

8 January 2026

Taxi Liaison Group

Location: Bristol and Bath Science Park, Dirac Crescent, Emerson's Green, Bristol.
BS16 7FR

Time: 10am

Chair Cllr Mike Drew (Acting)

Present

PC Patrick Quinton (PQ), Ian Fortune (IF), Lily Brine (LB) SGC, Shaun Fudge (SF) SGC, Emily Horn (EH) SGC, Kayleigh Morris (KM) SGC, Shaun Wilson (SW) SGC, Neil Brown (NB), Luke Quann (LQ), Kerry Harding (KH), Juan Sanzo (JS), Sharon Shaw (SS), Alison Pilkington (AP) SGC

Apologies

Cllr Alex Doyle
Cllr Keith Cranney
Toby Lidbury

1 Welcome and introductions

Cllr Mike Drew (MD) welcomed everyone to the meeting and everyone introduced themselves.

2 Roadworks Roundup across SGC

SW introduced himself and reported:

- In second year of implementation – By March 2027, £150m investment in walking, cycling and wheeling – improving Active travel
- Reason for investment is due to such poor condition of air quality
- A4174 Ring road from Wick Wick through to Coldharbour Lane:
 - Mostly completed except for some road markings
 - Only lane closures to follow for completion
- A432 Bridge
 - New bridge is in place and due to reopen in Spring 2026
 - Lane closures will follow to tie new bridge into existing Ring Road
 - No more road closures anticipated
- Bradley Stoke Way – Winterbourne to Aztec West
 - There was a one way system along Bradley Stoke Way
 - This year works will be carried out from Willowbrook Centre to Aztec West
 - Can close bus lanes and work from those so able to keep 2 way traffic flowing

- Work starts on 9th January until end of year – no one way systems will be necessary
- Any road closures necessary will happen between 8pm-6am and will coincide with school half terms
- A432 – Closed bridge to Coalpit Heath
 - Works expected to reach Coalpit Heath by Spring 2026 which is when bridge is due to reopen
 - Works will continue once bridge is open and mainly confined to traffic lights on the way to Nibley
 - Narrow lanes will be introduced for works near SGC offices
- Yate Spur – South Yate to Westerleigh
 - More walking and cycling works to start April 2026
 - Will become one way in Northbound direction from around Easter until October 2026
 - Not closing roads completely and trying to keep traffic flowing as best we can
- A38 – Junction 16 to Thornbury
 - These works are in their final stages
 - Next 7 weeks there will be overnight road closures along A38 with a long diversion route – 8pm-6pm (until end February 2026)
 - Alveston Hill one way system will be in place until end February 2026
- Lots of wind and rain forecast from lunchtime today until this evening
 - Snow is also expected tonight and only essential journeys are recommended.

Q SS – Will the bus lanes include taxis and private hire vehicles?

A SW – Yes taxis and private hire vehicles can use most bus lanes within SGC area, however please refer to the signage on display.

Q SS – When advertising future road closures, could timings be reinforced nearer the time?

A SW – We do reinforce timings but recent closures happened earlier at 7pm due to works. Closures usually start at 8pm.

Q SS – Would it be better to bring works forward an hour and advertise accordingly as difficult to run businesses when timings are incorrect?

A SW – We started at 7pm as advertised.

Q SS – Could works not commence between Coalpit Heath to Nibley whilst Bridge is closed. These works are classed as temporary and therefore businesses are unable to claim?

A SW – We already have several sets of traffic lights on the route which will cause queuing. There is no national scheme to claim against road works but we are making best use of the bridge closure.

Q LB – Can a service user sign up to website to receive key updates directly?

A SW – I will forward my presentation and include any links.

Q SS – Potholes are costing us a considerable amount of money to repair vehicles and it would appear that materials used were poor quality which needed to be redone.

A SW – We use the best quality tarmac which is fresh out of local quarries. We don't have enough funding to carry out repairs any quicker, just like every other Authority.

Q MD – Questioning the quality as works appear to be repeated.

