

## **Taxi Licensing Administration and Compliance Activities - Quarter 2 2014/15**

### **SUMMARY**

- 1.1 The report provides information on the activities the taxi licensing service has undertaken during quarter 2 of the 2014/15 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 two of 2014/15 are attached at Appendices 2, 3, 4 and 5.
- 4.2 The information contained at Appendix 2 sets out the number of requests for service received by the Licensing Team and the number of licences issued during the period.
- 4.3 The information contained at Appendix 3 sets out the vehicle compliance work carried out during the period. Using a risk-based approach, Licensing Enforcement Officers will often identify vehicles to inspect that appear to fall below the Council's standard for licensed vehicles. Therefore, it is important to recognize that these statistics do not indicate the general condition of all of the licensed fleet.
- 4.4 The information contained at Appendix 4 sets out the age of the vehicles that were inspected during each quarter.
- 4.5 The information contained at Appendix 5 sets out the knowledge test statistics for the quarter and other compliance / enforcement related exercises undertaken throughout the period.

<b>OTHER OPTIONS CONSIDERED</b>
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5.1 Not applicable.

**This report has been approved by the following officers:**

<b>Legal officer</b>	n/a
<b>Financial officer</b>	n/a
<b>Human Resources officer</b>	n/a
<b>Service Director(s)</b>	n/a
<b>Other(s)</b>	Michael Kay

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<b>Background papers:</b>	None
<b>List of Appendices:</b>	Appendix 1 – Implications Appendix 2 – Licensing Statistics Appendix 3 – Vehicle Compliance Statistics Appendix 4 – Age Information of Vehicles Inspected

	Appendix 5 – Knowledge Test Statistics and Other Compliance/Enforcement Undertaken
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<b>IMPLICATIONS</b>
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**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	LICENCES ISSUED				
		HACKNEY VEHICLES	HACKNEY DRIVERS	OPERATORS	PRIVATE HIRE VEHICLES	PRIVATE HIRE DRIVERS
<b>Q2</b>	75 (27)	102 (71)	89 (53)	16 (20)	221 (196)	214 (105)

NO.s OF PEOPLE REQUESTING SERVICE	AVERAGE SERVICE TIME	AVERAGE WAITING TIME
1624 (1503)	7 (6) mins	13 (19) mins

( ) denote previous quarter

The increase of the average waiting time was due to IT issues, which were the responsibility of Central IT and beyond the control of the Licensing Team.

TOTAL NUMBER OF CURRENT LICENCES (as at 13 November 2014)	
Hackney Carriage Drivers	375 (379)
Hackney Carriage Vehicles	306 (299)
Private Hire Drivers	900 (883)
Private Hire Vehicles	860 (823)

Private Hire Operators	69 (72)
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( ) denotes previous quarter figures

## VEHICLE COMPLIANCE STATISTICS

VEHICLE INSPECTIONS						
Quarter	Type	Number Inspected	Satisfactory	Advisory Defects	Vehicle Referred for Inspection	Serious Defects (Suspension)
Q2	Hackney Carriages	27 (21)	3 (2)	10 (9)	2 (0)	12 (10)
Q2	Private Hire	30 (35)	2 (3)	11 (3)	6 (6)	11 (23)

VEHICLE SUSPENSIONS								
Quarter	Type	Number Suspended	Serious Defects Identified					
			Lights	Brakes	Steering	Tyres	Suspension	Other*
Q2	Hackney Carriages	12 (10)	6 (3)	5 (2)	4 (1)	0 (2)	0 (1)	42 (10)
Q2	Private Hire	11 (23)	4 (3)	3 (8)	5 (9)	5 (6)	1 (4)	23 (20)

( ) 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



## Appendix 4

### AGE INFORMATION OF VEHICLES INSPECTED

Reg. No.	HACKNEY CARRIAGES				PRIVATE HIRE			
	Suspended	Referred	Advised	OK	Suspended	Referred	Advised	OK
M	0	0	0	0	0	0	0	0
N	0	0	0	0	0	0	0	0
P	0	0	0	2	1	0	0	0
R	0	0	1	0	1	0	0	0
S	0	0	1	0	0	0	2	0
T	1	0	1	0	1	0	0	0
V	1	0	0	0	1	0	0	0
W	0	0	1	0	0	1	1	0
X	0	0	2	0	2	0	0	0
Y	1	0	2	0	0	0	0	0
51	1	0	0	0	1	0	0	0
02	0	0	0	0	0	0	0	0
52	1	0	0	0	0	0	0	0
03	0	0	0	0	1	0	1	0
53	1	0	0	0	0	2	1	1
04	0	0	0	0	0	0	0	0
54	0	0	0	0	0	0	0	0
05	2	0	0	0	1	0	3	0
55	1	0	1	0	0	0	0	0
06	0	0	0	0	2	0	0	0
56	2	1	0	1	0	1	2	1
07	0	0	0	0	0	0	0	0
57	0	1	1	0	0	0	1	0
08	0	0	0	0	0	0	0	0
58	1	0	0	0	0	2	0	0
09	0	0	0	0	0	0	0	0
59	0	0	0	0	0	0	0	0
10	0	0	0	0	0	0	0	0
60	0	0	0	0	0	0	0	0
11	0	0	0	0	0	0	0	0
61	0	0	0	0	0	0	0	0
12	0	0	0	0	0	0	0	0

62	0	0	0	0	0	0	0	0
13	0	0	0	0	0	0	0	0
63	0	0	0	0	0	0	0	0
14	0	0	0	0	0	0	0	0
64	0	0	0	0	0	0	0	0

## Appendix 5

### KNOWLEDGE TESTS

Qtr 2		Attended	Passed	Pass Rate %	Failed to Attend
No. of Sessions Offered	11 (10)				
Hackney Carriage		1 (2)	1 (1)	100 (50)	0
Private Hire		80 (62)	13 (14)	16.3 (22.6)	3 (4)

### OTHER COMPLIANCE/ENFORCEMENT ACTIVITIES UNDERTAKEN

Vehicles moved off hackney ranks during late night enforcement

- Private cars - 3
- Private hire vehicles – 26

Private Hire Vehicles witnessed refusing approaches from the public during late night enforcement - 26

### NVQ QUALIFICATION

After the deadline of 8 September 2014, 59 suspension notices were served.

	Hackney Drivers	Private Hire Drivers
Suspension served	11	48
Qualifications seen and suspension lifted	7	27
Enrolment on NVQ course, suspension lifted *	2	5
Badges surrendered	1	4

Badges still suspended	3	17
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\* New deadline for production of certificates following enrolment is 1 December 2014