



## We need your good news stories!



### Cllr. Ruth Pickersgill (Chair Public Safety Cttee)

**We are trying to argue that taxis must be a central part of any new public transport system going forward, as people will need to use them more and more in the future, while we try to reduce the number of private cars to tackle the Climate Emergency (some estimates are that by 2030 we need to reduce car journeys by 40%), and as we know, other forms of transport may not be so convenient or accessible.**

For this to work, we need taxi drivers to be 'ambassadors' for the City. I know the difference it makes taking a taxi, and having a driver that not only offers to help you into the car but also with any luggage. However, it is also great when someone also talks to you about the City, how great it is, the key tourist attractions, what it offers, events that are on etc. As Bristol attracts in new and exciting businesses like Channel 4, taxis should be getting more trade, but newcomers will be expecting you all to be playing this role!

I know that there are already great stories out there of drivers who go way beyond the call of duty to help people. Drivers who assist older and disabled people, who drive across the city to return essential lost property, who make sure vulnerable people are safe, report concerns about exploitation, hate crime and abuse and all do their bit in keeping Bristol safe. If you can tell us your good news stories like this, we can start to publicise and try and get the media to portray drivers in a more positive light. Send any examples to [licensing@bristol.gov.uk](mailto:licensing@bristol.gov.uk) so we can tell the public what a great job you do as ambassadors for our City!

## Licensing/Taxi Cop Outreach Rescheduled

**Our previous newsletter advertised an outreach session on 7th April 2020. This has been rescheduled to 14th April 2020.**

PC Patrick Quinton and an Officer from the Licensing Team will be out on the road in a mobile police station, ready to discuss any concerns or queries you may have! No appointments necessary - you are welcome to come and see them at the locations and times below:

### April 14th 2020

- |                        |               |
|------------------------|---------------|
| • Pennywell Road       | 10:00 – 10:45 |
| • Bristol Temple Meads | 11:00 – 11:45 |
| • Sandy Park           | 12:00 – 12:45 |

# Important information: Climate Strike – Friday 28th February 2020

As you may be aware, a Climate Change protest will be taking place in Bristol City Centre this Friday. In connection with this it will be necessary to close a number of roads in the Central area between the times of 0900 and 1700. These road closures are necessary on health and safety grounds due to the high number of people expected to attend the protest.

Regrettably these closures mean that any taxi ranks located on the affected roads will not be accessible whilst the closures are in place. Please be aware that it may be necessary to implement further road closures if required on safety grounds.

Please see below for details of road closures.



## Taxi forum – get involved!

If you want to know more about taxi policy and ideas in Bristol, then the Taxi Forum is a great way for you to be involved. Join members of the Public Safety and Protection Committee, Licensing Officers from the Council and nominated trade representatives to discuss taxi licensing matters and have your say.

To get involved and represent your trade at our meetings, all you need to do is complete and submit an application form, which will be considered by the chair of the Taxi Forum.

You can find further information, and notes from our previous meetings, on the Bristol City Council website:

[www.bristol.gov.uk/licences-and-permits/taxi-forum](http://www.bristol.gov.uk/licences-and-permits/taxi-forum)

We look forward to hearing from you!

## Hackney Carriage Vehicles – are you using your taximeter?

**Did you know that if you undertake Private Hire Work for a licenced Operator in your Hackney Carriage vehicle, you should still be using your meter?**

If you are undertaking Private Hire work where a fare has been pre-agreed, you should still ensure your meter is on. At the end of the journey, if the fare shown on the meter is less than the agreed fare, you can only charge the amount shown on the meter.

**Don't get caught out, always use your meter!**



## Taxi Driver Equality Monitoring

Before we can consider any licensing policy changes, we have to think about who may be affected by the change. As part of this, we would like to ask you a few questions about yourself. By understanding the different equalities groups in the taxi trade we can see if possible policy changes might affect different groups of licence holders in different ways, and if there may be any indirect discrimination, and then we can see what we can do to improve the situation.

The results of this survey will be used in the Licensing Team's Equality Impact Assessments which will be published. All replies to this survey are anonymous, and you have the option of "prefer not to say" for any questions you do not want to answer. The more information you supply, the more effective our monitoring will be.

