

## TAXI LICENSING SECTION

## ACTION PLAN

## IMPLEMENTATION OF SERVICE REVIEW RECOMMENDATIONS

No.	Action	Progress to September 2005	Anticipated Completion Dates
1	Re-write staff job descriptions and propose a provisional structure	Completed	N/A
2	Action to address staffing situation	Completed	N/A
3	Consider accommodation options	Completed	N/A
4	Implement accommodation options	Completed	N/A
5	Investigate IT systems	Completed	N/A
6	Select most appropriate IT system	Completed	N/A
7	Organise data transfer between IT systems	Completed	N/A
8	Develop efficient filing systems	Completed	N/A
9	Obtain new quote for e-archive	Completed	N/A
10	Sort files prior to e-archiving	Completed	N/A
11	Implement e-archiving system	Completed	N/A
12	Action to dispose of unwanted archives	Completed	N/A
13	Consider new formats for badges and plates	Completed	N/A

14	Review and select digital image capture system for badges	Completed	N/A
15	Implement combined badges	IT system now capable of producing combined badges	Report to Committee in December 2005
16	Research and document licensing guideline and rules for staff	Completed	N/A
17	Produce licensing guidelines for the trade	Currently being prepared	January 2006
18	Review P/H D/L procedure and forms	Completed	N/A
19	Review H/C D/L procedure and forms	Completed	N/A
20	Review P/H V/L procedure and forms	Completed	N/A
21	Review H/C V/L procedure and forms	Completed	N/A
22	Review Operator's Licence procedure and forms	Completed	N/A
23	Overhaul existing knowledge test	New format currently being compiled & tested	February 2006
24	Overhaul existing drive test	Reviewed – no changes required	N/A
25	Review all standard letters and notices	Ongoing – not yet completed	February 2006
26	Review enforcement priorities	Initial review completed. Fundamental internal review of licensing enforcement currently in progress.	Report to Committee in December 2005

27	Implement new enforcement regime	Draft Enforcement Protocol implemented	N/A
28	Review opening hours	Extended opening hours implemented	N/A
29	Identify performance indicators	Data now collected on number of customer visits and telephone service requests	N/A
30	Set up management information systems	Ongoing – needs at least a whole year of data of ‘one stop shop’ system to produce meaningful comparator data.	January 2006