

**Table of actions from July 2025**

<b>Action</b>	<b>Who the action is set for</b>	<b>Update on the action</b>
West Link crossing zones – WECA forum	AD	AD following up with WECA
What is a zone? Is the airport in the zone? And how would you know if not?	LB to check and report back	Still an ongoing action and waiting for a response
Are there any other forms of communication that the Licensing Service could use, in addition to the quarterly newsletter	LB	Currently ongoing and bench marking against other authorities. Having spoke to a number of other local authorities, they use similar communication system as South Gloucestershire.
Concerns raised in relation to taxis and private hire vehicles not being about to use bus lanes within South Gloucestershire AD- will speak to cabinet member and see if they can do anything about being able to use bus lanes	AD	Ongoing action
LB to contact the disability awareness providers to ensure the information provided is consistent and inline with policy	LB	LB attended the learning and disability partnership board in September to review the content of the approved providers- the board suggested included lived experience in each course- this has been fed back to the course providers and at the time of writing the table of actions, was still on going.
Concerns about the testing system for CSE session, as some service users are concerned that people may cheat, put someone else name on a certificate	LB	LB confirmed with the CSE provider that they would put the name on the certificate moving forwards. Also confirmed that the test at the end is not a formal test. It's ensuring that the service users that have attended under the consent on the session- if there is any concern that they don't, then they are spoken to on a one on one basis.
Home school runs	LB, carried forward	

LB to confirm with the disability providers- their current wait times	LB	LB confirmed that the current wait times are approximately 1 week with 1 provider and 3 weeks with the other 2 providers
Concerns were raised that one disability awareness provider was stating that the certificate are valid for 2 years	LB/ KM	LB confirmed that all disability awareness certificates should now state- valid for 3 years.
SS offered to attend the BCC safeguarding course	LB	Ongoing action and waiting for a response from BCC
Concerns were raised in relation to Lockleaze to Cheswick and the bus gate from Cribbs Causeway to Charlton Road	LB	LB confirmed that she'd spoken to the relevant Council team and there is no plans to review the bus lanes.
Confirmation around if a Dual Hackney Carriage and Private Hire Driver, driving a Private Hire vehicle needs a licence?	LB	LB has contacted the Councils legal team for confirmation
To investigate whether still contribute financially when new schemes approved- CSE and missed fitness inspection- follow up confirmation sort on this action	LB	LB confirmed that all licence holder have been contributing to the CSE refresher sessions but not the missed fitness inspections, as these are costed directly back to the service user.
To investigate concerns involving expiration of licences and meet a resolution.	LB	LB investigated this requested and resolved with the service user.
Inconsistencies with Licensing Sub Committee reports- need to ensure that information is the same regardless of the case officer	LB	LB to review the reports and ensure consistency across the licensing officers.
Concern raised in relation to the information changing on the public website.	LB	LB was provided with the screenshots that were discussed during the meeting. On reviewing these images the information was not on a South Gloucestershire page and was a google AI overview, which the Licensing Authority have no control over.
Can the Taxi Liaison meeting be held hybrid	LB	The only way to facilitate this request would be through a laptop, in the room- which will affect sound quality- LB doesn't this is a possible option now.

Consider introducing an online booking system to ensure a consistent approach, for the licensing system and CSE bookings	LB	LB is working to colleagues in the IT department on this proposal- ongoing.
Open action for all- contact the Broad Lane garage directly, if you have any suggestions to improve the service.	IF/ ALL	Ongoing
An individual service user, raised concerns about the information they had previously been given about the date of their medical	KM/ LB	KM confirmed that the service users record had been reviewed and they'd been updated accordingly.
Concerns raised about the speed around Gypsy Patch Lane bridge- to share a link on how to report these concerns online	PQ	<a href="#">Community SpeedWatch   Avon and Somerset Police</a>
Concerns about drivers and the photos on their badges not being the same- would it be possible to look at a licence holder submitting a new photo at every renew	LB	LB reviewed the number of complaints and concerns raised in relation to this in the last 6 months and to date, a low number have been received. The licensing service will continue to monitor this
Is there any update regarding the Coalpit Heath/ Downend bridge closure	AD	LB confirmed the bridge replacement works are on track to be completed in Spring 2026, there will continue to be congestion as a result on the surrounding road network.