



Message from the chair

As Chair of Bristol City Council's Public Safety and Protection Committee, I am delighted to share my thoughts in this latest edition of the taxi trade newsletter.

At our most recent committee meeting, I was proud to see the adoption of the amendment to the tinted window policy within our Hackney Carriage and Private Hire Licensing. I want to offer a thank you to everyone who engaged with the consultation and shared their views on the current and proposed policies.

This decision reflects the committee's commitment to listening carefully to feedback from the taxi trade, equalities groups, and other key stakeholders. By adopting a balanced policy, we've aimed to ensure both safety and functionality while addressing the diverse needs of our city's residents and visitors.

October saw National Hate Crime Awareness Week. As a council, we stand firmly against hate crime in all its forms, and we recognise the particular challenges faced by taxi drivers in this regard. Whether it's verbal abuse, threats, or physical harm, no one should face hostility in their workplace. I want to assure you that the council is working proactively with the police and community groups to ensure that drivers have the support they need.



I encourage all drivers to report any incidents, knowing that we are committed to making Bristol a safer and more respectful place for everyone.

Looking ahead, I am eager to continue working alongside the taxi trade to support fairness, innovation, and growth in our city. Your professionalism and dedication are at the heart of Bristol's success, and I look forward to more constructive dialogue in the months ahead.

Cllr Sarah Classick

Chair of the Public Safety and Protection Committee

Fleet Services

If you need to cancel your booking you'll need to give at least 24 hours notice, or a fee will be charged. If you are late to your booking, or do not bring your badge your booking will not be able to go ahead, and you will still be charged the booking fee.

You can find further information about vehicle inspection check appointments on our [website](#).



Christmas opening hours

The Licensing Service and the Customer Service Centre phone lines will be closed on the 25 and 26 December 2024, and 1 January 2025.

Fleet services opening hours will be as follows over the Christmas and New Year;

- 23 December 7am – 5pm
- 24 December 8am – 2pm
- 25 to 29 December Closed
- 30 December 8am – 2pm
- 31 December 8am – 2pm
- 1 January Closed



Factory fitted vehicle tints

There has been a recent change to the Taxi and Private Hire Licensing Policy in relation to factory fitted tints.

If your vehicle had tints at the point of manufacture this is now allowed, if your tints were fitted later, or a film has been added this is not allowed, and any applications will be referred to the Public Safety and Protection Committee with a recommendation for refusal.



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 via our [contact page](#) – you will need to select the 'other' category.

Hate crime awareness week

Hate crime awareness week was in October we've worked with SARI (Stand Against Racism & Inequality), and other local authorities to bring together information to support you in dealing with issues around hate crime and prejudice.

As people and businesses that have responsibility for a major part of our transport system in the region we are appealing to you for your help with a serious issue.

We know that operators and drivers are eyes and ears for a whole host of different issues that can occur in and around our streets and in your cars. This means you have the opportunity to make a big difference to community safety and to tackling crime.

In this instance, we want your assistance with tackling hate crime and prejudice including racist, homophobic, sexist, transphobic, disabilist, Islamophobic and for any other attack based on identity.



The following definition of hate crime has been agreed between the Police and the CPS:

“Any criminal offence which is perceived by the victim or any other person, to be motivated by hostility or prejudice, based on a person’s disability or perceived disability; race or perceived race; or religion or perceived religion; or sexual orientation or perceived sexual orientation or a person who is transgender or perceived to be transgender.”

We would like you to do the following:

1. Be aware of the difference between a general complaint from the public or a driver and a hate crime or prejudice-based incident. If you need more support with this, training or advice is available – please get in touch with SARI via their website ([Stand Against Racism & Inequality](#)) or email alex@saricharity.org.uk. You can also ask SARI for posters, leaflets and business cards to distribute to your staff and drivers.
2. Ensure that you are familiar with reporting and recording procedures and your legal obligations for dealing with hate crimes and prejudice-based incidents. The Local Authority has equalities obligations and their Taxi and Private Hire Licensing Policy will expect you to comply with equalities and safeguarding policies and procedures.
3. You should report all Hate Crimes to Avon & Somerset Constabulary via their [website](#).
4. Victims of hate crime or prejudice-based incidents can also refer themselves/ be referred to SARI for support – they offer a free and confidential casework service. You can also contact them for advice if you need any help with an incident.

For Bristol licensed operators, we have a supply of A5 posters and window stickers about Making Off With Out Payment and Treating Drivers with Respect. Please visit our [contact page](#) to request some – you will need to select the ‘other’ category.

