	ALL/KB

		policy is to be implemented on 1 st April 2023 with two committee meetings before April, a final update for the committee.	
10.	Any other business	<ul style="list-style-type: none"> • Raised by SS, MW reaffirmed that licensing offices waiting area is poor, service users waiting outside, appointment times given but only single service user seen at one time for privacy. If only collecting plates still have to wait. KB confirmed that agreement with SGC Property Services to install service hatches for office reception areas to try and meet all service demand, and improve wating area, develop undercover facility. • Raised by SS, apparent aggression and/or abuse towards staff – KB reiterated that service staff fully aware to record this, actions can then be taken and can refer to a LSC to consider fit and proper if appropriate and proportionate. 	
11.	Next meeting	<ul style="list-style-type: none"> • <i>Wednesday 22nd March 2023, 10:15am, Yate Outdoor Sports Complex (YOSC), Broad Lane, Yate, South Gloucestershire, BS37 7LB</i> 	KB to book