

Minutes

24 April 2025

Taxi Liaison Group

Location Bristol and Bath Science Park, Dirac Crescent, Emersons Green Bristol, BS16 7FR

Time 10am

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

Attendees Cllr Alex Doyle (AD), Cllr Keith Cranney (KC), Cllr Mike Drew (MD), PC Quinton (PQ), Lily Brine (LB) SGC, Kayleigh Morris (KM), SGC, Iain Fortune, Broad Lane garage, SGC, Owen Clifford, SGC, Andrew Forbes, SGC, Shaun Fudge, SGC, Gelu Ene, Abdul Ali, Mike Worley, Eugen Oatalih Zamalia, Stefan A, Daniel Pop, Rafuque Islam, Tony Lidbury, FlorinArdelean, Aragos Caliman, CiprianDoaga, George Cosocarv, Alin Domancantu, Mohammed Mohammed.

Apologies: Sharon Shaw, Kerry Shaw,

Item	Description		Action
1	Welcome and Introductions	Cllr Doyle welcomed everyone to the meeting and introduced Councillors (Cllrs) and SGC staff.	
2	Previous minutes, matters arising- table of action reviewed	<p>The minutes of the previous meeting of 9 January 2025 were confirmed as a true record</p> <p><i>10,000 signatures petition against WAVs</i></p> <p>LB reported that there is no record of this being submitted to the Council. She had taken legal advice and was informed that as the Council had no record of ever receiving it, there was nothing further that could be done.</p> <p>Q We should ask for the WAV implementation to be postponed completely until the document is found and actioned properly? It was given to the chair of the committee at the time. This means that this has not been done properly or democratically.</p> <p>A All necessary enquiries to locate the document have been made. The committee made its decision based on the information it had at the time and the policy will be implemented in July.</p> <p>A The decision cannot be reviewed for 6 months.</p>	

		<p>AD explained that if the document doesn't exist there is nothing the Council can do about it.</p> <ul style="list-style-type: none"> • A complaint can be made about the Cllr who received, it but we cannot take action about it as it stands • This is a serious allegation that needs to be followed up • At the moment nothing for the council to postpone it's decision on as it is an allegation but no evidence. <p>Q Will you postpone?</p> <p>A There is no evidence to respond to, but if any evidence can be found or is received we will look at it.</p> <p>Action LB will send details of how to complain about a Cllr</p> <p><i>Disability awareness and safeguarding courses</i> LB confirmed that from 1 April, all licence holders must complete this, not just WAVs.</p> <p>Q Why is SGC being stricter than anywhere else in the country.</p> <p>A Stricter or more diligent?</p> <p>Q When was the consultation?</p> <p>A LB confirmed it went out last summer, full public consultation, lots of responses. She also wrote again an individual letter in December to tell you what courses would affect you specifically.</p> <p>A Have not received notices of meter pay rises?</p> <p>Q A letter was sent and then a follow up letter at the end of March with a draft tariff.</p> <p>LB advised</p> <ul style="list-style-type: none"> • We only have one approved provider for Safeguarding training so we need to make sure it is relevant locally and nationally • The DA course has 3 providers charging different amounts. The committee is looking to see they are relevant and fit for purpose, and this will be constantly reviewed. <p>Action LB will contact the providers and see when the next session is available, you can book ahead if you know badge expiration is coming up, and going forward they will try and publicise even further such as council's social media.</p>	<p>LB</p> <p>LB</p>
--	--	---	---------------------

3	Hackney Carriage and Private Hire licensing enforcement update • PC Quinton update • Licensing team enforcement PQ LB	<p>PC Quinton's update</p> <p>To join PQ's Whatsapp group send your name and badge number to 07469 400832.</p> <p>PQ reported:</p> <ul style="list-style-type: none"> • Information sheets available at the meeting • An issue with Arrow cars vehicles not displaying plates, this has been reported to the Council and is in hand • Speed education courses, tried to message all the providers. You do need to tell the Council as it is a condition of your licence • Dash cam CCTV, a couple of cases, one driver could prove he had not committed a sexual assault. If you don't have this, please consider installing one as it could save your licence one day, especially against a false allegation • Over last 3 to 4 months, he's been on the road a bit less due to a huge number of investigations of drivers falsely nominating others to take their offences. Instead of random stops trying to do it based on intelligence. How do you feel about this, which would you prefer? <p>Q Your presence on the road means a lot. A mix would be good.</p> <p>Q Last night at Parkway 6 cars should have been taken off the road, no top sign illuminated, 2 with bald tires, one filthy, 3 with faulty brake lights and a badly smoking exhaust. All hackneys.</p> <p>A PQ confirmed that he will be on the road more.</p> <p>Q Have I got the balance right about what I tell you?</p> <p>A Yes, happy, if too many messages will ignore them.</p> <p>Action LB quarterly newsletter, will potentially look at other forms, has looked before, but can look again</p>	LB
4	Licensing Team update • Current service demand and process updates • Policy update, any feedback in relation to	<p>Licensing Team Enforcement</p> <p>LB reported</p> <ul style="list-style-type: none"> • The high level of complaints continues, tried to put feedback in the newsletter • Falsely nominating people - this is taken to the licensing committee • People have dropped off the DBS update service, so getting suspended, which has a 	

