

Taxi Licensing Administration & Compliance Activities – Q3 and Q4 2017/18

SUMMARY

- 1.1 The report provides information on the activities the taxi licensing service has undertaken during quarters 3 and 4 of the 2017/18 financial year.

RECOMMENDATION

- 2.1 To note the contents of the report.

REASONS FOR RECOMMENDATION

- 3.1 The information provided in this report is for member information only.

SUPPORTING INFORMATION

- 4.1 The statistics for taxi licensing and associated licensing compliance activities for quarter three and quarter four of 2017/18 are set out in the appendices attached.
- 4.2 The information contained at Appendices 2 and 7 sets out the number of requests for service received by the Licensing Team and the number of licences processed during the particular period.
- 4.3 The information contained at Appendices 3 and 8 set out the vehicle compliance work carried out during the particular period. Using a risk-based approach, Licensing Compliance & Enforcement Officers will often identify vehicles to inspect that appear to fall below the Council's standards for licensed vehicles. It is important therefore to understand that these statistics do not necessarily indicate the condition of all licensed vehicles.
- 4.4 The information contained at Appendices 4 and 9 set out the knowledge test statistics for each of the quarters and other compliance / enforcement related exercises undertaken throughout the particular period.

- 4.5 A breakdown of licensed vehicles by registration year for the particular period can be found at Appendices 5 and 10.
- 4.6 A breakdown of the type of reports presented to the Taxi Licensing Sub-Committee and appeal statistics for the particular period can be found at Appendices 6 and 11.

OTHER OPTIONS CONSIDERED

- 5.1 Not applicable.

This report has been approved by the following officers:

Legal officer	Olu Idowu
Financial officer	n/a
Human Resources officer	n/a
Service Director(s)	n/a
Other(s)	Michael Kay

For more information contact:	Sandra Mansell, Tel. 01332 641931, e-mail sandra.mansell@derby.gov.uk
Background papers:	None
List of Appendices:	Appendix 1 – Implications Appendix 2 – Applications Processed and Service Requests Q3 Appendix 3 – Compliance Work Q3 Appendix 4 – Knowledge Test Statistics Q3 Appendix 5 – Vehicle Registration Breakdown Q3 Appendix 6 - Sub-Committees and Appeal Statistics Q3 Appendix 7 – Applications Processed and Service Requests Q4 Appendix 8 – Compliance Work Q4 Appendix 9 – Knowledge Test Statistics Q4

	Appendix 10 – Vehicle Registration Breakdown Q4 Appendix 11 - Sub-Committees and Appeal Statistics Q4
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Appendix 1

IMPLICATIONS

Financial and Value for Money

1.1 None directly arising from this report.

Legal

2.1 None directly arising from this report.

Personnel

3.1 None directly arising from this report.

IT

4.1 None directly arising from this report.

Equalities Impact

5.1 None directly arising from this report.

Health and Safety

6.1 None directly arising from this report.

Environmental Sustainability

7.1 None directly arising from this report.

Property and Asset Management

8.1 None directly arising from this report.

Risk Management

9.1 None directly arising from this report.

Corporate objectives and priorities for change

10.1 The proposals set out in this report will **deliver better outcomes for our communities, more efficient and effective services and improved value for money for our customers.**

TAXI LICENSING QUARTERLY STATISTICS

	REQUESTS FOR SERVICE	APPLICATIONS PROCESSED										
		HACKNEY VEHICLES		HACKNEY DRIVERS		OPERATORS		PRIVATE HIRE VEHICLES		PRIVATE HIRE DRIVERS		VEHICLE TRANSFERS
	30 (33)	New	Renewal	New	Renewal	New	Renewal	New	Renewal	New	Renewal	
		14 (17)	45 (74)	0 (2)	3 (1)	2 (2)	0 (0)	107 (106)	195 (205)	8 (15)	1 (6)	6 (7)

NO.s OF PEOPLE REQUESTING SERVICE	AVERAGE SERVICE TIME	AVERAGE WAITING TIME
998 (946)	8 (8) mins	13 (9) mins

TOTAL NUMBER OF CURRENT LICENCES (as at 1 May 2018)	
Hackney Carriage Drivers	350 (351)
Hackney Carriage Vehicles	275 (286)
Private Hire Drivers	923 (924)
Private Hire Vehicles	930 (1006)
Private Hire Operators	114 (122)