Public transport race and faith focused meeting

Have you experienced hate crime whilst working?

The public transport safety and equality group meets to discuss public transport matters and works to ensure public transport is accessible, safe and free from hate crime and other forms of abuse and to tackle inequalities relating to public transport delivery for customers, staff, public transport providers and the wider community. It is a working group made up of local authority representatives, public transport providers, hate crime specialists, and equality groups.

Why We Need Your Voice

Hate crimes on public transport can deeply impact individuals and communities, creating fear and insecurity where people should feel safe. These incidents often go unreported, leaving many affected by trauma without support. We want to change that by gathering input to better understand the range and frequency of these incidents, as well as the obstacles to reporting them. Your shared experiences will provide the group with essential insights that we can use to improve policies, support victims, and take concrete actions to prevent future occurrences.

How You Can Help

We invite you to share your stories and perspectives with us. Have you or someone you know experienced or witnessed hate crime on public transport? Do you feel comfortable reporting these incidents, and if not, what's stopping you? Your feedback can help us identify specific areas that need attention and improvement.

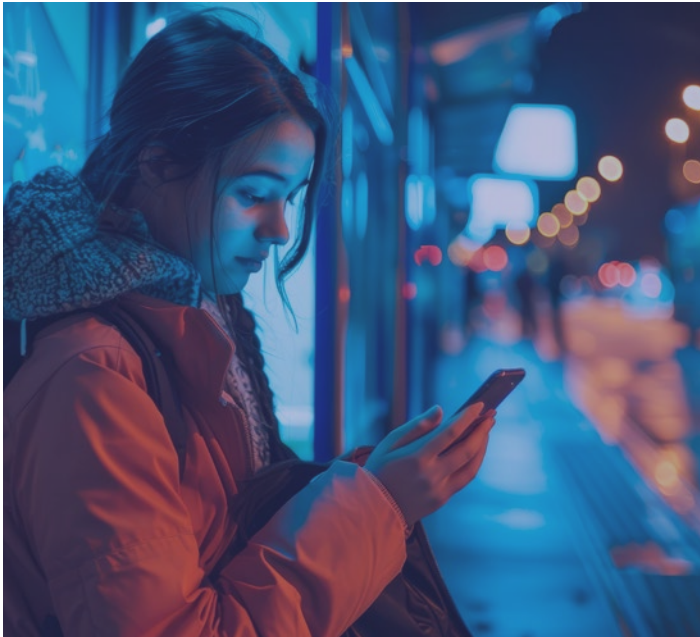
We will be discussing these issues at our next Public Transport Safety and Equalities Group meeting where the focus will be on race, ethnicity and faith-based discrimination, and we would be grateful for your participation. Your input will play a vital role in shaping our approach to offering better support for those affected.

If you are happy to share your experiences please email us with a summary and we may contact you further. Your email may be shared with public transport providers, and other members of the public transport group, but will be anonymised.

Thank you for helping us build a safer, more inclusive public transport environment. Together, we can make sure everyone feels confident and secure in reporting incidents and help shape a future where everyone is treated with respect.



Avon and Somerset Bystander Intervention Training



Avon and Somerset Police & Crime Commissioner have commissioned a series of Bystander Intervention Training courses across Avon and Somerset.

The purpose of these training sessions is to equip community members with skills and confidence to safely intervene in situations, fostering safer, more supportive environments.

Each session will cover practical, empowering strategies that anyone can use to make a positive difference in their community. You can find further information, and book a session on the [Night Time Economy Solutions website](#).

DBS Update service

The requirement for all drivers to sign up to the Update Service came in in August 2021, when the current Taxi Policy was adopted.

Most drivers have signed up and maintained their DBS Update Service subscription and kept the DBS certificate used to sign up. The certificate used to sign up must be kept as you may need to provide this to us, or another local authority you are licensed by.

If you've not already signed up to the DBS Update Service, or you have let your subscription lapse, or you've lost your DBS certificate you'll need to complete a further DBS check and sign up to the DBS Update Service with the new DBS certificate, and we'll not be able to renew your licence until you have done so.

When you renew your subscription to the DBS Update Service you'll receive an email from our DBS supplier, CBS asking you to confirm your subscription. If you tell CBS that you have renewed your DBS Update Service, they'll let us know that you've renewed your subscription, and we shouldn't need to request this information at renewal.

If you don't tell CBS we're not able to check your DBS, and when you renew your licence we'll need to ask you for evidence that you've signed up to the DBS Update Service, which may mean that your renewal takes longer.