- A SW – If surrounding surface is bad could have another breakout. Some of our roads are so bad I would need to cut back everything which means that less holes will be filled. I get less than 6.5% of Council tax for the entire highway service.
- Q SS - £150m is being spent on active travel but users don't contribute towards funding, why aren't roads prioritised?
- A SW – We resurface any roads adjacent to cycle lanes.
- Q SS – There doesn't appear to be any forward planning towards these routes and road closures etc.
- A SW – We are delivering a lot in a short amount of time. There are multiple lights but we are making the most of the road being closed in Coalpit Heath.
- Q SS – Not sure why works at Coalpit Heath are taking so long as affecting business and road users massively and a lot slower than other Countries.
- A SW – We have a high level of safety and standards.
- Q MD – Some closures are due to utilities and not SGC.
- A SW – We coordinate works when we can.
- Q SS – Would it not be possible to get a better balance on what we spend on roads and cycle routes?
- A SW – Active travel is funded from Central Government and therefore necessary for you to write to MP. SGC is unable to spend any of these monies on day to day repairs.
- Q NB – Is there a limit to when pot holes can be fixed, how can I report and how can I report any damage to my car?
- A SW – Can go on our SGC website 'report it' page – its needs to be 300 x 300 x 40mm. We get around 15000 reports per year and prioritise works accordingly.
- Q NB – Believe current materials used for repairing is more environmentally friendly but can't we use products we used previously as appeared better?
- A SW – Products we previously used was better but contained cancerous materials and therefore can no longer be used.
- Q PQ – How can someone claim compensation for damage to vehicles?
- A SW – We carry out proactive inspections of all our network as well as any reports received. If we are unaware of a problem there is very little anyone can do to claim, but can otherwise take out a civil claim.
- Q MD – Do you know how much SGC pay out on claims?
- A SW – Not a lot as we have a very thorough inspection regime.
- Q JS – When will the Badminton Road bridge be open to traffic?
- A SW – This is being delivered by National Highways and doesn't belong to SGC, but they have reported for it to be open Spring 2026.
- Q SS – Is there any chance of the 'road to nowhere' being finished?
- A SW – There are no current plans to complete that road. It needs capital investment and therefore you will need to contact MP.

MD – On current budget, the backlog for road repairs needed will take several hundred years to catch up.

LB – I will also include link to reporting potholes in next Newsletter.

Action: SW to complete

To include links for works in presentation and forward to LB for her to circulate.

Action: LB to complete

To include link for reporting potholes in next Newsletter.

3 Previous minutes, matters arising – Table of action reviewed

The minutes of the previous meeting of 9th October 2025 were agreed as a true record.

Table of action reviewed

WESTlink crossing zones – WECA forum:

Q SS – When are we likely to get an answer?

A LB – Not sure but I will chase for timeframe.

What is a zone?

LB confirmed that this action has now been completed.

- See 'Table of Actions' for update.

Are there any other forms of communication that the Licensing Service could use, in addition to the quarterly Newsletter? - Answer on the table of actions from previous meeting, Follow up question below.

Q MD – Is there a link with the SGC App?

A LB – Will consider and provide an update.

Concerns raised in relation to taxis and private hire vehicles not being about to use bus lanes within SGlos:

LB reported:

- Historic reason why Highworth Lane is affected as when it was first introduced due to the location
- Considering other options and an ongoing action.

Q KH – Depending on what direction you are travelling in along Gipsy Patch Lane, one side indicates authorised vehicles and the other 'not authorised vehicles'?

A LB – Will investigate and could ask representative to attend a later meeting once investigated.

Q MD – If a new bus lane is introduced does it default to include taxis/private hire vehicles or is each case considered independently?

A LB – Will investigate.

LB to contact the disability awareness providers to ensure the information provided is consistent and in line with policy:

Q SS – Believe that 3 different courses are being run, is that correct?

A LB – The Learning and Partnership Board have received an overview of all courses. They will then review and provide feedback.

Q SS – Have the Certificates been adjusted to be valid for 3 years?

A LB – Yes.

Concerns about the testing system for CSE session, as some service users are concerned that people may cheat, put someone else's name on a certificate:

LB reported:

- Online booking system will be implemented
- Costs of missed appointments will be considered at the same time
- See 'Table of Actions' for update.

Q SS – Does that mean that our badge renewal costs will decrease?

