

NORTHAMPTON BOROUGH COUNCIL

OVERVIEW AND SCRUTINY

ACTION PLAN: SCRUTINY PANEL - EFFECTIVENESS OF THE ENFORCEMENT OF TAXI AND PRIVATE HIRE LICENSING

Recommendations from Scrutiny Panel (Effectiveness of the enforcement of Taxi and Private Hire Licensing) completed in March 2016.

Proposed dates for monitoring implementation of accepted recommendations

Report received by Cabinet	Monitoring activity	Monitoring complete
11 May 2016		
8 February 2017	29 January 2018	

1. **Recommendation 1:** Consideration is given to the provision of additional taxi ranks in the town centre suggested locations are Abington Street, The Parade, Guildhall Road / Derngate and Mercers Row.

Action	Implementation/responsibility by:	Resources required/available	Target date	Achievement/Completed
Discussions with Highways and other partners about potential locations	Licensing Team	Officer time	2017	Discussions have been carried out. Monitoring is currently being carried out in relation to the loading bays

<p>for Taxi Ranks</p> <p>Further sites will be investigated as potential Electric Taxi Charging locations following the implementation of the Taxi and Private Hire Vehicle Emission Policy.</p>				<p>on Abington Street near to the Library to determine the level of usage and establish whether it would be possible to create either a full time or night time rank in this location.</p>
<p>1. Recommendation 2: Taxi rank signage is put in situ at the various ranks within the town.</p>				
Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed
<p>Discussions with Highways to arrange for improved rank signage</p>	<p>Licensing Team</p>	<p>Officer time</p>	<p>Summer 2017</p>	<p>completed</p>

1. **Recommendation 3:** An unmet demand survey for Hackney Carriages is undertaken in order to Determine whether the number of Hackney Carriages exceeds requirements and whether a cap is necessary. This survey should also consider the extent of the Private Hire Trade and be undertaken every three years.

Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed
<p>Commissioned unmet demand survey, Competed in early 2017, Analysed results, prepared a report for committee recommending capping of number of Hackney Licences at 155. Report agreed by Licensing Committee on 25 April 2017</p>	<p>Licensing Team Leader assisted by team</p>	<p>Officer time and funding for unmet demand survey from Licensing budget</p>	<p>Summer 2017</p>	<p>Completed and implemented May 2017</p>

<p>1. Recommendation 4: . A sign for Private Hire Vehicles (PHV) to display “Pre Booked only” is issued to all PHV. The sign must be on display at all times.</p>				
Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed
<p>Review current signage, Investigate alternative suppliers, carry out appropriate procurement procedures, develop alternative signage options, consult with trade, bring forward report to committee, implement changes having regard to impact on ongoing promotional campaigns etc.</p>	<p>Licensing Team Leader supported by team</p>	<p>Officer time</p>	<p>ongoing</p>	<p>Current signage has been reviewed, alternative suppliers investigated and procurement process followed. Alternative options are being prepared for Trade consultation ensuring that there is no conflict with the messages of the Out Tonight, Do It Right campaign.</p>

1. **Recommendation 5:** The Scrutiny Panel informs Cabinet that it supports the further introduction of Child Sexual Exploitation (CSE) training for all Hackney carriage and private hire drivers in Northampton. Details of the CSE training is presented to the Licensing Committee regarding its roll out and content

Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed
Include content on CSE within Driver Induction Training and ensure that knowledge of this is tested as part of the assessment process.	Senior Licensing Enforcement Officer and Licensing Team	Staff time	Summer 2016	Completed
Work with colleagues at NCC and other Districts and Borough to develop a package of training on CSE for all drivers and operators.	Licensing Team Leader with colleagues from around Northants	Staff time and possible cost if training provided by third party. Possible to recharge fees to drivers	Spring 2018	Discussions in process, pilot training course has taken place in South Northants.
Incorporate a requirement to undertake this training as a	Licensing Team Leader supported by team	Staff time	End of 2018 /19	

condition of holding a licence				
2. Recommendation 6: When approved, the relevant sections from the Low Emissions Strategy for Northampton are included within the licensing Policy for Taxis and Private Hire.				
Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed
<p>Consult on a Low Emission Policy for Taxi and Private Hire Vehicles.</p> <p>Taking account of consultation responses, present a draft Vehicle Emission Policy to Licensing Committee for approval</p> <p>Implement</p>	<p>Licensing Team Leader with support from team</p> <p>Licensing team leader with support from consultant working on Low Emission Strategy and Environmental Health and Licensing Manager</p>	Staff time	<p>End on 2016</p> <p>End of 2017</p>	<p>Report to launch consultation presented to Licensing Committee Dec 2016 Consultation took place during spring 2017. Consultation on website, via direct email to trade and drop in sessions for drivers and operators</p> <p>Report with draft Low Emission Policy presented to Licensing Committee 5 December 2017 – following discussion, report deferred</p>