To complete the survey please [click here](#)

## Taxi driver appeal dismissed

**In September 2019, Bristol City Council's Public Safety and Protection Committee determined that a driver was no longer a fit and proper person and revoked his Hackney Carriage Driver's licence with immediate effect. This decision was made due to an incident in which the driver failed to safely and securely transport a wheelchair passenger in his licenced vehicle. As a result of the passenger not being secured correctly in the vehicle, the wheelchair tipped over during the journey which caused injury and distress to the passenger.**

When considering whether a driver is a fit and proper person the overriding consideration is the safety of the public.

The driver appealed the decision made by the Committee; the appeal was heard at Bristol Magistrates Court on 22nd January 2020, where the Magistrates upheld Bristol City Council's decision to revoke the licence and Mr Mohammed's appeal was dismissed.

Magistrates' reiterated that it was the driver who was responsible for securing the wheelchair in the taxi, and that he was 'not a credible witness'. They agreed with the council that what happened was 'so serious that we consider him not to be a fit and proper person to hold a taxi license'.



## Upcoming emergency works at Temple Meads Station

From 2nd March 2020 until 15th March 2020, Network Rail are carrying out emergency repairs to the cobbles immediately outside the front of the station.

This will result in some temporary road layout changes during this time.

Please see the leaflet for full details.

## Suicide Prevention Training

Taxi drivers may come into contact with vulnerable persons, and those at risk of suicide. We would encourage drivers to complete some online training regarding this which is available [here](#)

## Child Sexual and Criminal Exploitation Guidance for Private Hire and Hackney Drivers

Avon and Somerset Constabulary have released some guidance for the Private Hire and Hackney Carriage trade regarding Child Sexual and Criminal Exploitation and what you can do as a driver to help the Police combat this issue.

More information and guidance can be found on the police's webpages [here](#)

Please see the attached leaflet.





## Important Notice



### Emergency works at Bristol Temple Meads station

From 2<sup>nd</sup> March 2020 until 15<sup>th</sup> March 2020, Network Rail are carrying out emergency repairs to the cobbles immediately outside the front of the station.

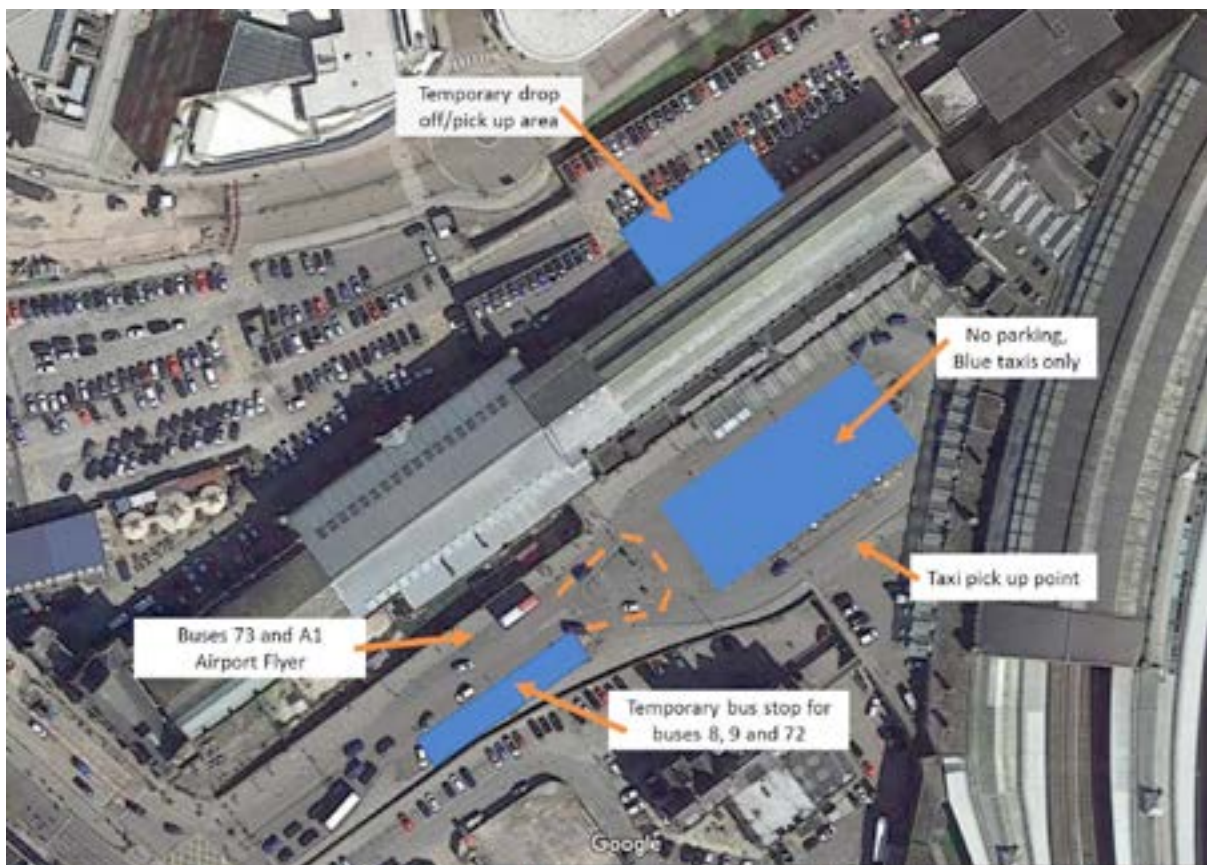
This will result in some temporary road layout changes during this time.

