

Licensing Service Improvement Plan

| No | Action | Responsibility | Target Date | Progress | In Progress/ Completed |
|------------------------|---|-------------------|---------------|--|---------------------------|
| Decision Making | | | | | |
| D1 | Forward Plan to be a standing agenda item for each Licensing Committee, to include: <ul style="list-style-type: none"> • Member training • Taxi Forums • New/Revised/Reviewed Policies • Quarterly performance reports | Licensing Manager | February 2017 | Draft Plan produced and to be considered by members at GLC on 21.2.17 | Complete |
| D2 | Convictions Policy to be reviewed | Licensing Manager | February 2017 | Report drafted and on GLC agenda 21.2.17 | Complete |
| D3 | Clarification of process to be followed in determining when a matter should be referred to GLC for consideration of the “fit and proper” test. Development of checklist / profroma to record consultation with Legal Services. | Licensing Manager | March 2017 | | In Progress |
| D4 | Clarification of procedure for emergency action under SO 38 | Licensing Manager | March 2017 | Report drafted and on GLC agenda 21.2.17 | Complete |
| D5 | Annual Training Programme to be developed for members of the Licensing Committee and included in the Committee’s Forward Plan | Licensing Manager | April 2017 | Forward Plan drafted. Training requirement to be discussed with members at meeting on 14.2.17. | In Progress |
| D6 | Update the report template for information to be presented to the General Licensing Committee which require a decision on the “fit and proper” test, specifically including, where appropriate, mechanics (eg use of ex parte hearings); format; and inclusion of professional advice and recommendations | Licensing Manager | April 2017 | | In Progress |
| D7 | Implement a policy for the testing of modified vehicles | Licensing Manager | May 2017 | Work commenced, practical activity underway, on GLC agenda March 2017 | In Progress |
| D8 | Written procedure instructions to be in place for Licensing Officers detailing roles, responsibilities and processes (administrative and enforcement). | Licensing Manager | June 17 | Currently in progress | In Progress |

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| | To include a peer review procedure for decisions taken by Licensing Officers and 10% management checks | | | | |
| D9 | Annual review of the Hackney Carriage and Private Hire Vehicle Licensing Policy and associated appendices | Licensing Manager | September 2017 | | |
| D10 | Complete implementation of s165-167 of the Equality Act relating to the creation of a list of wheelchair accessible vehicles | Licensing Manager | September 2017 | | |
| Strengthening Partnerships | | | | | |
| S1 | Re-locate Licensing in closer proximity to Legal Services | Licensing Manager | February 2017 | Done | Completed |
| S2 | Hold Taxi Forums on a quarterly basis with members invited to attend | Licensing Manager | June 2017 | Included on draft Forward Plan. Need initial discussions with trade. | |
| S3 | Protocols / practical arrangements (data sharing, relationship building) put in place to meet and share information with partner agencies on a trusted basis. Partners to include: <ul style="list-style-type: none"> the police (fortnightly meetings); LCC / LADO; and other District councils as appropriate | Licensing Manager | April 2017 | Met with the police in February Meeting with LADO scheduled for April | In Progress |
| Building Confidence | | | | | |
| B1 | Formally record details of pro-active enforcement action for reporting to the Licensing Committee | Licensing Manager | February 2017 | Details recorded on LALPAC database and manual records | Completed |
| B2 | A performance monitoring report to be submitted to the each Licensing Committee | Licensing Manager | June 2017 | Agreement for reporting to GLC from June 2017 meeting onwards in place, to detail enforcement undertaken on a monthly basis from the start of 2017-18. Staff developing processes to extract data from data sources. | In Progress |
| B3 | Re-iterate the corporate safeguarding policy to Licensing Officers and include this in their training plan | Licensing Manager | March 2017 | | |

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| B4 | Review current driver / operator licences against the revised Convictions Policy once that has been approved | Licensing Manager | Begin: March 2017 Concluded: July 2017 | | |
| B5 | An annual report will be provided to the Licensing Committee detailing the performance and activity of the licensing function over the previous 12 months | Licensing Manager | April 2017 | | In Progress |
| B6 | Council to receive bi-annual reports from the Chair of the General Licensing Committee on enforcement activity and performance data (other than quasi-judicial matters) | Licensing Chair | May 2017 | | |
| B7 | Safeguarding training to be provided to all drivers | Licensing Manager | December 2017 | All drivers have been asked to attend safeguarding training, but 27 drivers have failed to attend. One to one training will be provided to these drivers as they renew their licences. Safeguarding information is provided to all new drivers at the point of application | In Progress |
| B8 | Implement an operator accreditation scheme | Licensing Manager | March 2018 | | |
| B9 | Member training plan, including safeguarding training, to be agreed | Licensing Manager | March 2017 | | In Progress |
| Service delivery and transformation | | | | | |
| T1 | Develop a schedule of pro-active enforcement action to be undertaken by Licensing Officers during 2017-18 | Licensing Manager | March 2017 | | In Progress |
| T2 | Training and development programme to be created for Licensing Officers | Licensing Manager | March 2017 | Some training needs identified and options for delivery explored | In Progress |
| T3 | Complete review of Licensing and its preferred location in the corporate structure | Chief Exec | June 2017 | | |
| T4 | Review the Licensing Officer job descriptions and person specifications. Consider introduction of formal out of hours working requirement / financial implications. | Licensing Manager | July 2017 | | |

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| T5 | Improvement plan for other licensing matters to be developed: <ul style="list-style-type: none"> • Gambling • Alcohol | Licensing Manager | Sept 2017 | | |
| T6 | Implement the new version of LALPAC with data converted/input from the previous version | Licensing Manager | June 2017 | | |
| T7 | Document retention policy to be adopted | Licensing Manager | June 2017 | | |
| T8 | Assessment of fees and charges to be effective from April 2018 | Licensing Manager | January 2018 | | |