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**Report to:** Licensing & Regulatory Committee      **Date of Meeting:** 3<sup>rd</sup> June 2013

**Subject:** Taxi Licensing: Performance Report 2012/13

**Report of:** Director of Built Environment

**Wards Affected:** All

**Is this a Key Decision?** No

**Is it included in the Forward Plan?** No

**Exempt/Confidential** No

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### **Purpose**

To update Members on the Hackney Carriage / Private Hire Licensing Facilities provided by Sefton Plus and the enforcement activities of the Taxi Licensing Team.

### **Recommendation(s)**

That Licensing and Regulatory Committee:

- i) Notes this report; and
- ii) Requests similar reports on a biannual basis

### **How does the decision contribute to the Council's Corporate Objectives?**

	<b><u>Corporate Objective</u></b>	<b><u>Positive Impact</u></b>	<b><u>Neutral Impact</u></b>	<b><u>Negative Impact</u></b>
1	Creating a Learning Community	√		
2	Jobs and Prosperity		√	
3	Environmental Sustainability		√	
4	Health and Well-Being	√		
5	Children and Young People		√	
6	Creating Safe Communities	√		
7	Creating Inclusive Communities		√	
8	Improving the Quality of Council Services and Strengthening Local Democracy	√		

**Reasons for the Recommendation:**

To enable the Licensing & Regulatory Committee to review and influence the service activities carried out by the Department of Built Environment. The Council has a statutory duty to licence and carry out various enforcement duties under the Town Police Clauses Act 1847 and Local Government (Miscellaneous Provisions) Act 1976.

**What will it cost and how will it be financed?**

**(A) Revenue Costs**

Costs are met from within the existing Taxi Licensing Budget.

**(B) Capital Costs**

None.

**Implications:**

The following implications of this proposal have been considered and where there are specific implications, these are set out below:

<b>Legal</b>	The Head of Corporate Legal Services (LD1599/13) has been consulted and any comments have been incorporated into the report.
<b>Finance</b>	The Head of Finance and ICT (FD2283) has been consulted and notes the report indicates any costs will be met from within the existing Taxi Licensing Budget.
<b>Human Resources</b>	None
<b>Equality</b>	
1. No Equality Implication	<input checked="" type="checkbox"/>
2. Equality Implications identified and mitigated	<input type="checkbox"/>
3. Equality Implication identified and risk remains	<input type="checkbox"/>

**Impact on Service Delivery:**

Improved standards and greater customer focus.

**What consultations have taken place on the proposals and when?**

Statistics provided by Sefton Plus and Taxi Licensing Team, April 2013

**Are there any other options available for consideration?**

None.

**Implementation Date for the Decision**

Immediately following the Committee Meeting.

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### **Background Papers:**

- Town Police Clauses Act 1847
- Local Government (Miscellaneous Provisions) Act 1976

### **1. Background**

1.1 Members will recall that, on 28<sup>th</sup> May 2012, the Licensing and Regulatory Committee considered a report entitled "Taxi Licensing Performance Report 2011/12".

1.2 That report highlighted Licensing Service performance for the period 1<sup>st</sup> April 2011 to 31<sup>st</sup> March 2012 is summarised as follows:

- 820 of the available 992 appointments available were booked at the Bootle One Stop Shop. **31%, (255)** were not kept.
- 338 of the available 983 appointments available were booked at the Southport One Stop Shop. **18%, (62)** were not kept.
- 317 failed appointments equates to 158.5 officer hours wasted, ie 22 days.
- A total of 817 appointments remained open, 645 in Southport One Stop Shop.
- There were 7538 "drop ins" in the Bootle One Stop Shop of which 2% (141) left before waiting to be seen.
- There were 1304 "drop ins" in the Southport One Stop Shop, all of who were seen.
- 1544 Knowledge Test places have been offered at the Bootle One Stop Shop, 90% of which were booked. 30% of candidates failed to attend their appointments. 245 (25%) of the 981 candidates who attended passed the test.
- 1001 Knowledge test places have been offered at the Southport One Stop Shop, 52% of which were booked. 21% of candidates failed to attend their appointments. 143 (33%) of the 412 candidates who attended passed the test.
- The average pass rate was 29%
- The number of licence applications received over the period is down by 1.6% compared with the same period in 2010/11.

1.3 The results identified available capacity in the Appointment system in both One Stop Shops, which if used could reduce the number of "drop ins" and waiting time, not just for the Trade but other Council clients.

