

Taxi Liaison Group (TLG) meeting minutes
Wednesday 27th February 2019, 10:30hrs

Dings Crusaders RFC (Function Room) Shaftesbury Park,
Frenchay Park Road, Bristol, BS16 1LG

Chair: Councillor Keith Cranney (KC)

Councillors: Councillor Tony Davis (TD), Councillor Shirley Potts (SP)

SGC Licensing: Kevin Barley (KB)

Police: PC Patrick Quinton (PQ)

Hackney Carriage & Private Hire Service: Mike Worley (MW), Sharon Shaw (SS), Tony Lidbury (TL), James Smith (JS) Clair Smith (CS), Idriss Ahmed (IS), Mike Watts (MW2), Khalid Tonga (KT), A Weieliye (AW), Wasim Hashmi (WH), Malik Hussain (MH), Albari Romagnoli (AR), Bahrellin Jumah (BJ), Anderson Bastos (AB), Sarah Joyce (SJ), Desmond Broster (DB), Muhammed Ali (MA), D Ali (DA), Abdisalan Mohamed (AM), Mohomud Ifolo (MI), Lloyd Ezenwugo (LE), Kerry Harding (KH), Daniel Pop (DP), Serkaut Mohamad (SM), Janet Platten (JP)

Apologies: Paul Venn (PV), Beverley Manning (BM), Rebecca Patten (RP)

Item			Action
1	Welcome	(KC) welcomed everyone to the meeting at 10:40hrs, apologies made known from group.	
2	Previous minutes and matters arising	Matters arising from previous minutes and subsequent actions were discussed. No previous meeting minutes produced.	
3	Licensing office - current service demand	(KB) went over current refurbishment of Licensing office 1 (the large bungalow), where the back room would become the main reception with a counter area and wheelchair access. A new meeting room off the front reception area, and wall desk in the front reception area, will give a bit more space and enable 3 or 4 appointments to be dealt with at once, with confidentiality ensured, staff can also use the reception area in Licensing office 2. (MW) raised concern about customer service and that there is a current 9 week waiting time for vehicles, understood that policy is to answer the telephone, e-mail responses within 14 days, but this is all a bit hit and miss. (MW) also stated that this had been going on for near on 5	

		<p>years. He added that whilst present at the office he saw staff advise a fellow service user, who turned up at the office and was seen, that it was 4 to 5 weeks wait time for a street trading application, this service user held a discussion with the staff in the reception area for between 5 and 10 minutes.</p> <p>(SS) raised about service users not bringing in all required documents, these are wasted appointments for the service.</p> <p>(KC) stated that no-one from Technical Support was available for the meeting and the points raised would be noted and recorded in the minutes.</p> <p>(MW) suggested that there be a designated minute taker and to schedule in meetings in advance.</p> <p>(SS) stated that she had moved house 18 months ago and informed the Licensing Service of the change of address, but correspondence is still being sent to old address.</p> <p>Other service users are not receiving notification of the meetings, and some are receiving multiple notifications if they hold more than one vehicle licence.</p>	
4	Licensing fees and charges 2019/20 public consultation	<p>(KB) stated that the draft fees and charges had been agreed by the Regulatory Committee in February, all service users would have been notified by e-mail or post of the proposed fees and charges consultation, which is a proposal to remain the same as 2018/19 fees and charges. All responses should be sent to the Council consultation team as detailed on the website consultation page.</p> <p>(DB) stated that fees and charges are set for staff levels, private hire operators could assist driver applicants to ensure complete applications.</p> <p>(JP) stated that she had received correspondence by e-mail, replicated five times, letters also sent by post some with inaccuracies.</p> <p>(SS) stated that time-wasting if licences are incorrect and having to ask for paperwork to be amended.</p> <p>(MW) also stated that incorrect details on letter sent to him by Licensing making reference to both driver and vehicle, when it was just a vehicle matter.</p> <p>(TL) stated has been on the Licensing system for years but now doesn't receive e-mails anymore at present.</p>	

		<p>(JP) stated had received a letter that vehicle licence had expired but the vehicle was not being licensed.</p> <p>There was a general view that there was no acceptance of the evident problems.</p> <p>(KC) stated that will ensure member of Technical Support team be present when training Committee Members to go over these matters.</p> <p>The group raised about not receiving newsletters, (KB) stated that various advisory letters had gone out to all service users from Licensing Officers in the past couple of years, the group questioned if there was an IT issue?</p> <p>(KC) advised the group that current e-mail addresses for service users should be sent for the attention of Rebecca Patten to ensure system updated.</p>	
5	Hackney Carriage table of tariffs and fares public consultation	<p>(KB) stated that the draft table of tariffs and fares had been agreed by the Regulatory Committee in February, all service users would have been notified by e-mail or post of the proposed tariffs and fares consultation, which is a proposal to increase by 4.44%. All responses should be sent to the Council consultation team as detailed on the website consultation page.</p>	
6	Wheelchair accessible vehicles (WAV's)	<p>(KB) stated that during the Regulatory Committee in November 2018, Committee Members discussed the WAV's policy that was agreed in the Hackney Carriage and Private Hire Licensing Policy 2018. It was agreed by Committee Members to postpone the implementation date of 1st April and review the decision made to enable a further consultation with the Hackney Carriage and Private Hire Service and Equalities Groups in the South Gloucestershire district. The focus would be on the types of WAV's available and a designated vehicle list to be placed on the Council website. (KB) also stated that this was likely to result in a further public consultation over the summer meaning that a final decision would not be made until later this year.</p> <p>(PQ) stated that Bristol HCV's mainly have regular contracts.</p> <p>A member of the group stated that they had been a driver for 10 years and only had to transport one male person in a scooter during that time.</p>	

