

Taxi Liaison Group (TLG) meeting minutes
Wednesday 6th December 2017, 10:30hrs

Yate Outdoor Sports Complex, Broad Lane (Behind Brimsham Green School), Yate, BS37 7LB

Chair: Councillor Keith Cranney (KC)

Councillors: Councillor Tony Davis (TD)

SGC Licensing: Kevin Barley (KB), Rebecca Patten (RP), Beverley Manning (BM), Kayleigh Morris (KM)

Hackney Carriage & Private Hire Service: Mike Worley (MW), Paul Venn (PV), Janet Platten (JP), Sharon Shaw (SS), Jonny Halliday (JH), Tony Lidbury (TL), Joe Noto (JN)

Apologies: Councillor Shirley Potts (SP)

Item			Action
1	Welcome	(KC) welcomed everyone to the meeting at 10:40hrs, apologies from (SP) as not feeling well.	
2	Previous minutes and matters arising	<p>Matters arising from previous minutes and subsequent actions were discussed.</p> <p><u>Replacement plates costs breakdown</u></p> <p>(TL) stated that he had not received a breakdown of the plate costs.</p> <p><u>Broad Lane Garage</u></p> <p>(KB) stated that he had spoken to Garage management team about duplicate bookings, likely to be a crossover of the two systems, Garage and Licensing, not good for service users. As Garage will be taking own bookings and payments in 2018 then this issue should be eradicated.</p> <p><u>Advertising bibs in taxis</u></p> <p>(KB) stated that no feedback from HC & PH Service for bibs, will cover in the HC & PH Licensing Policy under advertising, will need controls on content of advertising.</p> <p><u>Private Hire bookings</u></p> <p>(SS) stated she was not happy with outcome of investigation</p>	

		<p>by the Licensing Officer into bookings being taken by drivers working under another operator, had only been resolved when talking to the other operator.</p> <p><u>Parking in Chipping Sodbury High Street</u></p> <p>(TL) had previously raised this and reiterated that persons are still parking cars in the middle of the High Street which is dangerous for other vehicles and persons crossing the road. The parking sign is also damaged, outside Hobbs. Vehicles are also parking up from Sodbury rank, this is being recorded by the Taxi Marshals.</p> <p><u>Freedom of Information request – fees and charges</u></p> <p>(SS) raised that previous FOI request on fees and charges from 3 years ago never responded to. (RP) stated that unaware of request and to log with the Environment and Community Services Feedback team in the Council.</p>	
3	Current service demand and appointment waiting times at the Licensing office	<p>(BM) stated that it had been a rollercoaster ride for Technical Support in recent months, there have been many improvements. Waiting times have been addressed, there are now two more staff, Jane Quigley and Sarah McNally, who are now working solely on Taxi Licensing. There are 18 appointments available each day at the Licensing office, with 2 spaces in the meeting room but is not ideal. Staff are also working Saturdays, and sending reminder letters stating all the requirements.</p> <p>(RP) stated that there had been a re-structuring of Technical Support as a whole in April, but had made new appointments of staff in the summer for Licensing. There had also been a re-configuration of the small bungalow and adapting the existing bungalow. There had been problems with recruiting staff, but 1.6 FTE persons starting on 12th December 2017. There will also be another 3 days a week post, mostly taking payments, and this will be on a short-term contract. Resource will have to be put into the knowledge/basic skills test for April as the work currently done by Chris Jones and Lily Thornell will come to a close.</p> <p>(SS) raised about waiting times, could not get an appointment until the end of February. (MW) also stated he had a new vehicle in July and was advised appointment in October. (SS) stated that TS staff are saying they can fit in a late appointment as a favour, do not want to be seen as a favour as the service is for all and everyone wants to get a prompt appointment. (SS) also raised concerns about the poor level of spoken English apparent in the reception area</p>	

		<p>for persons making new applications.</p> <p>(TD) raised and then a general discussion took place about dealing with difficult customers. (BM) is going back to the Learning & Development team for a further course, (TD) suggested that all staff should complete training. (BM) stated that staff welfare is paramount. (KC) asked will all staff have customer service skills and training, (BM) stated that customer service posters to be displayed in bungalows, and to be attached to new and renewal correspondence.</p> <p>A general discussion then took place with most attendees raising concerns about seeing service users in one space, reception, and then being taken to one room.</p> <p>(KC) stated that he would be seeking a meeting with Rob Walsh and Mark Pullin to discuss staff resource and customer service. CCTV was then discussed, (KB) clarified how service user behaviour issues towards service staff is dealt with.</p> <p>(RP) stated that the team could not send out renewal letters any earlier. (PV) proposing a 'first come first served' system. Also asking for an allowance of emergency appointments, discussion then took place about this between the group.</p>	
4	Mandatory CSE awareness training for all current drivers renewing driver's licence in 2018	<p>(KB) stated that CSE awareness training became mandatory in July 2017, new applicants have had to complete this since then, and now renewal applicants will have to complete this from 1st January 2018 as part of the application criteria or a licence will not be issued. Those who have renewed prior to 1st January will be picked up and invited to a session during 2018.</p> <p>(KC) stated that he had been requesting for Corporate Communications to do a press release on the mandatory CSE training given its importance, this had not happened to date.</p>	
5	Equality Act 2010 – published list of wheelchair accessible vehicles under s165 of the Act	<p>(KB) stated that it is national guidance for all local authorities to publish a list of licensed wheelchair accessible vehicles. However, this requires the consent of each vehicle licence holder/owner to publish on the Council website, the Licensing Service will be writing to all relevant persons to whether they will give consent.</p>	
6	Hackney Carriage and Private Hire licensing enforcement update	<p>(KB) stated that LilyThornell (LT) has mainly been working alongside PC Quinton, known as the Taxi Cop, and dealing with a range of matters including plying for hire, vehicle defects and failure to wear/display badges. (LT) is also</p>	

	– compliance checks with PC Patrick Quinton, DVSA and ITU	continuing to work alongside ITU colleagues checking vehicles and drivers at schools and education establishments.	
7	Any other business	<u>Defibrillators</u> <p>Raised by the group as to location of defibrillators in the district. (RP) has subsequently spoken to South-West Ambulance Service and was advised that they hold a list of defibrillators in South Gloucestershire and surrounding areas. They also stated if someone rang 999, they would be given the location of the nearest defibrillator.</p>	
8	Date and venue of next meeting	<p>Proposed for Thursday 8th March 2018 @ 10.30hrs, at Armadillo or Poole Court, Yate.</p> <p>Meeting concluded at 12:40hrs.</p>	

Next Meeting: 10:30hrs, Thursday 8th March 2018 @ Poole Court (Heron 1), Poole Court Drive, Yate, BS37 5PP