## 2. The Service – 1<sup>st</sup> April 2012 to 31<sup>st</sup> March 2013

### 2.1. Taxi Licensing Appointments at Bootle One Stop Shop

Appts Offered	Appts Booked	Appts Unused	Appts Kept	Appts Not Kept	Drop Ins Seen	Drop Ins Not Seen	Total Drop Ins
765	604 (79%)	161 (21%)	430 (71%)	174 (29%)	7814	250 (3%)	8064

### 2.2 Taxi Licensing Appointments at Southport One Stop Shop

Appts Offered	Appts Booked	Appts Unused	Appts Kept	Appts Not Kept	Drop Ins Seen	Drop Ins Not seen	Total Drop Ins
750	297 (40%)	453 (60%)	250 (84%)	47 (16%)	1302	0 (0%)	1302

### 2.3 Knowledge Test at Bootle One Stop Shop

Thursdays	Total Spaces	Booked Test	"Did Not Attend"	Actual Attendance	Attended and failed	Attended and passed	Bootle % pass rate attendees	Bootle % pass rate against bookings
<b>TOTALS</b>	<b>1891</b>	<b>1643</b>	<b>581</b>	<b>1062 (*)</b>	<b>959</b>	<b>336</b>	<b>26%</b>	<b>10%</b>
		(87%)	(35%)	(65%)	(74%)	(26%)	% -v- Attend	% -v- Booked

(\*) Actual attendance figure 1295 – vacant places taken by 233 candidates on waiting list.

### 2.4 Knowledge Test at Southport One Stop Shop

Tuesdays	Total Spaces	Booked Test	"Did Not Attend"	Actual Attendance	Attended and failed	Attended and passed	Southport % pass rate attendees	Southport % pass rate against bookings
<b>TOTALS</b>	<b>1066</b>	<b>959</b>	<b>266</b>	<b>693</b>	<b>446</b>	<b>247</b>	<b>35%</b>	<b>26%</b>
		(89%)	(28%)	(72%)	(65%)	(35%)	% -v- Attend	% -v- Booked

### 3. Total Number of Licence Applications compared against previous years

Month of	Number of Licence Applications 2009/10	Number of Licence Applications 2010/11	Number of Licence Applications 2011/12	Number of Licence Applications 2012/13	Change 2012/13 against 2011/12	% change
Apr	663	601	598	568	-30	-5%
May	532	579	597	645	48	8.04%
Jun	581	620	657	504	-153	-23.29%
Jul	651	596	596	640	44	7.38%
Aug	526	526	603	587	-16	-2.65%
Sep	556	608	601	597	-4	-0.67%
Oct	562	729	686	684	-2	-0.29%
Nov	560	622	659	706	47	7.13%
Dec	462	526	507	284	-223	-43.98%
Jan	554	632	593	644	51	8.60%
Feb	598	708	662	585	-77	-11.63%
Mar	741	805	675	666	-9	-1.33%
<b>Total</b>	<b>6986</b>	<b>7552</b>	<b>7434</b>	<b>7110</b>	<b>-324</b>	<b>-4.35%</b>

### 4. **Service Performance for the period 1<sup>st</sup> April 2011 to 31<sup>st</sup> March 2012:**

#### 4.1 Service performance can be summarised as follows:

- 604 of the available 785 appointments available were booked at the Bootle One Stop Shop. **29%, (174)** were not kept.
- 297 of the available 750 appointments available were booked at the Southport One Stop Shop. **16%, (47)** were not kept.
- 221 failed appointments equates to 110.5 officer hours wasted, ie 15 days.
- A total of 614 appointments remained open, 453 in Southport One Stop Shop.
- There were 8064 “drop ins” in the Bootle One Stop Shop of which 3% (250) left before waiting to be seen.
- There were 1302 “drop ins” in the Southport One Stop Shop, all of who were seen.
- 1891 Knowledge Test places have been offered at the Bootle One Stop Shop, 87% of which were booked. 35% of candidates failed to attend their appointments. 336 (26%) of the 1062 candidates who attended passed the test.
- 1066 Knowledge test places have been offered at the Southport One Stop Shop, 89% of which were booked. 28% of candidates failed to attend their appointments. 247(35%) of the 693 candidates who attended passed the test.
- The average pass rate was 23%

- The number of licence applications received over the period is down by 4.4% compared with the same period in 2011/12.

4.2 There is available capacity in the Appointment system in both One Stop Shops, which if used could reduce the number of “drop ins” and waiting time, not just for the Trade but other Council clients. However the number of ‘wasted’ hours has been reduced by 31% compared with the same period in 2011/12. This has been achieved by operating a waiting list and offering ‘no show’ places to applicants who are prepared to wait and take an available space at short notice.

