



DECISIONS OF THE LICENSING COMMITTEE

HELD AT THE TOWN HALL, PETERBOROUGH 08 DECEMBER 2016

4. PROPOSED TAXI POLICY

RESOLVED

The Committee:

Determined the following eight hackney carriage and private hire matters, in order to incorporate proposals into a consultation on a draft taxi policy, subject to the inclusion of the agreed options:

- i) Vehicle ages and critical failure (section 6):
 - Option 1 The status quo should not be retained;
 - Option 2 If a vehicle has a critical failure at the appointed age, suspend the vehicle, rather than de-licence, and allow for a retest within 30 days;
 - Option 3 Not to remove the age restrictions so that vehicles can be licensed for unlimited duration so long as they pass mechanical tests, with ability for retest within 30 days for critical failures;
 - Option 4 Extend the age limit for an extra five years for purpose built low emission vehicles, for each type, so that a purpose built low emission hackney could be licensed up to 20 years and a purpose built low emission private hire up to 15 years old.
 - Option 5 A suspension must be applied if a purpose built low emission vehicle has a critical failure on a mechanical inspection and allow for a retest within 30 days.
- ii) To amend the current driving test requirements (section 7) to retain driving tests for hackney carriage and private hire drivers but use an external provider;
- iii) To replace the Local Authority's current health check with a group 2 health check for all drivers (private hire and hackney carriage) at application and three year renewal (section 8);
- iv) To introduce a requirement for operators to have a complaints procedure and to retain records of complaints (section 9) thereby replacing the current section 12 of the Private hire operator's licence conditions with 12 (a) to (f) as detailed in 9.6 of the report:
 - 12 (a) Operators must have a complaints procedure and policy in place which must be freely available to all customers. The policy and procedure must as a minimum include and document the following matters:
 - (i) the way in which customers can complain, including the operators business name and telephone number,
 - (ii) when the complaint was made (date and time),

- (iii) who made the complaint,
- (iv) the nature of the complaint,
- (v) when the complainant can expect to be contacted by the operator regarding the complaint (not more than 72 hours from receipt),
- (vi) the resolution offered by the operator, and
- (vii) that the complainant may further their complaint to the licensing department if they remain unsatisfied with the operators resolution.

12 (b)The operator is responsible for ensuring that the complaint records are documented in a written or electronic format, contain all the information required in 12 (a) (ii) to (vi), be retained for a minimum period of six months and made available to an authorised officer;

12(c) These requirements are to remain the responsibility of the operator who accepted the booking, even where the booking has been subcontracted;

12(d) All vehicles utilised by the operator (except where subcontracted to another operator) must clearly display the following information in a conspicuous unobscured place, which can be easily read by a passenger travelling in the rear and front of the vehicle, the business name of the operator, the following text 'Please call (insert telephone number) should you have a complaint about your journey', subject to the amendment detailed in item v);

12(e) Operators must monitor complaints to see if there are any trends, or if they relate to particular drivers or vehicles. Where a trend is apparent, appropriate action must be taken by the operator to address the issue; and

12(f) If an operator is made aware of a safeguarding or serious complaint relating to the 'fit and proper' status of a driver, they must notify the council immediately and provide details of the actions taken by the operator.

- v) To introduce a requirement to display required information within vehicles (section 10), thereby amending the current private hire operator conditions to:

12(d) All vehicles utilised by the operator (except where the booking is subcontracted to another operator) must clearly display the following information in a conspicuous unobscured place which can be easily read by a passenger travelling in the rear and front of the vehicle:

- The business name of the operator,
- The following text 'Please call (insert telephone number) should you have a complaint about your journey'.
- The vehicle registration number, and
- The vehicle licence plate number

And to include the following condition to the private hire drivers licence conditions:
Prior to accepting any bookings, the driver must ensure that his drivers badge number and photo (hereafter referred to as the part two notice), is displayed in the

vehicle in a conspicuous unobstructed way to enable a person in the front or back of the vehicle to read it.

- vi) To introduce a three stage trigger point system for all drivers (section 11);
- vii) To introduce waiting areas for private hire vehicles to designated car parks on the outskirts of the city centre (section 12) (subject to two directors approval);
and
- viii) To consult and adopt DfT model bye laws (conditions applicable to hackney carriage drivers) (section 13).

The Committee also agreed for the formulation of the draft taxi policy and for the policy to go to consultation.