		<p>(SS) stated that there is a whole range of disabilities, 3% of the South Gloucestershire population has a disability and not necessarily in a wheelchair.</p> <p>(DB) agreed and questioned if the policy was proportionate.</p> <p>(MW2) stated that there is a lot of wheelchair user's work but nearly all pre-booked as no other operator will take the work. 100% WAV policy is ridiculous. (MW2) added that also gets work from City of Bristol as blue cabs don't take it or want it.</p> <p>Another member of the group also stated that had been a driver for 5 years and never had a wheelchair user request to hire vehicle. The Council should also consider making private hire operators provide a WAV. Can Council make a Parkway permit holder provide a WAV. South Gloucestershire/Gloucestershire are remote areas and is not viable.</p> <p>(KB) stated that external expertise may be required to be a fresh pair of eyes for the Licensing Authority in developing policy and working with the Hackney Carriage and Private Hire Service.</p>	
7	Next Regulatory Committee meeting, Kingswood Civic Centre (Council Chamber) – Thursday 28th March, 10:30am	<p>(KB) stated that the next meeting is on the 28th March at Kingswood Civic Centre, all are welcome to attend as the fees and charges report, and tariffs and fares report will be presented to Committee following the respective public consultations. The Council will be in purdah period so no other items will be discussed at the meeting until after all elections have taken place.</p>	
8	Hackney Carriage and Private Hire licensing enforcement update – compliance checks with PC Patrick Quinton, ITU, Traffic Police and DVSA	<p>Licensing Officers and PC Quinton continue to work together on operations, also assisting/following up in day to day enforcement jobs following collation of evidence by (PQ).</p> <p>(PQ) handed out survival handbook for homeless and vulnerable people to the group.</p> <p>(PQ) also went over types of inspections, this can be 30 seconds for a scanning check or 30 minutes for a thorough check, normally arranged by letter. Can be random or intelligence led and can include knowledge, eyesight or drugs testing, and could also be a wheelchair loading check for HCV's.</p> <p>(PQ) has or is undertaking approximately 70 plying for hire</p>	

		<p>jobs, roughly 20 involving South Gloucestershire drivers/vehicles, which is a different story to what is alleged in the respective licensed districts.</p> <p>(PQ) talked about Kingswood rank work, and intelligence of not using meters where required, reminded all to use the meter as required in law.</p> <p>(PQ) stated runners will be dealt with, and costs for driver spending time in reporting (lost fare, calling Police and witness statement) are allowed, getting figures of between £9 and £22 per hour when costs applied for.</p> <p>(KC) requested that article be written for next newsletter to cover PC Quinton's work.</p> <p>(PQ) also reminded group about the Taxi Cop Whatsapp group, to send message to 07469400832 stating name and SGC badge number to join the group and clarified no-else will see any messages sent.</p> <p>(DB) stated that PHO's should have closer working relationship with Officers, and could this be included as licence condition/s?</p>	
9	Any other business	<p><u>Integra – DBS checks</u></p> <p>Raised by (SS) as to whether Integra are providing enough appointments to meet demand? (KB) stated that it had been suggested Integra staff had been advised to slow down the number of appointments as applicants were obtaining DBS certificates but these were out of date before their appointment at the licensing office to submit their application, due to the current waiting times. This had been discussed with both Technical Support and Integra and regular meetings take place with all the teams represented to address these issues for the benefit of all service users as they would not be expected to have to pay for another DBS check. Of course, all applicants are advised to subscribe to the DBS Update Service to avoid such a situation at a far more reasonable cost over the 3 years before a further check is due.</p> <p>(KC) thanked (SP) for all her work and support as chair or lead member to the group and on behalf of everybody present wished her a happy retirement as not seeking re-election on the 2nd May.</p>	
8	Date and venue of next meeting	Proposed and agreed for Wednesday 22 nd May 2019, 10:30am, Dings Crusaders RFC, Shaftesbury Park	

		<p>(Conference Room), Frenchay Park Road, BS16 1LG. Obviously this is shortly after the local elections take place so the chair and lead members will be known at that time.</p> <p>Meeting closed at 12.35hrs.</p>	
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Next Meeting: Wednesday 22nd May 2019, 10:30am, Dings Crusaders RFC,
Shaftesbury Park (Conference Room), Frenchay Park Road, BS16 1LG