A LB – All our fees and charges are being considered and then a public consultation will follow.

Home school runs

- This action has now been completed.

SS offered to attend the BCC safeguarding course:

LB confirmed waiting for response from BCC – Ongoing.

To investigate whether operators still financially contribute towards new approved schemes – CSE and missed fitness inspection – follow up confirmation on this action:

LB reported:

- Considering removing Child Sexual Exploitation safeguarding from fees and will be paid upfront
- Missed fitness inspections are all chargeable through the Broad Lane garage.

Q SS – Are these fees paid in advance or at time of appointment?

A IF – Either depending on situation and if not done in advance will be charged double when return.

Q NB – I needed to pay twice for an appointment but had a genuine reason for missing my previous appointment and then needed to wait over a week for a slot.

A IF – 30% of our bookings are 'no shows' but we will try to rebook asap.

Consider introducing an online booking system to ensure a consistent approach for the licensing system

LB reported that this is an ongoing action.

Q KH – When is this system likely to be implemented?

A LB – Currently being tested but hoping to be soon.

Q KH – Can unique reference number default as a Company?

A LB – Will ask the question but unlikely. We are using SGC approved contractor for this and aware of other Authorities experiencing similar problems.

Concerns about drivers and the photos on their badges not being the same:

LB confirmed that this is an ongoing action.

- See 'Table of Actions' for update.

Q SS – Will it be necessary to pay for badge?

A LB – If the photo is being changed at the time of renewal, then there wouldn't be an additional charge. However, if a licence holder changes their photo part way through the licence, then there would be a charge.

PQ – I see a lot of badges and several don't look like the driver, whereas the UBER App has an up-to-date photo. If SGC are considering reviewing their Badges the Wolverhampton Smart Card system is very good.

Is there any update regarding the Coalpit Heath/Downend bridge closure?

Please see Agenda Item 2 for update.

Q SS – If I could turn right at Hambrook junction into Winterbourne it would cause less pollution.

A SW – The measures implemented has improved the air condition overall and journey times are also better.

Protect and Prevent Group

PQ mentioned:

- When considering crime figures we invite drivers to talk about their experiences so we can all learn from it
- North Somerset meeting will take place shortly
- From feedback received we are aware that CCTV could have improved the situation
- Several crimes could have been prevented if driver locked their car door especially when parked up
- Will publish findings shortly.

Smoking/Vaping legislation and clarification around compulsory stickers to be displayed

PQ mentioned:

- I don't produce tickets for smoking/vaping, LAs do
- Receive lots of reports regarding drivers smoking cannabis but convinced that the majority of these reports relate to their passengers.

CCTV/Video recording legislation

LB reported:

- PQ has produced an information leaflet for distribution.

Q SS – Is it now necessary to have CCTV and appropriate stickers

A LB – It is not compulsory to have CCTV but if you have it, it is compulsory to display a sticker which the garage checks for.

PQ – I just check whether cameras are installed safely and located appropriately.

Q SS – Is it compulsory to have no smoking/vaping stickers displayed?

A LB – I will clarify and provide an update.

Legislation around Hackney carriages not wheelchair assessable and possible VAT exemption

LB confirmed that this is an ongoing action.

How many Hackney carriages are there currently?

PQ mentioned:

- There are currently 43 within SGC

- 540 in Bristol.

Q NB – Why are the numbers decreasing?

A LB – A historical decision – there was a rolling programme for all new Hackney Carriage vehicles to be wheelchair accessible. However, over the last 5 years numbers have now reduced.

Q NB – I have noticed on SGC website that they are awarding £6000 funding for a new hybrid/electric car?

A LB – I will investigate and provide an update.

Q JS – SGC should implement a £0 licence fee for electric cars which could be repeated for hackney carriages.

A LB – This has been raised previously but investigate whether this is an option. SGC do not make a profit from the licence fee and charges, the fees and charges cover the service.

Is there a number that drivers can use to alert police if an issue?

PQ reported:

- Currently considering the introduction of a system to alert other drivers if in trouble for support
- Also considering introduction of a texting system to enable drivers to alert emergency services safely and discretely.

