



DERBY CITY COUNCIL

**TAXI LICENSING AND APPEALS COMMITTEE**  
**18 October 2006**

Report of the Director of Environmental Services

**TAXI LICENSING SECTION – ADDITIONAL STAFFING REQUIREMENTS**

**RECOMMENDATION**

- 1.1 To approve the appointment of a temporary, part time Licensing Officer until 31 March 2008.
- 1.2 To request the Director of Environmental Services to report back to this Committee in 12 months time on the workload and staffing situation within the taxi licensing section.

**SUPPORTING INFORMATION**

- 2.1 In September 2004 this Committee considered a report on workload and staffing requirements within the Taxi Licensing Section. The report detailed the increased workload within the section resulting from
  - the introduction of the CRB system
  - increased levels of driver and vehicle application
  - increased demand for knowledge tests
  - more case referrals to the Licensing Sub-Committee
  - changes to meter test procedures
  - increased demand for partnership working, particularly on enforcement
  - greater numbers of service requests from the trade and public
- 2.2 The report recommended the creation of an additional part time Licensing Officer post (0.6 FTE) to help to meet the service demands. It was envisaged that this permanent post would replace the full time temporary staff that had been employed for the previous 12 months. The report also highlighted officers' concerns that the 0.6 FTE post may not be sufficient to meet the workload demands, and that the situation would be kept under review.
- 2.3 The additional part time post was approved by this Committee. This gave a staffing compliment of 6.6 FTE within the Taxi Licensing Section (a Principal Licensing Officer, two Enforcement Officers, a Senior Licensing Officer, 2.6 Licensing Officers). The 0.6 FTE post works Mondays to Wednesday each week.
- 2.4 During 2005 the workload within the section continued to increase. As part of the 'Review of Taxi Licensing', the section also implemented its revised opening hours following consultation with the trade. This meant ending the limited appointment system in favour of longer standard opening hours and doubling the reception capacity. The increased demand meant that temporary staff were again required to maintain the service and prevent a build up of 'back office' work.

- 2.5 In an effort to minimise costs the use of temporary staff was ended in March 2006. This has resulted in a backlog of administrative work and considerable difficulties in providing office cover on Thursdays and Fridays, particularly during periods of sickness absence or holiday. Absence of cover has resulted in delays in seeing customers, longer queues, staff being unable to take breaks, and occasional closure of the reception.
- 2.6 It is proposed that an additional part time Licensing Officer is employed to work two days per week on Thursdays and Fridays. This post would be offered on a temporary contract until March 2008, by which time all the administrative charges within the Section will be completed and it will be easier to assess the longer term requirements for the section. The cost of this temporary arrangement would be approximately £11,500 and it is proposed that this is funded from the trading surplus from 2005/6 rather than from future licence fees, thereby minimising the impact upon the taxi trade.

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<b>Background papers:</b>	None
<b>List of Appendices:</b>	Appendix 1 Implications

<b>IMPLICATIONS</b>
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**Financial**

1. The cost of the temporary appointment until March 2008 can be funded from the trading surplus from the 2005/6 Taxi Licensing Budget. There is no long term commitment on the Taxi Licensing budget from this proposal.

**Legal**

2. None

**Personnel**

3. See report.

**Equalities impact**

4. The Taxi Licensing Service aims to provide a high quality service to all members of the taxi trade and the public at all times.

**Corporate priorities**

5. The proposal supports the council's priority of delivering excellent services, performance and value for money.