

ADC Taxi Licensing Fact Find – Recommendations Action Plan Update 24/11/17

Ref	Recommendation	Action to be taken	By whom	Implementation date	Current
1.3.1	The draft Handbook should be expanded to include details of regular trade meetings, when consultations should occur and who with, the process for changing the tariff, procedures for dealing with complaints from the public about the conduct of taxi drivers, and the process for updating the Handbook.	Formal procedures and processes will be in an appendix to the handbook and will be a separate link on the website.	SJ	December 2017	In Train
1.3.2	Part 1 - All financial procedures (including procedures for receiving, recording and banking of licence fee income) should be documented. Furthermore, all procedures should be reviewed and updated when Northgate M3 is replaced.	Detailed procedures for recording the receiving of fees is already in place. These will be reviewed and updated on the introduction of a new IT system.	KJA	Part 1 completed Part 2 will be completed as part of the future Digital work is programme, but main action is closed.	Part 1 Completed
1.3.3	The draft Handbook should be finalised as soon as practicable in order that the Service are working to an approved and finalised set of policies and procedures.	Virtually complete and ready for publication just awaiting a decision on roof sign specification for Private Hire vehicles.	SJ	December 2017 Awaiting sign off by Chair of Cttee	In Train
1.3.4	Before the draft Hackney Carriage & Private Hire Licensing Handbook is finalised, representations should be requested and considered from a wide range of local disability groups, women's groups and other organisations with a wider transport interest.	Public consultation completed including with the Mobility Access group. Mobility Access roadshow also held in Summer 2017. Currently consulting with the taxi forum on the Disabled Access Charter and Wheelchair Accessible Vehicles, which will be taken to the Operational A&W Group in February 2018.	TB	Current Handbook sign off imminent (Dec 2017) (see 1.3.3) Sept 2018 start Review to extend consultation as described.	In Train

		Also working on linking up with issues of safety of women in the night time economy.		WAVs and Disabled Persons Charter brought to recent Forum 22/11/17 for consultation	
1.3.5	Consideration should be given to the draft Handbook being reviewed by Legal Services before it is finalised.	All reports concerning applications, policy and handbook are forwarded at the draft stage to senior officers and the council's legal services who routinely make observation, suggestion and amendments.	TB	December 2017	Completed
1.3.6	Part 1 : The checklist used for processing driver licence applications should be expanded to include attendance at disability awareness and CSE courses. Part 2: A separate checklist for processing vehicle licence applications should be adopted.	The driver licence checklist already includes sections on disability awareness and CSE and so does the M3 procedures include these. Vehicle licence checklist is already on the application form and also on M3 system's procedures.	TB	October 2017 Done.	Completed
1.3.7	Arrangements should be effected to ensure that all have attended the CSE course.	Monitoring is in place and record is made on individual's M3 record. Note - 460 drivers have completed a course, 46 are outstanding - next course dates 12/12/17	TB	September 2017	Completed
1.3.8	DBS certificates received from applicants should be handled in accordance with the DBS Code of Practice, and should not be scanned onto M3. IN PLACE	It is not current procedure to scan DBS certificates on to the system. Any offences that show are recorded manually against the driver's file and DBS copy taken is destroyed securely as the Code of Practice dictates.	TB	September 2017 Done.	Completed

1.3.9	The Council should subscribe to the on-line facility for checking driving licence details provided by the DVLA.	Agreed will streamline procedures and provide up to date & accurate data including historic offences. The council will apply to be registered The fee is £3,000 registration then only £1 per search. (Budget £500 pa)	SJ	April 2018 (new financial year) Application to be made December '17	In Train
1.3.10	When a renewal of a DBS check is due, the new DBS certificate should be viewed before the previous certificate's expiry date, and the certificate number should be recorded on M3.	This is Current process Issues: on occasion certs are delayed by the DBS service, sometimes for months particularly if the applicant has resided in the London area in the past. No new licences are issued without a complete DBS. Please see below.	See 1.3.11	See 1.3.11	Completed
1.3.11	Consideration should be given to requesting taxi drivers to subscribe to the DBS Update Service Consideration should be given to requesting taxi drivers to subscribe to the DBS Update Service.	Agreed. We do encourage them and would like to make it compulsory. This would eliminate any issues as identified at 1.3.10 (Costing £44.00 + £13.00 to applicant)	TB	Business case by January 2018. Subject to legal advice & possible Committee Consideration	In Train
1.3.12	Consideration should be given to requiring existing drivers to undertake disability awareness training.	As part of the handbook review 2018 we will consult on this forming part of any renewal of a licence. It is compulsory for all new drivers to undertake this training currently	SJ	September 2018	In Train
1.3.13	A review of the time taken to process licence applications should be conducted in order that any possible improvements in the procedure can be identified in order to	Current procedures have been streamlined and co-location of all staff at Portland House have improved communication and process oversight.	KJA	December 2017	Main action Completed Future improvements as