approved policy	Licensing Team		ongoing	until March 2018.
1. Recommendation 7: The standard test to become a Private Hire driver is raised.				
Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed
Review test and further questions where appropriate	Licensing enforcement team	Officer time	Summer 2017	Complete. Test has been reviewed and additional compulsory questions included
1. Recommendation 8: An evaluation of the Policy regarding the enforcement of licensing conditions takes place and consideration is given to the inclusion of structured enforcement guidelines. Licensing conditions for Hackney Carriages and Private Hire are then reviewed every two years from January 2017.				
Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed
Carry out comprehensive review of policy regarding enforcement of	Licensing team	Officer time	End of 2018/19	Work on this piece of work has been delayed as staff time has been concentrated on the development and implementation of the vehicle capping and vehicle

licensing conditions. Draft and consult on revised policy Implement new policy				emission policy. Work has now commenced to review existing policies and to develop a draft for consultation. It is planned to submit a report to Committee in spring 2018
1. Recommendation 9: At least an annual joint meeting between Hackney Carriage drivers, private hire drivers and the relevant Authorities, including NBC Licensing Officers, Northants Highways and the Police is held.				
Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed
Arrange a joint meeting between Hackney and Private hire drivers and relevant partner agencies	Licensing Team and partner agencies	Officer time	Summer 2017	A meeting has been arranged, in 2017, however, attendance was low. Regular meetings are held with Private Hire operators and the Hackney Association. These meetings are attended by Police and Highways colleagues. Drop in

				sessions for all drivers and operators have been held to provide information on recent changes to procedures
Recommendation 10: . Articles are placed in the press regarding the difference between Hackney Carriages and Private Hire; particularly around the Christmas period. Copies of such articles are also forwarded to Community Groups and Residents' Associations				
Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed
Publicity Campaign organised	Licensing team in conjunction with Communications Team, and Community Safety Team	Officer time	Commenced early 2017 ongoing	The "Out Tonight Do It Right" Campaign includes a range of messages about steps to take to ensure safety in the night time economy including publicity about the difference between Hackney and Private Hire Vehicles. These are conveyed through a range of media including social medial posts, stickers, posters etc. Stickers are provided for all taxis and private hire vehicles.

3. **Recommendation 11:** A PR campaign, using social and conventional media is put in place to convey positive messages about the benefits of using taxis/ private hire vehicles and give information about complaint mechanisms. Existing contacts with the University of Northampton and Northampton College are used to share information through their information sharing processes.

Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed
See response to recommendation 10 above.				

4. **Recommendation 12:** Taxi Marshalls are introduced for a trial period of six months. The trial is then evaluated so that the success of Taxi Marshalls can be assessed.

Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed
Trial of Taxi Mashalls and subsequent evaluation	Community Safety Team and Police with	Financial support from Community Safety team and Pubwatch	Was implemented during 2016	<p>Trial of Street Marshall's carried out between June 2016 and June 2017</p> <p>Whilst the trial was broadly successful in addressing vulnerability and antisocial behaviour issues, it was less</p>

				<p>focuses on taxis than was originally planned.</p> <p>The lessons learnt for any future scheme are that the precise definition of the role of the marshal is clearly defined and that effective briefing is carried on each duty session.</p>
<p>Recommendation 13: Consideration is given to the removal of the two plant pots in situ at the entrance of Kingswell Street in order that it could become a functional road to through traffic</p>				
Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed
Check the situation regarding with Kingswell Street with NCC Highways	Senior Licensing Enforcement Officer and NCC Highways colleagues	Officer time		The large planters have been removed from Kingswell Street. NCC are progressing with an order to prohibit driving on this stretch of road. This is because it has been previously used as a rat run which contributed to traffic congestion when the bus station was opened.
<p>Recommendation 14: It is recommended to Northamptonshire Highways that double red lines are introduced at Wood Hill</p>				

Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed
Check with NCC Highways regarding the potential for installing double red lines in this area	SLEO	Officer time	By Dec 2017	Highways indicate that the previous problems with obstruction have been addressed by the introduction of no loading restrictions on Wood Hill
5. Recommendation 15: Temporary full closures to traffic of Bridge Street are introduced on specific dates as identified by the Licensing Sergeant Northants Police.				
Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed
Implement Road closures on specified dates	Police / NCC Highways	Officer time	End 2016	Completed – closures are implemented on key days as recommended by Northants Police.
Recommendations to the Overview and Scrutiny Committee				
Recommendation 16: The Overview and Scrutiny Committee, as part of its monitoring regime, reviews the impact of this report in six months' time.				
Action	Implementation/responsibility	Resources	Target date	Achievement/Completed

	by	required/available		
Included onto the O&S Monitoring Work Programme 2017/2018	Added to the O&S Monitoring Work Programme - Overview and Scrutiny Committee	n/a	Monitoring to take place in January 2017	