Action: LB to complete

To contact AD to ascertain timeframe of update regarding WESTlink crossing zones.

Action: LB to complete

Newsletter – To investigate the possibility of introducing a link with SGC App.

Action: LB to complete

To invite representative regarding signage to future meeting.

Action: LB to complete

To investigate whether any new bus lanes introduced default to allow taxi/private hire drivers.

Action: LB/IF to complete

To continue to investigate making fitness inspections on up-front cost.

Action: LB to complete

To continue to consider introducing an online booking system to ensure a consistent approach for the licensing system.

Action: LB to complete

To continue to investigate the concerns raised about drivers and the photos on their badges not being the same and will provide an update at next meeting.

Action: PQ to complete

To produce a safety guide for drivers once Protect and Prevent Group have completed their investigations.

Action: LB to complete

To investigate whether it is mandatory to display a no smoking/vaping sticker.

Action: LB/MD to complete

To ask the question of SGC implementing a £0 licence fee for hackney carriages.

Action: PQ to complete

To continue to investigate the possibility of introducing a mechanism for drivers to alert emergency services safely and discretely.

4 Licensing updates:

(a) PQ update

PQ reported:

- Funded by Bristol and SGC but cover the whole Avon and Somerset area
- Licenced:
 - 6886 drivers
 - 6319 vehicles
- In 2025:
 - Stopped and checked 768
 - DVLA checks aren't included in figures above
 - Increase in driver operators – 719
 - 624 requests from drivers through social media needing help/offering information which is increasing and struggling to keep up
 - 200 reports from colleagues
 - 190 written reports/disclosures
 - Supported 95 colleagues with their investigations
 - 71 non-compliance notices issued
 - 58 suspended enforcements
 - 53 tickets issued
 - 50 eye sight tests
 - 28 false demonization
 - 16 vehicles immediately suspended
 - 4 arrested drivers
- Over the last 3 months there has been a dishonesty theme:
 - Conviction of driver who submitted false documents to UBER
 - Someone recently arrested for attempting to take somebody else's driving test
 - Hackney carriage overcharging
 - 2 ladies recently locked in UBER vehicle where driver attempted to force payment directly to him
 - Several drivers received 6 points and convictions for lying about who was driving, speeding offences and allowing unlicensed drivers to use their vehicles
- Parking on taxi ranks also takes up a lot of my time
- Airport moving from Arrow cars to Zoom and will be helping them with transition. Please let me know if any questions you would like me to ask on your behalf.

Q SS – Were the immediate suspensions of drivers?

A PQ – No of vehicle licenses as SGC is responsible for suspending drivers. There is usually a problem with the vehicle. If there is a serious concern about the driver – it is a criminal matter.

Q SS – Are you still stopping vehicles with tyre tread?

A PQ – Yes.

Q KH – Can anyone support you with your work as clearly you are overloaded?
A PQ – I often support other colleagues when needed and in return colleagues will support me.

Q KH – I have reported drivers for not displaying their plates a few times – have you had chance to contact the drivers?

A LB – Please just email taxis if SGC and they review accordingly.

Q SS – Would it not be possible to just pass the smaller incidents to SGC for them to investigate which would free up some of your time?

A PQ – I have discovered that the smaller offences can lead to bigger ones. E.g. A driver may not be displaying his plates but could discover that the driver is disqualified or can lead to arrests.

Q KH – What checks does your team carry out?

A LB – We carry out DVLA checks every 6 months on drivers and DBS checks every 2 weeks. We also get notified of any disqualified drivers or have 9+ points.

Q NB – A bracket may break during weekend and therefore driver is unable to display his plate. However it is not possible to repair until after the weekend.

A PQ – If plate is broken it needs to be replaced but I won't issue you a ticket if genuine. However, if I stop you again then I will. Out of the 740 drivers I stopped, only 50 were issued tickets.

Q JS – Are there any enforcement officers anymore?

A PQ – Yes there are 2 in Bristol and SGC have 7 officers, which will often join me.

Q MD – What mechanism is there for Avon and Somerset Police to review your resources and ascertain whether you need extra support?

A PQ – My post is fully funded and there are no extra resources available. Could also be unfair to drivers as Avon and Somerset would then have higher enforcement than other areas.