	reduce the length of time some applications are taken to process.	Further improvements may be made as part of the digital programme work due to start in 2018			part of the digital programme can be reviewed
1.3.14	Consideration should be given to the setting of service targets, including the time taken to respond to telephone calls and emails. Where targets are set, systems and processes should be put into place for the monitoring and reporting of such. This should include ensuring that the new Taxi Licensing system is capable of recording the time taken to progress each licence application through each stage of the application process and be able to produce performance reports, which should be regularly produced and reviewed by management. Where possible performance data should be regularly compared with data from other local authorities.	Team to agree service targets by Jan 2018	SJ	January 2018 Performance targets. And then new system to incorporate easy reporting of service performance targets. Benchmarking will be undertaken.	In Train
1.3.15	Cheque and cash income from licence fees should be banked at least weekly	Since the move to Portland House all revenue paperwork is completed and monies banked every week on a Wednesday.	TB	September 2017 Done, every wednesday	Completed
1.3.16	The new Taxi Licensing system, which will replace Northgate M3, should be capable of producing income reports which can be reconciled with monies for banking.	Agreed	KJA	November 2018 - Subject to Digital Timetable (J-D 2018?)	Part of future digital programme
1.3.17	The process for changing the hackney carriage tariff should be documented.	It is laid out in the legislation. Flow chart to be produced and added to Handbook appendices as per 1.3.1	TB	December 2017	In Train
1.3.18	When there is a change to the hackney carriage tariff, the new tariff advertised to the public in accordance with Section 65(2)	Agreed and checked by Licensing officer and Team Leader for Licensing.	SJ	October 2017	Completed

	of the Local Government (Miscellaneous Provisions) Act 1976 should be checked for accuracy. Furthermore, any press releases and written communications should be checked and reviewed by Legal Services before they are issued.			Worthing tariff increase successfully implemented November 2017.	
1.3.19	Any change to the hackney carriage tariff should be notified to each taxi driver in writing at the earliest opportunity (after the end of the 14 day consultation period)) and should advise the effective date for the tariff increase and detail the arrangements for updating meters.	Agreed.	SJ	October 2017 Tested on introduction of new tariff in Worthing - November 2017.	Completed
1.3.20	The Licensing Office should retain details of any legal advice received from Legal Services.	File located on N:Drive but agree to also set up a dedicated legal file on shared Google Drive (if deemed secure under DPA) - requirements of new GDPR requirements from May 2018 to be reviewed	SJ	December 2017 Subject to check with Legal.	In Train
1.3.21	Where a there is an allegation of misconduct by a Council officer, an Investigating Officer should be appointed by the Head of Service in accordance with the Disciplinary Policy. Furthermore all complaints about the Taxi Licensing service should be routed through the Corporate Complaints procedure and should be responded to in accordance with that procedure's guidelines.	Agreed. No allegations of misconduct have been received in 2017 - to be actioned as required Staff have been trained on the use of the corporate complaints procedure	JC	September 2017	Completed
1.3.22	Where a complaint about the Taxi Licensing service is investigated via the Corporate Complaints Procedure, a	Agreed	JC	December 2017	In Train

	response should be sent to the complainant before the prescribed deadline.	See 1.3.1 will be produced as part of the suite of appendices to the handbook			
1.3.23	Procedures for investigating complaints received from the public about the conduct of taxi drivers should be fully documented.	See 1.3.1 will be produced as part of the suite of appendices to the handbook in the form of a handbook. Complaints are currently recorded on individuals M3 file and will be on the shared google enforcement file.	TB	December 2017	In Train
1.3.24	Full details of action taken in response to a complaint about an individual taxi driver should be recorded on the M3 system.	They are and recorded on individuals M3 file and will be on the google enforcement file. See 1.3.23	TB	Dec 2017	In Train
1.3.25	Officers should ensure that all information provided to the Licensing Committee is complete and accurate.	Officers always endeavour to provide accurate, up to date and complete information to members. All committee papers are checked by legal and senior officers prior to publication.	SJ	September 2017	Completed

Officers:

SJ - Simon Jones - Team Leader Licensing

TB - Teresa Bowley - Taxi Licensing Officer

KJA - Kathryn Adderson - Public Health & Regulation Manager

JC - Jacqui Cooke - Head of Wellbeing