

Table of actions from July 2026

Action	Who the action is set for	Update on the action
WESTlink crossing zones – WECA forum	AD	Following up with WECA; awaiting a response from WECA.
Concerns raised in relation to taxis and private hire vehicles not being able to use bus lanes within SGlos.	AD / ALL	This is an ongoing action. <i>Update from meeting held on 3rd July 2026:</i> <i>LB confirmed:</i> - Some bus lanes do not include taxi and private hire vehicles. - A Traffic Regulation Order (TRO) Officer and a Parking enforcement Officer will be invited to an upcoming TLG to explain the process. - Licensing will be looking to be part of the TRO consultation process in the future.
LB to contact the disability awareness providers to ensure the information provided is consistent and in line with policy.	LB	Ongoing action and currently with the Learning and Partnership Board to review. LB is awaiting a response.
SS offered to attend the BC safeguarding course.	LB	Ongoing action and waiting for a response from BCC.
Consider introducing an online booking system to ensure a consistent approach for the licensing system and CSE bookings.	LB / KM	Ongoing action and working with colleagues in the IT department on this proposal. <i>Update from meeting held on 3rd July 2026:</i> <i>KM and LB confirmed:</i> - Online applications now live for all taxi and private hire licences bar driver renewals, which will be live on 1st August 2026. - Working in date order, and continuing transition between two systems and providing support to service users where needed. - Some issues with applicants uploading documents and submitting application based upon their phone model and / or mandatory fields.

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		<i>LB / KM to investigate publishing example documents on the website for inclusion with submissions.</i> <i>LB / KM to investigate removing mandatory requirements when uploading documents to the online application.</i>
Concerns about drivers and the photos on their badges not being the same. Would it be possible to look at whether a licence holder should submit a new photo at every renewal?	LB	Ongoing action and continuing to be monitored. LB is currently reviewing the options and how best to implement the suggestion to update photos at time of driver renewal being processed.
CCTV/Video recording legislation	PQ / ALL	PQ to investigate better information for drivers regarding CCTV / video recording legislation. To collect information leaflet regarding the above after the meeting, if required. PQ has produced an information sheet to share with service users. <i>Update from meeting held on 3rd July 2026:</i> <i>PQ raised Uber's new feature to record audio, and explained that the recording is made and held on the passenger's phone. It can only be accessed by Uber if a complaint is made, and licence holders who refuse jobs on the basis of the passengers having audio recording enable will not be prejudiced.</i>
Legislation around Hackney carriages not wheelchair assessable and possible VAT exemption.	LB / AD	Ongoing action.
How many Hackney carriages are there currently compared to the change of legislation.	LB	Ongoing action to see if there are further grants or incentives available for a reduced licensing fee.
Process for licensing a new vehicle following an accident.	LB / KM	To investigate and provide an update at the next meeting.

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Updating fitness form to specify whether inspection is related to damage / accident.	LB	To investigate and provide an update at the next meeting.
Contacting Parkway Station concerning issues with private hire service users and the rank.	LB	To investigate and provide an update at the next meeting.