



# Message from the chair

**I'm delighted to take up the reins once more as Chair of the Public Safety and Protection (PSP) Committee. Some of you may remember me from many years ago when I was Chair, but for those of you that don't, I've been the city councillor for Redland since 2009 and a member of the PSP Committee on and off for much of that.**

There have been many changes since I was last chair, some of them positive, although it is clear that the impact of Covid-19, lock down and the cost of living is continuing to have leave a mark on the taxi trade. Notwithstanding this, along with officers and our ever-busy taxi cop, I hope that I can help to get the best outcomes for the trade and the public alike.

One issue that I would really like to tackle is communication. There have been a lot of improvements, including this newsletter, since I was last Chair, but it's clear that a number of



misconceptions and rumours persist, and I'd like to minimise this as much as I can. If you've got any ideas on this (or anything else for that matter) please do get in touch.

**Councillor Fi Hance**  
Public Safety and Protection Committee

## 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 [online contact forms](#) with the subject 'Newsletter'.

## PC Quinton update

# Taxi Cop

Hello drivers, I have been looking into all the reports made to Avon and Somerset Police involving licensed drivers and vehicles over the last two months. I believe this may be the first time nationally a police force has done this. Although I would like a few months more data to speak with confidence, I think I am able to see some patterns which I would like to share with you.

As you would expect, there are more drivers in Bristol than anywhere else in Avon and Somerset so there are many more reports of crime in our area.

Of the 137 reports I looked at, crimes committed against a driver far exceeded those committed by a driver. Usually it involved runners (20 cases) or customers abusing their driver – often physically (20 cases). However, the most serious crimes (mostly involving sexual assault) are alleged to have been committed by a driver.

21 cases involved property. The most common incidents were the public reporting lost items, often accusing the driver of stealing a mobile phone. I'm sceptical that drivers dishonestly keep property. I think it's more likely that subsequent customers take items, or the customer is mistaken where they have left it. However, I also think that Private Hire Drivers dealing with found property correctly would make a big difference and I will think about how we can all improve on that.

Something which has made me proud is those drivers who have called the police to report a concern about a customer. Whether that is because of a trip to the Suspension Bridge, overhearing a conversation in the vehicle, or witnessing abusive behaviour between



customers, it largely amounts to a safeguarding concern. The training Bristol City Council have delivered on this subject has been very effective and well received and is showing results. Over the last two months, seven people are likely to be given support and protected because of the reports a driver has made. I will be writing to two of those drivers to thank them personally for their actions.

My bosses are very interested in this information and what we can do with it to protect drivers and the public and reduce crime. So, when I ask drivers to report runners and other crimes it's important because it builds the picture of what is really happening to you. I know many of you don't want to report crime "because the police can't / won't do anything about it" but it's really important we do know so we can learn from the reports made.

With all of this in mind, I wish you a safe shift!

**PC Quinton, Taxi Compliance Officer**

The Bridewell police station  
PC Quinton  
07469 400 832

# Tariff Increase

**The Hackney Carriage Maximum Tariff changed on 24 August 2023.**

**All Hackney Carriage Vehicles, and any Private Hire Vehicles which are fitted with a meter will need to be booked in for the meter to be re-calibrated.**

The meter re-calibration can either be done by BTAC or Gardiners Taxi Equipment, who you will need to contact directly to book an appointment, their contact details are listed below, they will be able to provide you with a new tariff sheet once your meter is re-calibrated.

Please note that you won't be able to charge the new maximum tariff until your meter has been re-calibrated. You will need to provide a copy of your calibration certificate on your next renewal application. We are aware some drivers are experiencing difficulties having their meter calibrated due to software issues, if you are renewing your licence and unable to calibrate your meter, please let us know on application, we will be able to issue your licence without the certificate whilst these issues are ongoing, but you will be unable to charge the new tariff until the meter is calibrated correctly.

- **BTAC Ltd**

Phone: 01179 717 119

Email: [info@btacbristol.com](mailto:info@btacbristol.com)

Website: [btacbristol.com](http://btacbristol.com)

- **Gardiners Taxi Equipment**

Phone: 01179 669 646

Email: [gtes@btinternet.com](mailto:gtes@btinternet.com)



## Applying for renewal

**It takes the Licensing Team at least 10 working days from receiving your complete renewal application. Since the introduction of the new online application system, we're finding that a lot of applicants are submitting renewals very close to their expiry date, which leaves little time to resolve issues with the application.**

Applications can be submitted up to six weeks in advance of your expiry, and we would advise all applicants to apply well in advance of the expiry of their licence. This means that if there is an issue with your application, we have time to contact you, and for you to provide the correct documents, without you being off the road.

Please remember that your renewal reference number will only work up to six weeks in advance, if you try to submit an application prior to this, the online system will show an error message.

## Fee Increase

**The Private Hire and Hackney Carriage application and renewal fees have now increased. Our website has been updated, and our online application system has been changed to reflect the new fees.**



# Have a say in the future regeneration of Bristol City Centre

**The council is looking for feedback on the proposed strategies for the long-term regeneration of Bristol city centre.**

The draft City Centre Development and Delivery Plan sets out a vision for the future of the city centre and high-level principles to guide regeneration. It also identifies key changes required in the coming years to the city centre streets and spaces and the way land is used for development.

With a focus on the Broadmead and Castle Park areas, the plan sets out key changes that will help transform them into more inclusive, sustainable and connected places and create a green, safe and vibrant city centre.

Overall, the plan will help ensure future investment, development and regeneration is co-ordinated. To read more about the plan and to take part in the consultation visit the [Ask Bristol website](#).

## Thrive at Night

**Thrive At Night is a new initiative by Bristol Nights to provide free mental health and wellbeing support for all those working in the night-time economy, from 6pm to 6am.**

Thrive At Night has launched following an incredibly challenging few years for the night-time economy and in response to our community calling out for sector-specific support, to maintain good mental health and wellbeing.

Following round table discussions with 50 businesses in October 2022, who shared their experiences, worries and concerns about the wellbeing of their teams, we have developed a compressive package of support designed to empower compassionate leadership across the sector and help to create mentally healthy workplaces:

- A managers guide to creating mentally healthy workplaces  
>[Download booklet](#)
- A mental health workbook for night workers  
>[Download booklet](#)
- [In-person participatory training](#), on a wide range of subjects

Find out more about Thrive At Night on the [Bristol Nights website](#).

## ‘Deep-Dive’ mental health training sessions

Covering a range of topics around wellbeing in the night-time economy, these hands-on sessions include: stress management, becoming a compassionate leader, intersectionality in the night time economy, reacting to a serious incident and how to support employees who may be self-medicating as a reaction to stress.

Places on these workshops are limited, so we advise booking early.

Visit [Eventbrite](#) to view the full range of Thrive At Night ‘Deep-Dive’ mental health training sessions.

