

2 October 2024

Taxi Liaison Group

www.southglos.gov.uk

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

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

Attendees: Councillor Keith Cranney (KC), Juan Sanzo, Neil Merrick, B Horton, N Singazda, L Humida, Florin Tazos, Simeon Heister, Mohammed Hassan, Umar Farooq, Daniel Pop, M Ellocshi, Haides Abdul Majid, O Ackerd, S Beresford, J Clare, Lily Brine (LB)

Apologies: Councillor Alex Doyle, Tony Lidbury

Item	Description		Action
1	Welcome and Apologies	As the Chair was not present, Cllr Keith Cranney assumed the chair and welcomed everyone to the meeting	
2	Previous minutes, matters arising and table of actions	<p>The minutes of the previous meeting of 10 July 2024 were confirmed as a true record</p> <p>Action points <i>West Link cross zones – WECA forum</i> Action Carry forward, no update received from AD</p> <p>Q - WECA is using PH cars, who is paying? Does it mean that council money is being used to put taxi drivers out of business? A - LB explained that this is a WECA initiative</p> <p>Q - What is a zone? Is the airport in the zone? And how would you know if not? Action LB to check and report back</p> <p><i>Card payments update</i> LB explained that this was still ongoing with IT; as soon as the software is in place she will update. Action Carry forward</p> <p><i>Newsletters to be available in the office</i> LB confirmed that this had been done.</p>	<p>AD</p> <p>LB</p> <p>LB</p>

		<p>Q - Not all emails are being received? Action LB to investigate</p> <p><i>Licensing Officer recruitment update</i> LB confirmed that two officers had been recruited; currently recruiting for assistants. When this is done the waiting list will hopefully be reduced.</p> <p><i>Need for driver first aid training</i> LB confirmed that this had been fed back and advised this be added to consultation responses.</p> <p><i>Broad Lane Garage capacity</i> LB confirmed that appointments are now available in the next two weeks</p> <p>Q - Do you have to keep some spaces open for hackney cars? Action LB to check</p> <p>Q - Appointments are available but if I have an accident today, I can't get a fitness test for the replacement car. Admin will not give an appointment? Q - 3 months ahead make an appointment? How many have missed because an email appointment was lost? Action LB to speak to the garage about this and communication in general</p> <p>Q - the 6 month test is unnecessary, a huge expense to owners. It takes a maximum of seven minutes but is charged at the same cost as the annual test which takes an hour and a half. Please either reduce the charge, or scrap the test. Are we operating the same as Bristol? A - this policy is up for review, LB urged everyone to comment on the proposals and existing policy.</p> <p>All points raised by the trade will be in the document put to Cllrs and publicly available.</p> <p><i>WAVs</i> Q - Is the policy suspended while in consultation? Why are they making the same mistake again? A – LB is aware of the ongoing concern and investigating. Will report back the outcome. This is all part of what will go to the committee. all are welcome to attend and raise questions.</p>	<p>LB</p> <p>LB</p> <p>LB</p>
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		<p>A - KC clarified that this is not cut and dried yet. The council is trying to be fair, which is why it has been delayed.</p> <p>Q - How many hackneys were there before the WAV policy? A – There were 300, now there are about 60.</p> <p>Q – Why are over 10 year old vehicles on the road? A - You can apply for an exemption if it has been adapted and does a schools transport, each is considered on its own merit. A lot of requests are refused. There are officers in place to take queries</p> <p>Q - Consultation? Are all drivers able to engage? A – Yes. If there is a technology issue, copies are available in libraries and One Stop Shops, or from the office. It is all on the website, please pass the word around. Your feedback will make the change</p> <p>Q - How many at the meeting received the newsletter? A – only about 3, we need your information on file. If you have not given your email to the department please do.</p> <p>Q - No reminders received for the six month test? Is it our responsibility to know when it is? A – We send reminders out by post and email, we don't have to, but we choose to.</p> <p><i>Meeting reminders not received</i> LB confirmed that there was a delay this time in sending the newsletter. However these have been programmed in moving forwards and will be sent out in the newsletter and via Mailchimp, a couple of weeks in advance</p> <p>Q – Let us have a input into what is on the agenda. Action LB to investigate</p>	LB
3	Hackney Carriage and Private Hire licensing enforcement update (July to October 2024) – update from	<p>PC Quinton's update</p> <p>To join PQ's Whatsapp group send your name and badge number to 07469 400832.</p> <p>Q –Wolverhampton drivers are operating here? A – The vast majority are working here legally, but they are not untouchable and in fact get checked more often.</p>	

