

Taxi Liaison Group

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Location: Yate Outdoor Sports Complex (YOSC), Broad Lane, Yate, South Gloucestershire, BS37 7LB

Chair: Councillor Sean Rhodes (SR)

Attendees: Councillor Keith Cranney (KC), Councillor Mike Drew (MD), Kayleigh Morris (KM), Paula Gillett (PG), members of the South Gloucestershire Hackney Carriage and Private Hire Service (names recorded)

Apologies: Kevin Barley (KB), Emma Pain (EP)

Item	Description		Action
1	Welcome and Apologies	<ul style="list-style-type: none"> SR welcomed everyone to the meeting and introductions were made by all 	
2.	Previous minutes/notes, matters arising	<ul style="list-style-type: none"> Missed appointments - Fees have been set to cover all costs but there is no charge for missed payments at present. CSE - Training needs improving to provide more in-depth knowledge - website links to be updated with additional training materials. The issue of having CSE in groups was raised, as it can potentially allow attendees to “fade into the background” VAT – Legal guidance is required, (SR) to seek further clarification and update, if possible, at the next meeting 	SR

3.	Update from PC Quinton	<ul style="list-style-type: none"> • Social Media – reminder to licence holders to be careful on what is being read on other groups (Whatspp in particular) as information is not always correct. • Currently has 40 jobs that need attention but due to other priorities has not been able to complete. • New plates/brackets are being rolled out and will fit most vehicles. Brackets are not mandatory if not able to fit. • H/C Plate, clarification required as to how these will work. For example, new vehicles do not have magnetic roofs – what happens going forward? 	KB
4.	Home to School Transport	<ul style="list-style-type: none"> • No update provided by KB and no one to represent. • Concerns raised how minibuses (most likely on 'o' plates/VOSA regulated) can be used for school contracts etc that are over 10 years but licensed vehicles that carry out school runs cannot go beyond 10 years. <ul style="list-style-type: none"> - The safety of the minibuses has caused concern especially when used to transport vulnerable individuals. - What procedures are used when agreeing what vehicles can be used? • Update – response received from Schools Transport – <i>'We follow TL's age limit on PH/HC vehicles. TL will continue to licence vehicles over ten years old if they have been adapted for H2S SEN transport if the vehicle is registered and authorised for use by Client Transport. Large vehicles (minibuses) are more expensive to purchase and operate our T&C's will except PSV type vehicles up to fifteen years old. Vehicles older than this are subject to a visual and or mechanical inspection and are authorised at the discretion of the client transport team.'</i> 	PG to pose question to Rebecca Lovel

5.	Tech Support Update	<ul style="list-style-type: none"> • Currently a 3 week wait on new vehicles/driver appointments. • The implementation of new plates is the biggest issue at present due to new type of plate and issues with printing, however a workaround has been sought in the interim. The backlog of renewal vehicles is now being dealt with • Concerns were raised about difficulties getting through to the team. KM assured that calls were answered, and the corporate contact centre can answer most queries, if not will pass through to the team. Reiterated that the best way to contact was via email. • Concerns over emails not being answered in a timely manner. KM confirmed that the inbox is up to date and emails are answered within 3 days max (current SLA is 5 days). Appreciate last year this was not the case due to staffing levels but things have improved greatly. KM will keep check on inbox and phones. 	KM
6.	6 Month Fitness Test	<ul style="list-style-type: none"> • Chair of meeting in previous taxi liaison agreed that they would investigate the cost/rate of fails when carrying out 6 monthly fitness inspections and following this propose they revert to 12 monthly. Due to the financial crisis, it is costing licence holders as well as losing a day's work to attend. Chair to take forward and provide update. 	SR
7.	Minute Taker	<ul style="list-style-type: none"> • There is no resource for this but agreed by all that one is required. Can this please be addressed for future meetings 	KB/SR
8.	Driver Learning Suitability Test	<ul style="list-style-type: none"> • No one to represent. 	

9.	WAV	<ul style="list-style-type: none"> • Inclusive service plan to be presented in July 2024 – National framework to be used to build policy. • Concerns raised over lack of communication, plans not being in place and the use of two policies at the same time between 2021-2022 which caused loss of income for some licensing drivers as changed use of vehicle due to not knowing what was going to happen and officers not able to provide correct advice. Legal action is being considered by some. • Plans should have been in place prior to any changes and agreed by all so all staff were aware. • Council members to request clarification on the current position of the ISP process, with the aim to feed back at the next meeting. 	SR
10.	A.O.B	<ul style="list-style-type: none"> • Communication – no correspondence received by some regarding the implementation of the 6 Month Fitness Inspections • General info on changes being made should always be provided. Suggestion made that these changes are provided to licence holders when attending the office for their appointments. • Newsletter – how often is this sent and is it sent to all? • Signed Acknowledgement – KC suggested this is looked at, could the wording be better and licence holders fully aware of what they are signing, as when it comes to sub-committee hearing licence holders are not aware of having to notifying the licensing team when they have changed address or that they must have a valid DBS for example. • Previous items that are still ongoing/need actioning to be passed to SR, KC and MD • Agreed by all that a representative from the Licensing Team must be present at every TLG meeting. • Concerns raised to the fact that only a very small number of the trade attend these meetings – more are required considering the number of licence holders – was suggested a change of venue? 	<p>KB</p> <p>KB</p> <p>KB</p>