() denotes previous quarter figures

VEHICLE COMPLIANCE STATISTICS

VEHICLE INSPECTIONS					
Type	Number Inspected	Satisfactory	Advisory Defects	Vehicle Referred for Inspection	Serious Defects (Suspension)
Hackney Carriages	24 (6)	0 (0)	9 (5)	2 (1)	13 (5)
Private Hire	32 (13)	2 (0)	13 (12)	5 (1)	12 (7)

VEHICLE SUSPENSIONS							
Type	Number Suspended	Serious Defects Identified					
		Lights	Brakes	Steering	Tyres	Suspension	Other*
Hackney Carriages	13 (5)	3 (2)	3 (1)	6 (1)	1 (0)	2 (0)	11 (5)
Private Hire	12 (7)	3 (1)	0 (2)	3 (1)	0 (2)	0 (1)	11 (6)

() denotes previous quarter figures

*Other refers to any defect outside the items listed in the “5 point safety check” (lights, brakes, tyres, steering & suspension) carried out by the testing stations during a spot check which can render a vehicle, if not always unsafe, certainly unfit for public service and/or in serious breach of licence conditions.

*Other serious defects can include:

- Meter seals missing/damaged/tampered with
- Meter calibration incorrect/overcharging
- Door wind check straps weak operation
- Misaligned doors
- Water ingress into passenger/luggage compartment
- Unable to access engine/boot compartments
- Loose/deteriorated engine drive belts
- Battery insecure
- Illuminated warning lights on instrument panel
- Dirty interior/exterior
- Broken/insecure seat bases/backs
- Worn/defective seat belts
- Radiator coolant leak(s)
- Engine oil leak
- Exhaust system blowing/leaking
- Engine fuel leak(s)
- Engine misfires
- Excessive smoke emission from exhaust
- Missing trim exposing sharp edges
- Grab handles insecure
- Excessive bodywork corrosion
- Transmission faults/leak(s)
- Defective windscreen wipers/washers
- Loose/missing bodywork

OTHER COMPLIANCE/ENFORCEMENT ACTIVITIES UNDERTAKEN

KNOWLEDGE TESTS

		Delegates Booked	Failed to Attend	Passed	Pass Rate of those Attending %
No. of Sessions Offered	5 (9)				
Hackney Carriage		0 (1)	0 (0)	0 (0)	0 (0)
Private Hire		15 (36)	1 (7)	2 (4)	13.3 (11)

() denotes previous quarter figures

SAFEGUARDING COURSES

		Hackney / Dual Drivers Attended	Private Hire Drivers Attended	Private Hire Operator Attended	New Applicants Attended
No. of Course Offered in the Quarter	4 (3)	27 (20)	83 (65)	1 (0)	4 (2)

TAXI ENFORCEMENT WORK

Two day time and two night time enforcement exercises were undertaken with Derbyshire Constabulary. 30 licensed vehicles were inspected. 16 vehicles were suspended, 14 were also served with a police prohibition notice.

NVQ QUALIFICATION

As of 1 May 2018:

	Hackney Drivers	Private Hire Drivers
Current Suspensions	0	1

Appendix 5

BREAKDOWN OF CURRENT LICENSED VEHICLES BY REGISTRATION YEAR (at 1 May 2018)

Year of Registration	Hackney Carriage	Private Hire
1996	1	1
1997	1	1
1998	11	3
1999	14	9
2000	23	7
2001	32	9
2002	19	18
2003	14	28
2004	24	65
2005	27	82
2006	39	78
2007	28	107
2008	11	92
2009	10	79
2010	6	57
2011	3	50
2012	2	45
2013	7	38
2014	2	47
2015	0	32
2016	1	24
2017	0	14
2018	0	7
Unknown (waiting to see V5)	0	37
Total	275	930

TAXI LICENSING SUB-COMMITTEE STATISTICS

During the quarter 1 private hire driver and 1 hackney carriage driver have been reported to the Taxi Licensing Sub-Committee. One driver for a complaint made against him, for which he received a warning, and another for a medical exemption request, which the Committee refused.

Appeals Against Committee / Officer Decision held during the Quarter	
Upheld	1
Not upheld	0
Compromise	0

TAXI LICENSING QUARTERLY STATISTICS

Appendix 7

	REQUESTS FOR SERVICE	APPLICATIONS PROCESSED										
		HACKNEY VEHICLES		HACKNEY DRIVERS		OPERATORS		PRIVATE HIRE VEHICLES		PRIVATE HIRE DRIVERS		VEHICLE TRANSFERS
	32 (30)	New	Renewal	New	Renewal	New	Renewal	New	Renewal	New	Renewal	
		16 (14)	73 (45)	4 (0)	1 (3)	5(2)	0 (0)	77 (107)	214 (195)	4 (8)	2 (1)	7 (6)

