

Taxi Liaison Group (TLG) meeting minutes
Thursday 6th March 2018, 10:30hrs

Poole Court (Heron 1), Poole Court Drive, Yate, BS37 5PP

Chair: Councillor Keith Cranney (KC)

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

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

Police: PC Patrick Quinton (PQ)

Hackney Carriage & Private Hire Service: Mike Worley (MW), Paul Venn (PV), Sharon Shaw (SS), Tony Lidbury (TL), Joe Noto (JN), John Grimley (JG), Shaun Harvey (SH), Jenny Bright (JB), Bill Davidge (BD), James Smith (JS), Kevin Goss (KG), Steve Prowse (SP), Ann Prowse (AP), Barbara Redman (BR), Andy Davey (AD), Andy Rosling (AR)

Apologies: Juan Sanzo (JS), William Sanzo (WS), Bob Jenkins (BJ), Beverley Manning (BM)

Item			Action
1	Welcome	(KC) welcomed everyone to the meeting at 10:35hrs, apologies made known from group.	
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, this had first been raised two years ago.</p> <p><u>Freedom of Information request – fees and charges</u></p> <p>(SS) thanked (RP) for finally getting the FOI request logged and responded to.</p> <p><u>Current service demand and appointment waiting times at the Licensing office</u></p> <p>(SS) asked if all the Technical Support staff had now been trained to deal with awkward applicants. Also if the applicants are behaving poorly or awkwardly why are they still having a badge as not fit and proper.</p> <p>(PV) had previously proposed a first come first served</p>	BM/KM

		<p>system as historically provided at the Thornbury office, it appeared to work then. It was then asked what was happening about this, but the current appointment system was necessary to avoid hundreds of people turning up at the door at once and having the staff present to serve them.</p> <p><u>Broad Lane Garage</u></p> <p>(SS) asked why the Garage was still not taking its own bookings.</p> <p>(MW) stated that he was not happy to pay up front for vehicle fitness test. (TD) suggested to speak with Ron Dovey and Paul Tudor for Councillors, (SS), (PV) and (MW) to meet and discuss.</p> <p><u>High Street, Chipping Sodbury</u></p> <p>(TL) stated that once again he was raising the parking issues in the High Street late at night and that somebody will be seriously hurt or killed if safety measures were not put in place to stop the illegal parking issues.</p>	
3	Current service demand, one appointment system and online DBS applications	<p>The group made general comment about documents to bring to appointments, (TL) stated this can knock on to the appointment waiting time if your application is deemed incomplete.</p> <p>(MW) raised concern about customer service and comments from Technical Support staff, one member of staff heard stating that 'you are a taxi driver you should not be late'.</p> <p>(SS) asked for clarity on confidential appointments, confirmed that you can request a separate room for private conversation.</p> <p>Updates were given that the current service demand continued to be unprecedented, that a one appointment system for the Licensing office was about to be put in place, and Integra (Council Trading Services) would be undertaking DBS applications through an online system.</p>	
4	Fees & Charges, and Hackney Carriage Fares public consultation	<p>(KB) stated that proposed Licensing Service fees & charges for 2018-19 was out for public consultation and letters had been sent out, and proposed increase in Hackney Carriage Fares was also out for public consultation. The consultations close on 16th March and responses must be received by then.</p>	

5	Wheelchair Accessible Vehicles (WAVs) – all new Hackney Carriages to be WAVs from 1 st April 2019	<p>The group made extensive comment on this requirement under the revised Hackney Carriage and Private Hire Licensing Policy. Concerns were particularly focussed on the cost of a new WAV, and that operating these large vehicles on the road was not cost efficient or environmentally friendly.</p> <p>The group talked about a petition and presenting this to Council or Cabinet to reconsider the decision of the Committee.</p>	
6	Mandatory Disability & Equality Awareness training for all new and current drivers in 2019	<p>(KB) stated that as part of the revised Hackney Carriage and Private Hire Licensing Policy all new and current drivers will be required to attend and complete an awareness training session provided by the Council, this will be a 2 hour session similar to the CSE awareness training format. The content of the training was currently being put together with the specifics for taxis in the Equality Act to be included, further details would be sent out later in the year when finalised and can start to be organised.</p>	
6	Hackney Carriage and Private Hire licensing enforcement update – compliance checks with PC Patrick Quinton, DVSA and ITU	<p>(PQ) introduced himself to the group as the Taxi Cop and gave a general overview of his work to date, also mentioning the WhatsApp group that had been created to keep in touch and receive updates. Given the limited time he stated that he would be happy to answer questions in the foyer after the meeting.</p>	
7	Any other business	<p><u>Glass top roof, display of top sign</u></p> <p>Raised by (SS) as to why a glass top vehicle was not displaying a top sign. (KB) reiterated it is a HCV licence condition so if a top sign could not be displayed/affixed then it would have to be a 'taxi' sign and front and rear plates. It is still intended to implement flexiplates with one plate only at the rear of all SGC licensed vehicles and front windscreen plate number display.</p> <p><u>Overloading</u></p> <p>(TL) stated that he was aware that a licensed vehicle was overloading and taking up to 10 passengers for a journey. (KB) will speak with (PQ) about the allegation and how to investigate this.</p> <p>(TL) also alleged that current licensed driver had heart attack and was still working.</p>	

8	Date and venue of next meeting	Proposed for June at a venue and date TBC. Meeting concluded at 12:35hrs.	

Next Meeting: 10:30hrs, Wednesday 18th July 2018 @ Emersons Green Village Hall (Cullimore Room), Emerson Way, Emersons Green, BS16 7AP