ESSENTIAL REFERENCE PAPER 'B'

SCOPE: Review of Taxi Licensing

What is the purpose of the review – what would it achieve?
- ➢ Look for further cost savings
- ➢ Propose a criminal convictions policy
- ➢ Ask how far/whether delegated decision making can be introduced
- ➢ Benchmark against other local authorities and look at best practice elsewhere.
- ➢ Update/refresh the policy itself to reflect any changes

How would you judge if it were successful?
- ➢ Achieve further cost savings
- ➢ Have a clear and robust convictions policy
- ➢ Operate with delegated powers in certain situations
- ➢ Have an up-to-date policy which reflects best practice in comparison with neighboring authorities
- ➢ Improve the reputation/image and public confidence in the service

It was considered that people who could benefit would be
- ➢ Travelling public
- ➢ Council tax payers
- ➢ Taxi drivers themselves (through having an effective, efficient and economic system)

What would be the distinct stages and timing of the review?

Meeting (01) 01 August 2012 – was for planning.

Meeting (02) 06 September 2012
Theme: is the process effective?
Cover convictions, complaints/compliance and standards.

Meeting (03) 24 September 2012
Theme: is the process efficient?
Cover the process itself and get drivers' perspective of making a licence application with East Herts

Meeting (04) 18 October 2012
Theme: is the process economic?
Cover the steps leading up to decision making and look at benchmarking against other authorities and costs
Look at (internal) parallels with other statutory processes - ie Development Control.

This (04) meeting will also look at
- light touch/refresh of Policy coming out of findings & recommended changes
- any implications for training arising
- any media/communication messages arising

Meeting (05) 01 November 2012
Theme: conclusions
Agree final report
Discuss managing reputation issues/media messages/website info

NOTE: the review is **not** considering the statutory elements of decision making and formal appeals.

How could our residents (and partners) be involved?

Meeting (02) = Police will be invited to this meeting
Meeting (03) = Driver reps will be invited (this will be held in Bishop's Stortford)
Meeting (04) = Head of Service and Chairman of Dev Control will be invited.
Meeting (05) = Communications team leader will be invited

Documents/evidence/research	
What? *EH current taxi licensing documentation and appendices* *Convictions policy and any general taxi licensing policy documents published by neighbouring authorities.* *Any examples of best practice elsewhere.*	Is EH Policy still valid and up-to-date? How might it need to be amended? Check police views on where to 'set the bar' regarding convictions (including lapse time before application) What has been EH experience based on 45 conviction cases since 2007
Why? *Benchmarking* *Consistency*	Are we in line with local thinking and best practice?
Support required from officers *Who/What?* *Licensing Manager* *Head of Service* *Scrutiny officer*	Research and advice Overview and wider context. Budgets. Support and admin
Head of Service (DC) *Communications team leader*	As a witness As a witness
Witnesses	Questions to be asked
Police	Views on convictions
Taxi drivers and reps	Experience of making a license application to EH Feedback on processes and suggestions for improvement.
HoS and Chairman of DC	Experience of parallel/similar process of devolved statutory decision making

Communications team leader	Management of reputation and info for public/press
On going monitoring of action plan, outcomes and impact Recommendations will go first to Community Scrutiny for their comments and support. Recommendations will then go to Licensing Committee at the next full committee as they have devolved powers (not to Executive as is more common for scrutiny reports)	Questions to be asked Do members support the recommendations Will the committee accept the recommendations What monitoring would Licensing Committee want