NO.s OF PEOPLE REQUESTING SERVICE	AVERAGE SERVICE TIME	AVERAGE WAITING TIME
821 (998)	8 (8) mins	10 (13) mins

TOTAL NUMBER OF CURRENT LICENCES (as at 19 July 2018)	
Hackney Carriage Drivers	350 (350)
Hackney Carriage Vehicles	271 (275)
Private Hire Drivers	923 (923)
Private Hire Vehicles	932 (930)
Private Hire Operators	114 (114)

() denotes previous quarter figures

VEHICLE COMPLIANCE STATISTICS

VEHICLE INSPECTIONS					
Type	Number Inspected	Satisfactory	Advisory Defects	Vehicle Referred for Inspection	Serious Defects (Suspension)
Hackney Carriages	19 (24)	1 (0)	5 (9)	2 (2)	11 (13)
Private Hire	18 (32)	1 (2)	2 (13)	7 (5)	8 (12)

VEHICLE SUSPENSIONS							
Type	Number Suspended	Serious Defects Identified					
		Lights	Brakes	Steering	Tyres	Suspension	Other*
Hackney Carriages	11 (13)	0 (3)	2 (3)	3 (6)	0 (1)	4 (2)	11 (11)
Private Hire	8 (12)	1 (3)	1 (0)	3 (3)	0 (0)	1 (0)	7 (11)

() denotes previous quarter figures

*Other refers to any defect outside the items listed in the “5 point safety check” (lights, brakes, tyres, steering & suspension) carried out by the testing stations during a spot check which can render a vehicle, if not always unsafe, certainly unfit for public service and/or in serious breach of licence conditions.

*Other serious defects can include:

- Meter seals missing/damaged/tampered with
- Meter calibration incorrect/overcharging
- Door wind check straps weak operation
- Misaligned doors
- Water ingress into passenger/luggage compartment
- Unable to access engine/boot compartments
- Loose/deteriorated engine drive belts
- Battery insecure
- Illuminated warning lights on instrument panel
- Dirty interior/exterior
- Broken/insecure seat bases/back
- Worn/defective seat belts
- Radiator coolant leak(s)
- Engine oil leak
- Exhaust system blowing/leaking
- Engine fuel leak(s)
- Engine misfires
- Excessive smoke emission from exhaust
- Missing trim exposing sharp edges
- Grab handles insecure
- Excessive bodywork corrosion
- Transmission faults/leak(s)
- Defective windscreen wipers/washers
- Loose/missing bodywork

OTHER COMPLIANCE/ENFORCEMENT ACTIVITIES UNDERTAKEN

KNOWLEDGE TESTS

		Delegates Booked	Failed to Attend	Passed	Pass Rate of those Attending %
No. of Sessions Offered	6 (5)				
Hackney Carriage		7 (0)	0 (0)	1 (0)	14.3 (0)
Private Hire		33 (15)	5 (1)	5 (2)	15.2 (13.3)

() denotes previous quarter figures

SAFEGUARDING COURSES

		Hackney / Dual Drivers Attended	Private Hire Drivers Attended	Private Hire Operators Attended	New Applicants Attended
No. of Course Offered in the Quarter	3 (4)	28 (27)	57 (83)	0 (1)	(4)

TAXI ENFORCEMENT WORK

Two day time enforcement exercises were undertaken with Derbyshire Constabulary. 23 licensed vehicles were inspected. 13 vehicles were suspended, 10 were also served with a police prohibition notice.

NVQ QUALIFICATION

As of 19 July 2018:

	Hackney Drivers	Private Hire Drivers
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Current Suspensions	0	1

BREAKDOWN OF CURRENT LICENSED VEHICLES BY REGISTRATION YEAR
(at 19 July 2018)

Year of Registration	Hackney Carriage	Private Hire
1996	1	1
1997	1	1
1998	11	3
1999	14	8
2000	23	7
2001	31	9
2002	18	17
2003	14	27
2004	24	65
2005	27	83
2006	38	78
2007	28	110
2008	11	93
2009	10	87
2010	6	57
2011	3	49
2012	1	44
2013	6	37
2014	1	48
2015	0	32
2016	1	24
2017	0	15
2018	0	7
Unknown (waiting to see V5)	2	30
Total	271	932

Appendix 11

TAXI LICENSING SUB-COMMITTEE STATISTICS

During this quarter no Sub-Committee hearings were held.

Appeals Against Committee / Officer Decision held during the Quarter	
Upheld	0
Not upheld	0
Compromise	0
Withdrawn by Applicant	3