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Revision of Taxi Licensing Conditions for Drivers, Vehicles and Operators
Permission to Consult with the Trade

1. Purpose

- 1.1 To consider the information presented within this report concerning a revision of the Taxi Licensing Conditions.
- 1.2 To authorise the Licensing Manager to carry out a four-week consultation into the proposed changes with the licensed trade.

2. Context

- 2.1 Members will be aware of the drive from the City Region to align conditions and policies for taxi licensing in order to maintain standards and the proposal outlined in this report is the continuation of this important work. The conditions in each area are not identical but follow a similar common standard.
- 2.2 In 2018 this committee implemented revised vehicle conditions which was the first of the conditions to be considered.
- 2.3 Model conditions have now been drafted by officers for both Licensed Drivers and Private Hire Operators.
- 2.4 As the vehicle conditions were introduced over two years ago, these have also been amended, mainly to include the proposed mandatory use of the 'gold standard' vehicle signage.

3. Revised Conditions

3.1 Private Hire Operator Conditions

- 3.1.1 Private Hire Operator conditions have long been considered to be one of the areas that require the most attention. The revised conditions are attached at Appendix A.
- 3.1.2 The new Statutory Guidance for Taxi Licensing which is due to be implemented soon will have a focus on this area so in anticipation of this, new conditions have been drafted to tighten up procedures, aiming to improve how operators interact with the Licensing Authority.
- 3.1.3 The main changes to these conditions include;
 - (a) mandatory safeguarding training and DBS checks for all Operators and their base staff;

(b) more detailed controls on record keeping;

(c) revised operator vehicle door signage clearly stating the area in which the vehicle is licensed;

(d) tighter procedures for complaint reporting.

3.1.4 Previously some Operators have been unstructured in terms of complaint reporting, record keeping of the complaints and their actions. This area requires a great deal of improvement.

3.1.5 The vehicle door signage can also be confusing with a number of telephone numbers being advertised, some of which don't always appear on the licence. This is further complicated by the use of 'apps'. The new conditions allow for the display of either a telephone number or an app, plus a requirement that any telephone publicised either by the vehicle or any other advertising media, must be part of the Private Hire Operator Licence within a set template.

3.2 Licensed Driver Conditions

3.2.1 These have been revised to avoid discrepancies in the use of language. There are no other significant changes to these conditions. These are attached at Appendix B.

3.3 Licensed Vehicle Conditions

3.3.1 These have been revised to include the gold standard badging of vehicles following the 'Know Your Ride' Campaign and will become mandatory in their usage. These are attached at Appendix C1 for private hire and C2 for Hackney Carriages.

3.3.2 The proposed artwork for display of Operator signage is attached at Appendix D.

4. Consultation

4.1 The proposed changes will require consultation with the trade prior to their introduction.

4.2 A consultation is proposed on a four-week basis after which the results of the consultation will be presented back to this Committee.

4.3 The consultation will involve consultation with Private Hire Operators separately on the proposed use of a Door Sign template.

5. Anti-Poverty Implications

5.1 None

6. Financial Implications

6.1 None

7. Recommendations

- 7.1 Members are requested to grant permission to the Licensing Manager to carry out the consultation exercise and report the responses back to this committee, prior to a decision on implementation.

Steve Littler
Senior Assistant Director Place Services

The contact officer for this report is Lorraine Simpson, Licensing and Land Charges Manager, Environmental and Trading Services, Wesley House, St. Helens, WA10 1HF. Telephone St. Helens (01744) 675349.