	<p>the Child exploitation and Disability awareness implementation KM LB</p>	<p>knock on effect. Please bear with us we will get to you as soon as we can</p> <ul style="list-style-type: none"> • We are looking at things like Chatbot etc • It is not always the driver, people do complain erroneously, but we have to investigate each one, so very busy at the moment • There is still a demand from new applicants, we are trying to bring that list down as well • If you have an accident, we will try and get you an appointment as soon as possible. <p>KM confirmed that they have been extremely busy. In last 16 days there have been 30 failed appointments, this has a big knock on effect.</p> <p>Please read the emails we send you and bring everything you need to bring.</p> <p>At the moment there is appointment available in about 2 weeks; we keep some back for renewals and damaged if need replacement vehicles.</p> <p>Letters are sent 3 months in advance, perhaps we should make it less? But you can book in as soon as you receive the reminder</p> <p><i>Going digital</i></p> <ul style="list-style-type: none"> • Hopefully from 9 May, initially only new vehicles and new operators • Documents will be uploaded and payment made online • Hoping for a 6 week turnaround from online application. <p>Q The no shows are because they have the wrong documents? Do you recharge? A No, we are not allowed to</p> <p>Action LB will take it back and check again</p> <p>We are reviewing information sent out in general to make sure it is as user friendly as possible</p> <p>Q We are concerned that Wolverhampton drivers are working here. Bath is targeting SGC drivers, can SGC do this for Wolverhampton? A They are legally allowed to work here so officers cannot investigate and take action. It is a national problem</p> <p>PQ noted that the Wolverhampton problem is going to get slightly worse as Yellow Cars now have this as</p>	<p>LB</p>
--	---	--	-----------

		<p>well. You may see an increase because the vast majority live in a BS post code. He has stopped many of them.</p> <p>Occasionally Wolverhampton send enforcement officers. He sees 15 to 20 vehicles regularly, but there may be more like 50.</p> <p><i>There is an information sheet on this.</i></p> <p>PQ does stop and check regularly whereas anywhere else in the country this is quite unlikely unless there is a reciprocal arrangement. The vehicles themselves tend to be in good condition, but there have been insurance issues, it is improving. They are not untouchable and they are being chased.</p> <p>SGC has a pretty good record on what they require from drivers to get licensed. Some councils do not have English language tests.</p> <p><i>Policy updates</i></p> <ul style="list-style-type: none"> • Received feedback on both courses, thank you, actioned the feedback such as only available on Fridays, we have changed that and they will now be available on various days • Changed DA from an hour as very squashed in, so now an hour and a half • It is evolving, will be reviewed again and feedback much appreciated. <p>Q Could the council recommend a common-sense minimum price to reduce waiting times like the hackneys? Uber is £3.65</p> <p>A For PH SGC is not allowed to set a fare. Hackney is different. There is no minimum. It is set by central government.</p> <p>Q We need your support for things like bus lanes.</p> <p>A This is out of our power at the moment, we are limited by the law. But there may be an opportunity to pass this back.</p> <p>Action AD will speak to cabinet member and see if they can do anything about being able to use bus lanes</p>	AD
	Review of current name of this group	<p>LB reported that she had looked at other councils and suggested a few names</p> <p>It was agreed that this meeting will remain as the Taxi Liaison Group</p>	

5	Any other business	<p>Westlink</p> <p>Q I believe they are a subsidised service. They compete with us. 16 seaters often with one passenger. Now 8 seat minibuses. They can do work that PH would be doing, and are undercutting. Are they being subsidised to compete with us?</p> <p>A We are chasing WECA, and need to find out further</p> <p>Action AD to chase this</p> <p><i>DA course</i></p> <p>There are quite a lot of things they advise is to do that are against policy?</p> <ul style="list-style-type: none"> • When they get in the car to find out what is wrong • Helping them in and out of the car? Not allowed to touch • If they get a problem, administer first aid? We are not qualified • If any anxiety issues we must play music? Need a broadcasting licence for that? • They said they would send a temporary certificate which arrived but have not received the proper one. <p>Action LB to feed this back and confirm</p> <p>Q Some WAV drivers cannot help anyway as disabled themselves?</p> <p>A They can apply for an exemption, but if they do not have that should help as requested.</p> <p>Q There seem to be a number of suspended drivers still out there doing pick ups with an app with an operator?</p> <p>A This is an ongoing piece of work. As a service we need to update our privacy policy to be able to share the information with the operators or have a public register in place. Both are being worked on.</p> <p>If you fall off the DBS service you will be suspended, that won't change. In future we will tell all operators that the driver is suspended.</p> <p>Q Other councils have listened to drivers and stopped Uber, what is the council's position?</p> <p>A The same standards apply to all operators within the policy, and operators can be prosecuted for using a suspended driver.</p>	<p>AD</p> <p>LB</p>
---	--------------------	--	---------------------

		PQ noted that the council does tell him about suspended/revoked drivers and vehicles.	
9	Next meeting	Thursday 17 July 2025 at 10:00am Venue tbc	
		Meeting closed at 12:55	