

Minutes

22 March 2023

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), Councillor Kim Scudamore (KS), Kayleigh Morris (KM), Paula Gillett (PG), Emma Pain (EP), Andrew Forbes (AB) members of the South Gloucestershire Hackney Carriage and Private Hire Service (names recorded)**

Apologies: **Kevin Barley (KB)**

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 	
2.	Previous minutes, matters arising	<ul style="list-style-type: none"> Minute taker for future meetings - PG confirmed that currently there was no resource for this. KM asked to make notes of main issues raised at today's meeting. Contact Centre Feedback – PG confirmed that staff would help as much as possible before transferring call to Licensing as they have sufficient knowledge to deal with most queries. At this time, they do not feel they require further training but monthly meetings will be arranged for staff to get together and discuss any issues and how to better the service. Council Fitness Test – EP confirmed that meetings had been held with the garage and discussions had to reiterate consistency when carrying out inspections. 	

3.	<p>Licensing Office - current service demand, and over-the-counter service updates.</p> <p>Car Parking</p> <p>Issuing of plates at designated appointment</p> <p>No Shows</p>	<ul style="list-style-type: none"> • KM updated everyone on current waiting times – currently two weeks. • Tech Support Office has been operating face to face appointments 5 days a week since the first week of January. • Dropping of plates, badges and other documentation can be done so by using secure bin outside Licensing Office 1. This bin has been in place for at least 18 months. • Staff within the Broad Lane depot used the disabled parking bay – this has now been addressed and staff member made aware not to use in future. • KM confirmed that all appointments were held face-to-face, and plates were handed over at the time of the appointment. M.W praised how the service is now working and thinks the booking of appointments and collecting badges/plates seems to be working well. • SS raised the point of service users being charged for not showing up to appointments. PG confirmed this was not taken into account when calculating the fees/charges so unlikely to be enforced. 	<ul style="list-style-type: none"> • KB – any thoughts on this?
4.	<p>New Driver Learning and Suitability Assessment & Child Sexual Exploitation Training sessions</p>	<ul style="list-style-type: none"> • EP confirmed figures – February – 118 booked – 6 no-shows – 112 completed – 90 passed with 80% pass rate Past 60 Days – 191 booked – 16 no-shows – 265 completed – 243 passed with 84.5% pass rate • CSE – concerns raised that some individuals are not understanding what is being taught/asked of them. It has been proposed that 1:1 sessions are provided. It has been noted that some individuals sit in groups during the sessions and follow suit of others resulting in a lack of understanding. 	<p>EP – has an idea of how to tackle this – to discuss at next meeting</p>

5.	WAV and Feed and Charges	<ul style="list-style-type: none"> Regulatory Committee being held tomorrow (23rd March) to consider consultation response on both WAV and Fees. Everyone was aware of the difficulties in securing WAV vehicles and the general supply of such vehicles. PH made it clear that whatever the outcome tomorrow the Policy will not change, but may be extended to allow businesses more time to secure WAV in line with the current policy. 	
6.	Other points noted/A.O.B	<ul style="list-style-type: none"> Operator Licences – there was a lengthy discussion as to why not all P/H vehicle licence holders are required to hold an Operator Licence. EP and KM confirmed this was no longer a requirement and was agreed 4+ years ago. P/H vehicles can operate under several different operators throughout the licence period and would become too onerous to carry out checks. EP confirmed that all P/H vehicles must operate under a PHO at the time of the booking/journey, but individuals do not need to hold their own PHO. SS will be submitting an FOI in due course regarding the loss of Mark Pullin and Robert Walsh and where that income is being spent. EP - 6 Month Inspection checks – 111 vehicles suspended last night and 76 so far this month Equalities form – it has been requested that the form is renamed (document is named equalities when attached to booking confirmation but when you open the form it is named 'Licensing Form') Due to Cllr retirement SS did raise the issue of what the new Regulatory Committee would consist of – what time/resource will be given in the future? SS thanked those present for their dedication and time. SS raised concerns over a pot hole and the damage and cost it was having on her vehicle. 	<p>KM – amend form</p> <p>EP to provide contact with council to sort said pot hole</p>

		<ul style="list-style-type: none"> • Name badges – it was asked that staff could wear name badges, especially during appointments so service users could identify who they had dealt with • VAT/Credit Card charges – agreed not a ‘level playing ground’ as tariff does not include VAT but VAT registered companies should be able to charge VAT – to be discussed at next TL meeting 	<p>PG & KM to look into</p> <p>KB – please add to agenda</p>
10.	Next meeting	<ul style="list-style-type: none"> • <i>Wednesday 14th June 2023, 10:15am, Yate Outdoor Sports Complex (YOSC), Broad Lane, Yate, South Gloucestershire, BS37 7LB</i> 	KB to book