## 5. Taxi Licensing Team Enforcement Statistics

5.1 Taxi Licensing Team Enforcement performance for the period 1<sup>st</sup> April 2012 to 31<sup>st</sup> March 2013 and can be summarised as follows:

a) Hackney Carriage On Street Inspections / Pre-Planned Inspections

- 286 vehicles inspected
- 79% Fault Free – 42 vehicle defect notices issued, 20 stop notices issued.

b) Private Hire On Street Inspections / Pre-Planned Inspections

- 1210 vehicles inspected
- 71% Fault Free – 224 vehicle defect notices issued, 131 stop notices issued.

c) Convictions during 2012/13

Defendant	Offences	Fine	Costs	Points
John Hung Liverpool HC	Illegally Plying For Hire & No Insurance	£180	£175	7
David Frederick Liverpool HC	Illegally Plying For Hire & No Insurance	£150	£115	6
Ben Thomas Moreley Liverpool HC	Illegally Plying For Hire & No Insurance	£150	£100	6
Liam Power Sefton PH	Fail to comply with Stop Notice	£250	£270	-
Kevin Dougherty Liverpool HC	Illegally Plying for hire	£100	£175	-
Thomas Peter Devine Liverpool HC	Illegally Plying for hire	£100	£150	-
Colin Frederick Wetherall Liverpool HC	Illegally Plying For Hire & No Insurance	£200	£265	6 Exceptional Hardship Hearing as already had points
John Robert Williams Liverpool HC	Illegally Plying For Hire & No Insurance	£180	£175	7
David Richard Churchill Liverpool HC	Illegally Plying For Hire & No Insurance	£175	£150	6
Edward Charles McTigue Liverpool HC	Illegally Plying For Hire & No Insurance	£150	£200	-
Mohamed Diad	Illegally Plying For	£250	£200	6

Liverpool HC	Hire & No Insurance			
Andrew Peter Jackson Liverpool HC	Illegally Plying For Hire	£200	£250.45	-
Paul Steven Larkin Liverpool HC	Illegally Plying For Hire & No Insurance	£140	£213.62	6
Michael Joseph Duffy Liverpool HC	Illegally Plying For Hire & No Insurance	£400	£85	6
John Smith Liverpool HC	Illegally Plying For Hire & No Insurance	£350	£272.81	6
Philip Gerard O'Hanlon Liverpool HC	Illegally Plying For Hire & No Insurance	£200	£100	6
Paul Johnston Liverpool HC	Illegally Plying For Hire & No Insurance	£300	£200	6
Selahittin Cifi Liverpool HC	Illegally Plying For Hire & No Insurance	£400	£287.64	<b>6</b>
Michael George Finneran Knowsley PH	Illegally Plying For Hire & No Insurance	£150	£150	6
Martin Geraghty Sefton PH	Illegally Plying For Hire	£120	£150	-
Gary Evans Liverpool HC	Illegally Plying For Hire & No Insurance	£180	£85	<b>6</b>
Ian Christopher Soutar Liverpool HC	Illegally Plying For Hire	£200	£250	<b>6</b>
Durim Hyseni Liverpool HC	Illegally Plying For Hire & No Insurance	£400	£268.93	-
Kevin Birchall Knowsley PH	Illegally Plying For Hire & No Insurance	£450	£100	<b>6</b>
Edward James Marsden Knowsley PH	Illegally Plying For Hire & No Insurance	£470	£248.87	<b>6</b>

d) Warnings

- 17 Warning Letters

e) Suspensions / Revocations / Refusals

- 54 Licence Applications Refused
- 3 Licences Revoked
- 2 Licences Suspended

f) Insurance requests via One Stop Shops – 4520

g) Complaints re Licence Holders – 14

5.2. The statistics show 71% private hire vehicles were found fault free on inspection compared with 74% in 20011/12, the number of hackney carriage vehicles found fault free also improved from 77% to 79% for the same period. The number of defect notices issued by the enforcement staff has fallen by 23%.

5.3 The number of prosecutions remains consistent however the number of Liverpool licensed hackney carriage drivers caught plying for hire in Sefton has increased from 66% of the cases brought before the Courts in 2011/12 to 80% in 2012/13. Conversely the number of Sefton private hire drivers caught illegally plying for hire has decreased from 25% to 8% of the cases prosecuted. Knowsley Drivers now account for 12% of the cases.

## **6. Summary & the Year Ahead**

6.1 The proactive approach adopted by the Taxi Licensing Unit is the key factor in ensuring the quality of hackney carriage and private hire vehicles and hence the safety of the travelling public.

6.2 The service will continue its 'plying for hire' exercises and will target vehicle defects by a combination of checks at Compliance Testing Stations and on district vehicle checks.

6.3 The licensing service will also continue its modernisation process by enhancing the facilities offered by Sefton Plus allowing the Department of Built Environment to focus all its resources on enforcement activity. Further reports will be presented to the Licensing & Regulatory Committee detailing the service enhancements as they take place.