To enable these works, the short stay carpark at the front of the station will become a taxi queuing system and buses 8, 9 and 72 will be relocated to the lower approach road (detailed below).

The drop off/pick up point for cars will now be in the main carpark (detailed below).

It is expected that the approach road and carpark may be busier than normal due to the contraflow system that will be in place. Marshals will be in situ to manage the flow of traffic and pedestrians.

We do advise that if possible, alternative means of transport are used (bicycle, motor bike, buses, trains) to travel to the station.



Thank you for your patience whilst we carry out these essential works.





## Vehicle Inspections and Failures at Fleet Services

**We have recently had a number of queries about vehicles which have failed the Vehicle Inspection Check (VIC) at Fleet Services, as part of the renewal process. The Fleet Services Team test vehicles to the Council's [Inspection Standard](#). If a vehicle doesn't meet this standard then Fleet Services must fail the vehicle. Common failures are where a vehicle has tints, or doesn't have contrasting coloured grab handles.**

If your vehicle receives a failure for this type of issue please contact the Licensing Team directly, as the Fleet Services team won't be able to issue a pass sheet. The Licensing Team will record these reasons and will decide whether they are acceptable to issue a licence. Additional documents may be required.

Other failures, such as no no-smoking stickers, scratches to bodywork, or mechanical issues, must be rectified as normal.

## Refugee Entrepreneurship Project

Many drivers are self-employed and running their own businesses, which is increasingly challenging in the current economic climate. New opportunities have become available for advice drops-in for anyone who is from a refugee background who wants to develop their business or get particular advice. These are on a Monday afternoon, from 4pm-6.30pm, at Junction 3 library, or there are also informal early evening discussion groups with food at Metro Bank in Broadmead for anyone who may want to discuss concerns or share good practice.

## Taximeter Updates – Changes to Bank Holidays for 2020

As you may be aware the Government are moving the early May Bank Holiday from Monday 4th May 2020 to Friday 8th May 2020 due to the 75th anniversary of VE day.

This might affect your taximeter, so to ensure you are charging the correct tariff on the Monday, and get the appropriate Bank Holiday rates on the Friday, please contact the company who normally calibrate your meter. They should be able to tell you whether you need to update your meter or not, and this will prevent any issues of overcharging, or confusion over fares on these dates.

We believe this will affect any meters calibrated by TSUK and Gardiner Taxi Equipment. Please make sure you give the Licensing Team a copy of your meter certificate once it's been recalibrated.

**Don't get caught out, always use your meter!**



## What would you like to see?

**The Licensing Team aim to improve communication between the council and the trade.**

Remember, this is your newsletter!  
If you have something you think would be useful, or would like to see included in future issues, or you have a good news story or information you want to share, please get in touch at [licensing@bristol.gov.uk](mailto:licensing@bristol.gov.uk) with the subject 'Newsletter'.

### **Previous Newsletters:**

The Taxi Newsletter is a good way for the Licensing Team to communicate with the Private Hire and Hackney Carriage trade. Past issues of the newsletter are available on our website: [bristol.gov.uk/licences-and-permits/taxi-forum](http://bristol.gov.uk/licences-and-permits/taxi-forum)