# Appendix A

**Licensing Forward Plan 2018/2019**

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| **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:* Member training
* Taxi Forums
* New/Revised/Reviewed Policies
* Quarterly performance reports
 | Mark Marshall | Monthly | Taxi Forum conducted 14th June 2018.Matters arising GPS metres taxi training courseNo Policy Revision intended at this stageQuarterly Performance attached | On Going |
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| D2 | Implement a policy for the testing of modified vehicles | Mark Marshall | August 2018 | Policy now ratified by ELT, to be progressed to full council, vehicle test sheets to be amended in order to identify the current stock that requires testing, Vehicles that require the test will be directed to Bamber Bridge Depot for testing. | In Progress |
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| D3 | Annual review of the Hackney Carriage and Private Hire Vehicle Licensing Policy and associated appendices | Mark Marshall | March 2019 |  | Not started |
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| D4 | To revisit and update the current vehicle testing regime which currently gives operators a choice of 10 commercial garages. The information passed to the Authority from these garages does not reflect an accurate picture of the standard of vehicles with no detail on defects detected the amount of re tests undertaken to achieve a pass and we believes there is a significant difference between garages in consistency. | Mark MarshallJustin Abbotts | September 2018 | Committee Members suggested a closer working relationship with the garages in order to achieve better outcome around the information received on testing. Letter sent to all garages with a request to provide updated details and acknowledgement of the changes to the Road Worthiness test which includes an indication as to whether the vehicle passed it test first time and also to indicate whether the vehicle has been adapted since first registration for wheel chair use.1 garage is now out of business and another has no capability to perform the tests. Up to date details from the garages to be returned by the 20th July 2018 | On Going |
| **Strengthening Partnerships** |
| S1 | Re-establish a working relationship with ;PoliceLancashire Fire and RescueHome Office Immigration | Mark Marshall | March 2019 | Meetings have occurred with ;Fire SafetyImmigration and PoliceJoint working arrangements scheduled for Aug 2018 | On Going |
| S2 | Hold Taxi Forums on a quarterly basis with members invited to attend  | Mark Marshall | Quarterly | Meeting took place on the 14th June 2018, next meeting scheduled for September 2018. | On Going |
| S3 | Re engage with the local pub watch scheme and aim to increase membership and attendance | Mark Marshall | March 2019 |  |  |
| **Building Confidence** |
| B1 | Formally record details of pro-active enforcement action for reporting to the Licensing Committee | Mark Marshall | Monthly | Details recorded on LALPAC database and manual records | Normal Business |
| B2 | Develop a Licensing Tracking sheet to be sent to all Responsible Authorities and Elected Members weekly  | Chris Ward | June 2018 | Template to be approved | Awaiting Approval |
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| B3 | An annual report will be provided to the Licensing Committee detailing the performance and activity of the licensing function over the previous 12 months | Mark Marshall | March 2019 | On the 13 June GLC agenda but deferred until July meeting. Presented to GLC on 11th July | On Going |
| B4 | Council to receive reports from the Chair of the GLC on the Licensing Service and Committee activity (other than quasi-judicial matters) | Licensing Chair | March 2019 | SO 35 Report submitted to the Licensing Committee re Delegation for LA 2003 | On Going |
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| B5 | Implement an operator accreditation scheme | Justin Abbotts | December 2018 | The adoption and implementation of the scheme is to be undertaken by the new Head of Licensing when that officer is in post.Spoken with Directors of Avacab and Village cars very receptive to the proposals. | Soft Consultation underway and draft scheme being drafted. |
| B8 | Member training plan, including safeguarding training and job shadowing, to be agreed | Licensing Manager | March 2019  | Training Session on taxi law on the 4th June 2018 Mark Marshall and Tasneen Safdar completed, no further dates booked in in discussions with Ben Williams from Kings Chambers to put on a day’s training event in October, still to be confirmed. | On Going |
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| **Service delivery and transformation** |
| T1 | Review Licensing Process Procedures in order to streamline the systems focussing on risk rather than routine the overall aim is to avoid duplication and provide a better use of officer time | Chris ward | September 2018 | Meeting with IT has occurred, agreement to digitise premises licence applications and they are offering advice on setting up an electronic filing system which meets all the data security measures | Ongoing |
| T2 | Training and development programme to be created for Licensing Officers  | Mark Marshall | April 2017 & Ongoing | Some training needs identified and options for delivery explored. PDRs to be completed on 28th April with training (including safeguarding and PACE) being included. PDRs have been completed with Steph & Chris both asking for follow up training on PACE. Training and development has now been incorporated into ‘business as usual’ and is identified through PDRs and regular one to ones | On going |
| T3 | Obtain BII ( British Institute of Innkeepers ) Status and begin to deliver Personal Licence Course with a view to increasing income generation | Mark Marshall | August 2018 | Received Accreditation on the 28th June 2018,Course schedule to be drawn up for the next 12 months commencing in September 2018. | Complete  |
| T4 | To implement a taxi driver customer care course in line with paragraph 5.7 of the taxi and private hire policy. This will provide more flexible access to the pre requisite qualification at a reduced cost to the BTEC and again increase revenue for the department. | Mark Marshall | August 2018 | Course design underway, due to meet with a NVQ assessor who will deliver the practical element of the course on the 13th July 2018 | On going |
| T5 | Register to the Dot Gov web site so that electronic applications for LA 2003 matters can be accepted. | Justin Abbotts | August 2018 | IT development underway | On going |
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| T6 | Assessment of fees and charges to be effective from July 2018 | Licensing Manager | March 2019 | Delayed due to the re-structure and shared services agenda | In Progress |
| T7 | Review of the Gambling Policy | Mark Marshall | Jan 2019 | National policy for all councils to review their gambling policies by Jan 2019. To be included in the GLC forward plan. |  |