(b) Licensing team enforcement update

LB reported:

- Currently dealing with a lot of complaints relating to licence holders
- Particularly busy with PQs disclosures submitted
- Licensing sub-Committees currently booked up until end of April 2026
- Can revoke any licences immediately if necessary due to public safety
- Christmas leads to an increased number of complaints/concerns
- Accidents also increase at this time of year
- Carrying out more proactive checks
- Coordinating taxi rank visits with licensing team.

PQ – RTC have increased workload as drivers have contacted me to retrieve CCTV evidence prior to it being removed.

Q MD – Are there any extra licences this year compared to other years?

A LB – Sub-committees in general have risen but don't have overall figures. These were 96 last year.

(c) Current service demand and process updates

KM reported:

- As always really busy
- Please ensure that we have renewals on time as unable to renew lots of vehicles as unable to book inspection in time
- If renewed promptly can send plates in post
- Please ensure that you sign the Licensing bureau declaration otherwise unable to complete checks and will delay renewal

Q SS – When I recently collected my discs I didn't receive paperwork at same time and recently received 2 duplicate stickers for 8th November 2026.

A KM – Licences are now sent out as a pdf file and no longer printing paper ones. Please bring the duplicate one back to us.

Q KH – If age limit policy was revisited and perhaps changed to 8 year old vehicles, would the expiry be considered too and who should we speak to about this?

A LB – Will be considered during next policy review which is due 2027. This process will include any comments made during these meetings.

PQ – Every LA sets their own vehicle age limits and currently considering whether there should be a National standard.

(d) Update from the Broad Lane garage

IF reported:

- During December we carried out:
 - 454 tests
 - 82 failed on initial inspection – 6 tyres, 4 wheel nuts missing, 25 not MOT standard
 - 34 no shows
- Ensure that we reply to any bookings within 5 days, currently only 2 days behind
- Receive approximately 60 emails per day
- No slots left for January but will try to fit the genuine no shows in asap
- Currently working on a survey to make improvements and will discuss findings at next meeting
- Please ensure that we have renewals on time as unable to renew lots of vehicles as unable to book inspection in time
- Considering introducing a booking system where you are able to prepay yourself.

Q MB – Have you considered opening garage on a Saturday morning?

A IF – Have tried to implement this but need to pay for Security team and comply with lone working regs. I can do this but there will need to be an additional charge for a Saturday morning. Will consider this again and also Christmas opening hours.

Q PQ – Have you any idea of how many drivers would be happy to pay extra for a Saturday morning appointment?

A NB – 6/7 drivers have asked me recently and are happy to buy another driver's appointment slot.

Q SS – We used to be able to drop off a vehicle but unable to do so any longer.

A IF – Drivers need to stay with their vehicle due to insurance and lack of space.

Q JS – Having to wait a month for an appointment just isn't good enough.

A IF – There are peaks but also people leave it far too late to book.

A KH – Book next year's appointment when you collect vehicle.

Q SS – If we estimate that there are 4500 licenced vehicles within SGC who all have to have 6 monthly checks. Therefore do you have 9000 appointment slots available each year?

A IF – We have the capacity but with challenges. We will always meet demand.

Action: All to complete

To contact PQ with any questions regarding the airport transition of changing cars from Arrow to Zoom.

Action: All to complete

To ensure renewals are dealt with promptly.

Action: KH to complete

Please pass details of drivers not displaying plates to SGC Licensing.

Action: SS/KH to complete

To drop off duplicate sticker as discussed above to KM as recently changed system to pdf only.

Action: IF to complete

To investigate the possibility of opening garage on a Saturday morning again.

Action: All to complete

To book next renewal when completing current renewal.

Action: IF to complete

To investigate maximum theoretical appointment slots and provide feedback at next meeting.

Action: IF to complete

To complete survey, distribute and provide update at next meeting.

5 Items for the trade

No issues raised.

6 Any other business

(a) Agenda item for next meeting:

Autonomous vehicles (PQ)

7 Proposed date and venue of next meeting

Date TBC @ Bristol & Bath Science Park, BS16 7FR

Meeting closed at 12.10pm