

## Appendix 2

### Licensing service plan: priorities in 2021/22

Taxi and private hire licensing			
Task/project	Notes	Anticipated benefits	Expected completion date
Harmonise the two existing taxi licensing policies, reviewing and updating elements in the process to ensure it is fit for purpose.	<p>This is a sizeable task and will more than likely be broken down into manageable 'chunks'. The following aspects of the policy are particularly in need of review:</p> <ul style="list-style-type: none"> <li>• Taxi and private hire vehicle specifications, in particular disability requirements and electric vehicles.</li> <li>• Policy on applicants for driver licence with previous convictions</li> <li>• Conditions which all types of licence are subject to.</li> <li>• The tariff of taxi fares/charges.</li> <li>• Meter testing for taxis.</li> <li>• Determine whether to form one large taxi licensing district where there are no restrictions on where a taxi can ply for hire or maintain two separate 'zones'.</li> <li>• The frequency and format of medical examinations on drivers.</li> </ul>	<ul style="list-style-type: none"> <li>• Contribute towards the council's aim to be carbon neutral by 2030.</li> <li>• Ensure consistency when discharging the relevant functions across the entire district.</li> <li>• Improve the efficiency of the service and staff confidence in applying policies and rules.</li> <li>• Improve public confidence in the taxi and private hire licensing regime, including the trade itself.</li> <li>• In some cases, meet with the requirements of the Department for Transport's 'Statutory Taxi &amp; Private Hire Vehicle Standards'.</li> </ul>	December 2021 to June 2022

	<ul style="list-style-type: none"> <li>• The frequency of criminal record checks on drivers, vehicle proprietors and private hire operators.</li> <li>• The format and frequency of MOTs and the council's own safety test, for taxis and private hire vehicles.</li> </ul>		
Introduce mandatory safeguarding training for drivers.	<p>It would be beneficial to include child sex exploitation and 'county lines'.</p> <p>Likely that this will need to be delivered externally.</p>	<ul style="list-style-type: none"> <li>• Meet with the requirements of the Department for Transport's 'Statutory Taxi &amp; Private Hire Vehicle Standards'.</li> <li>• Improve public confidence in the taxi and private hire licensing regime, including the trade itself.</li> <li>• Ensure that we are taking all reasonable steps to prevent vulnerable members of the public from being victims of exploitation and harm.</li> </ul>	September 2021
Finalise and deliver the new and improved driver knowledge test, known as the 'knowledge and suitability interview'.	<p>A new format has already been developed. Some testing and final adjustments are required. Arrangements for booking and undertaking the interview need to be finalised, in particular dovetailing the interview with checks of the applicants ID, in order to improve efficiency of the service and reduce the number of visits an applicant may need to make to the council offices.</p>	<ul style="list-style-type: none"> <li>• Ensure licensed drivers have the required level of comprehension of English, both written and oral.</li> <li>• Ensure licensed drivers have at a basic knowledge of the local area (thus preventing cross border licensing).</li> <li>• Improve newly licensed individual's understanding of their responsibilities, both statutory and local.</li> </ul>	April 2021

		<ul style="list-style-type: none"> <li>• Ensure drivers recognise the signs of and are able to report child sexual exploitation (having answered questions based on the content of an eLearning module).</li> </ul>	
Begin using 'NR3'; the national register of taxi driver licence revocations and refusals	Our predecessor councils adopted identical policies governing the use of the register and ensuring compliance with GDPR.	<ul style="list-style-type: none"> <li>• Meet with the requirements of the Department for Transport's 'Statutory Taxi &amp; Private Hire Vehicle Standards'.</li> <li>• Ensure decisions to grant (or refuse) licences are made having had regard of an individual's record as a driver with another authority.</li> <li>• Feel comfortable in the knowledge that we are helping to protect the travelling public beyond our own district boundaries, by ensure other licensing authorities are able to access information about individuals whose licences we have refused or revoked.</li> <li>• Improve public confidence in the taxi and private hire licensing regime, including the trade itself.</li> </ul>	April 2021
<b>Animal activities licensing (Catteries, kennels, riding establishments, pet shops etc.)</b>			
<b>Task/project</b>	<b>Notes</b>	<b>Anticipated benefits</b>	<b>Expected completion date</b>

All Case Managers (grade F) / Licensing Officers to complete the level 3 animal licensing inspectors qualification.		<ul style="list-style-type: none"> <li>• Improve resilience in the service by increasing the number of qualified inspectors and avoid the risk of relying on neighbouring authorities to undertake our visits.</li> </ul>	Existing staff by June 2021
<b>Street trading</b>			
<b>Task/project</b>	<b>Notes</b>	<b>Anticipated benefits</b>	<b>Expected completion date</b>
Develop and publish a street trading policy	It has become clear that street trading in town centres in particular, must enhance the existing retail and food offer rather than act as direct competition, and enhance the visual amenity. Existing policy is not fit for purpose in this regard, nor does it necessarily reflect other council priorities e.g. carbon neutrality, Covid19 recovery, promote healthy lifestyles.	<ul style="list-style-type: none"> <li>• Make best use of available town centre locations/open spaces; improving the visual amenity and increasing footfall.</li> <li>• Create local job opportunities and promote local produce.</li> <li>• Improve engagement with town and parish councils, local BIDs, chambers of commerce etc. through consultation and setting of clear objectives.</li> <li>• Allow officers to exercise more discretion in confidence, in order to ensure that only traders who meet with the clearly set objectives are licensed.</li> </ul>	August 2021