

Appendix A

Measures contained within the Statutory Taxi and Private Hire Vehicle Standards

| | Requirement | Response | Timescale for completion |
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| 1. | All licensing authorities should publish their considerations of the statutory standards | Report to go to Licensing Committee on 27 October 2020 | 27 October 2020 |
| 2. | The Licensing Authority should have a cohesive taxi and private hire policy document | Licensing Authority has one. This has been in place since 2015 and has undergone regular revision. | Completed with ongoing revision |
| 3. | There should be a regular review of the licensing policy with a minimum review of every 5 years | Recommendation to committee that a review date for the next full revision of the policy should be set no later than October 2025. | 27 October 2020 |
| 4. | Importance of internal whistle blowing policy with regular staff reminders | Whistle blowing policy in place and regular reminders sent to staff by Internal Audit. | Completed |
| 5. | Need for consultation on major changes of policy | Report to highlight where this has occurred and to make suggestions around future consultation with respect to vehicle standards and disciplinary standards. | 27 October 2020 |
| 6. | Any changes in policy should lead to an overview of the licences issued | This already takes place. Committee report on 27 October highlights further reviews that will need to take place. | Ongoing |
| 7. | There should be regular liaison with the police to ensure effective information sharing | This is in place and ongoing. | Ongoing |
| 8. | A decision to refuse or revoke a licence as the individual is thought to present a risk of harm to a child or vulnerable | Section 14 of the Taxi and Private Hire Policy to be amended accordingly. Currently this would already | 27 October 2020 committee for |

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| | adult, should be referred to the DBS | happen, but the proposal is to formalise this through specific reference in Policy. | implementation from January |
| 9. | Information sharing protocols in place with the police | Current information sharing protocol is in place | Completed |
| 10. | Requirement to disclose if previous licences held with other authorities have been revoked or suspended | This is already on application form with notification of the consequence of not completing the application form correctly. | Completed |
| 11. | Tools such as NR3 should be used by licensing authorities to share information on a more consistent basis to mitigate the risk of non-disclosure of relevant information by applicants. | NR3 is a national database for the refusal and revocation of Hackney carriage/ Private Hire licences. It is proposed that the Licensing Authority sign up to this scheme and undertake the piece of work to upload relevant matters. | To come into effect as a check for all new driver applications with effect from 31 st March 2021. |
| 12. | All licensing authorities should have a robust system for recording complaints, including analysing trends across all licensees as well as complaints against individual licensees. | The service has a current system in place which will be enhanced in early 2021 when the service transfers to a new IT system | 31 March 2021 |
| 13. | Training of decision makers – need for licensing committee members and licensing staff to attend training | Safeguarding and Equalities and Diversity policies have been reviewed and are being presented to Council in December for adoption. Training on safeguarding has taking place and further training is being booked in | December 2020 |
| 14. | Licensing authorities should consider arrangements for dealing with serious matters that may require the immediate revocations of a licence. | There has been a clear process in place for a number of years which is outlined in the Council's constitution | Completed |

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| 15. | Licensing Authorities should not, as part of their policies, issue a licence to any individual that appears on either the children or adult barred lists | Appendix E of the policy to be altered to state that 'no licence will be issued to any individual that appears on either the children or adult barred lists.' | 27 October 2020 |
| 16. | Licensing authorities should require a basic disclosure from the DBS and that a check is undertaken annually for vehicle proprietors | Vehicle proprietors are already required to hold a licence with the authority which means that they are subject to an enhanced DBS check | Completed |
| 17. | Consideration of a requirement for CCTV in all vehicles | Proposal to have a working group that looks a higher quality standards with a view to a consultation paper going to committee in 2022. CCTV is already mandatory across the Hackney carriage fleet. | December 2022 |
| 18. | Policy covers the licensing of stretched limousines | The current policy already covers such applications | Completed |
| 19. | Licensing authorities should require a basic disclosure from the DBS and that a check is undertaken annually for private hire operators | Recommendation made to amend Appendix L to come into effect for all new applications and renewals from February 2021 and all existing operators by 1 January 2022 | 27 th October committee for implementation from February 2021. |
| 20. | Licensing authorities should, as a condition of granting an operator licence, require a register of all the staff that will take bookings or dispatch vehicles. | Recommendation made to amend Appendix L to come into effect for all operators from 1 January 2022 | Recommendation made for adoption on 27 th October 2020, to come into effect for all operators from 1 January 2022 |
| 21. | Licensing authorities should as a minimum require private hire vehicle operators to record the following information for each booking: | The current policy requires records to be kept recording the following information for each booking: <ul style="list-style-type: none"> the date of the booking | Recommendation made for adoption in October 2020 to come into effect for all |

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| | <ul style="list-style-type: none"> • The name of the passenger; • The time of the request • The pick up point; • The destination; • The name of the driver; • The driver's licence number; • The vehicle registration number of the vehicle; • The name of any individual that responded to the booking request; • The name of any individual that dispatched the vehicle | <ul style="list-style-type: none"> • the name and address of the hirer • the time of pick-up • the point of pick-up • the destination • the time at which a driver was allocated to the booking • the plate number (or other identification) of the vehicle allocated <p>It is recommended that Appendix L(2) is amended to include:</p> <ul style="list-style-type: none"> • The name of the driver; • The name of any individual that responded to the booking request; • The name of any individual that dispatched the vehicle | operators from 1 January 2022 |
| 22. | Licensing authorities should, where the need arises, jointly authorise officers from other authorities so that compliance and enforcement can be taken against licensees from outside their area | The Service Lead – Environmental Health and Community Safety already has delegated authority to do this where needed | Completed |
| 23. | Licence holders should notify the licensing authority within 48 hours of arrest | In current policy | Completed |
| 24. | Regular liaison should take place with neighbouring authorities | Exeter City Council plays an active part in the Devon Licensing Officers Group. | Completed |
| 25. | Guidance for passengers wishing to make complaints against drivers should be contained on the council's website | The council's webpage has been refreshed with a firmstep form created to make the process easier | Completed |
| 26. | Info should be displayed in vehicles about how to | Information on this is displayed on the internal licence plate affixed to the | Completed |

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| | complain to Licensing Authority | front window of licenced vehicles. | |
| 27. | Operators should conduct basic DBS checks and have a policy on employing ex-offenders in roles. | Recommendation made to amend Appendix L to require operators to conduct DBS checks on all call handling and dispatching staff as well as to have a policy on employing ex-offenders. All records must also be made available to the Licensing Authority upon request. | 27 th October committee for implementation from 1 January 2022 |
| 28. | Mandatory training for drivers on safeguarding and equality awareness. | This policy has already been implemented by the Licensing Committee. | Completed and ongoing |
| 29. | Consideration of the adoption of the DBS Update service as a mandatory condition of the authority's policy. | Recommendation made for adoption on 27 th October 2020 to come into effect for all new applications and renewals from February 2021 | 27 th October committee for implementation from February 2021 |
| 30. | Review of disciplinary process to look at the feasibility of a points based system. | Proposal of a working group through the taxi forum to consider this further | Proposal to the 27 th October Committee |