<p>PC Patrick Quinton and Licensing enforcement team</p>	<p><i>PQ reported:</i></p> <ul style="list-style-type: none"> • Trying to arrange a meeting for female drivers with LB and Katie from Bristol Women’s Voice. All have been encouraged to attend • Investigating 24 crimes at the moment • Despite being on leave last month stopped and checked 44 vehicles • 6 notifications were sent to SGC and BCC about drivers of concern • Drivers nominating others as driving their cars for offences. This is still happening, there are about 35 in the system being checked. If you know or hear of anyone falsely nominating someone else as driving, please encourage them to talk to PQ • Cameras on bus lanes on A38 to airport. In N Somerset PH may not be allowed in bus lanes. if problems start please tell PQ straight away • PH please don’t park on ranks <p>Q - We have nowhere safe to park if we don’t? A – PQ explained he is always asking BCC to take PH into account, he is doing his best but it is down to the council. Not so much a problem if just picking up, but if you are waiting it is an issue.</p> <p>Q - What is happening with enforcement of the red lines leading out to the airport? A - There will be ongoing works out there, messages will be going out to drivers soon on PQ’s Whatsapp group.</p> <p>PQ attended the meeting about the consultation changes at BCC, they are completely ignoring this and there will be nowhere for PH and HC to park. He urged drivers to attend the next meeting.</p> <p>Q – Can we get the operators to this meeting? A - We could request it, but will be up to them if they choose to attend. But this is not really the forum for drivers to air grievances with operators. Action LB to invite them.</p> <p>Q – Could the group be renamed Taxi and Private Hire Liaison Group (to attract both types of driver), or could the two be separated and have separate meetings?</p>	<p>LB</p>
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		<p><i>Licensing Team Enforcement</i> LB reported</p> <ul style="list-style-type: none"> We are referring 8 to 12 drivers to the licensing sub committee each month. For complaints from public, equalities, driving endorsements, criminal convictions etc; each has to be investigated <p>PQ advised when using mobile phones be careful not to play videos of music as it is an offence. He has a fact sheet for more information.</p>	
4	Home to school transport update	<p>No update received Action LB to chase for next meeting</p>	LB
5	Licensing Office -	<p><i>Current service demand, and over-the-counter service updates</i></p> <p>Appointments are now available for two weeks with capacity for urgent vehicle replacements.</p> <p>Request appointments by email (one email is enough), taxis@southglos.gov.uk</p> <p><i>Current test wait time at Broad Lane garage</i> LB reported that this is about 2 weeks</p>	
6	Policy development	<p><i>Regulatory Committee meeting (14/11/24) – public consultation responses</i></p> <p>LB reported that the whole policy is out for consultation, you can respond to the proposed changes, but also anything in the existing policy, even if it has not been highlighted it as a potential change. Suggestions were made by the trade members who had attended such as:</p> <ul style="list-style-type: none"> removing the 10 years limit plates on the front of cars position of the badge in relation to parking sensors (this had been successfully resolved) stickers instead of plates the policy needs statements, not one liners that are open to your interpretation can you not codesign with the drivers? <p>Q - A working group should be set up to consider the constitution before it is introduced. A – This is a good suggestion to take forward</p>	

		<p>Action LB will discuss with regulatory committee, about taking this forward for the next review</p> <p>LB noted that policy can reviewed more often than 3 years if there is a need; there are already more responses to this review than last time.</p> <p>Q - We have been talking about these issues for 20 years, there is no point talking if the committee does not listen? A - LB reiterated that all these observations need to be added into consultation responses.</p>	LB
7	Any other business	<p>Future TLG meeting format</p> <p>There was a discussion about how this meeting should look going forward. Points raised included:</p> <ul style="list-style-type: none"> • This meeting is clearly not working especially for PH drivers. Should there be a different format? • Other council areas operate them differently • The group should discuss if the format is working and if it should change • This meeting has been the best attended and most engaged in years • PH and HC should have separate meetings • PH and HC should not have separate meetings • If a query is raised that cannot be resolved, tell us why • The expectation of the meeting needs to be clearly defined • Could this be part of the operator's licence? But would mean the smaller operators would have to attend and might lose work. <p>KC proposed a working to group to look into this, benchmark neighbouring authorities, and speak to PQ</p> <p>Actions LB to benchmark against neighbouring authorities forum/ working group to review options further LB to ask for any questions in advance of the next meeting</p> <p>Q - Drivers working here but licenced in different areas don't always need a 6 month MOT?</p>	<p>LB</p> <p>LB</p>

		<p>Q - How many vehicles presenting for a 6 month check fail? Action LB to provide figures to the next meeting</p> <p>Q - How can a check be sufficient in 7 minutes? We feel we are being ripped off. We pay the price as the garage then has longer waiting times. Can you bring back spot checks? You already have that, joint agency checks etc, or call in a random sample? Can SGC confirm what we should be getting for our money?</p> <p>Q - Could someone from the garage come and talk to those issues?</p> <p>Q – You could have the fitness test 6 months after the MOT, and if you have a new car, to activate the MOT? Action LB to investigate</p> <p>Q – How can we get drivers and operators in the same room? Operators have reduced fares by 50%, so drivers’ income is reduced by 50%. Even HC are suffering from this, there is no fair competition.</p> <p>Q - Does Uber have a deal with SGC because they tell drivers they have?</p> <p>Q - Please arrange a meeting in the next month for PH drivers and operators?</p> <p>A - All operators have to abide by the same rules and same criteria. Action LB to request operators to come to the next meeting</p> <p>PQ noted that fares at night are being offered so low that drivers won’t take them. He is interested in the knock-on effect. Action contact PQ if you have any information</p> <p>Q - Why don’t you let HC do Uber, then you may get more HC badges coming along? To be PH in SG I have to have an address in SG. Why does this not apply to Uber? Action LB to look at the Uber policy and report back.</p> <p>Q - Do you have to turn on your meter outside of council boundaries? A - PQ clarified, that you don’t have to but it is recommended</p> <p>Q - Venue needs consideration, too noisy, attendees need to be in a circle</p>	<p>LB</p> <p>LB</p> <p>LB</p> <p>All</p> <p>LB</p>
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		Action LB to investigate	LB
		Meeting closed at 12:50pm	
8	Next meeting	Thursday 9 January 2025 10:00 to 12 noon Dings Crusaders Rugby Football Club, Shaftesbury Park, Frenchay, Bristol, South Gloucestershire, BS16 1LG	