

# Briefing Note

**Title:** 2022-23 Quarter 3 Report to South Staffordshire Council

**Date:** 22 December 2022

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**Job Title:** Licensing Manager

**Intended Audience:** Internal ☐ Partner organisation ☒ Public ☒ Confidential ☐

## Purpose

To report to South Staffordshire District Council on the status of taxi licensing.

## Background

On 1 April 2022, South Staffordshire District Council (SSDC) delegated its taxi licensing function to City of Wolverhampton Council. As part of this delegation, quarterly reports were agreed. This report covers quarter three (Q3) of 2022-23: October, November and December (up to 22 December).

## Update

The iApply portal is live, meaning that applicants can apply for a licence online. The Council has also soft-launched its private hire vehicle inspection booking system, allowing proprietors to choose an available appointment convenient to them. This will be available for all licence holders from 1 February 2023.

It is proposed that a trade working group is created, to improve engagement with licence holders. This will be open to hackney carriage drivers, private hire operators and representatives from recognised trade bodies. In addition, representation from West Mercia Police and Staffordshire County Council will be sought.

A procurement exercise is underway to supply new driver badges and vehicle plates. The badges will be contactless, allowing near-field communication (NFC) scanning with any compatible smartphone, allowing customers and authorities to verify driver licences in the field. The licence plates will contain security features which allow the expiry date to be updated without replacing the whole plate, reducing plastic consumption and costs to the trade.

## Statistics for Q3

### Licence Holders

Licence Type	Currently licensed (total)	Received	Granted	Refused
Hackney Carriage Driver	0	0	0	0
Hackney Carriage	1	0	0	0
Dual Driver	1	0	0	0
Private Hire Vehicle Operator	36	0	0	0
Private Hire Driver	150	12	11	0
Private Hire Vehicle	135	21	19	0

### Enforcement Action

Licence Type	Surrendered	Reviewed	Suspended	Revoked
Hackney Carriage Driver	0	0	0	0
Hackney Carriage	0	0	0	0
Dual Driver	0	0	0	0
Private Hire Vehicle Operator	2	0	0	0
Private Hire Driver	0	0	0	0
Private Hire Vehicle	9	0	1	1

The private hire vehicle licence revoked was automatically revoked following two months of being suspended for a road traffic collision. The proprietor replaced this vehicle.

### Compliance Operations

December	Wombourne, Essington, Penkridge, Wombourne, Brewood, Bilbrook
January	Codsall, Penkridge, Cheslyn Hay, Great Wyrley, Coven, Weston
February	To be confirmed.
March	To be confirmed.

Compliance patrols have taken place in Codsall, Cheslyn Hay, Great Wyrley, Penkridge, Brewood, Coven, Essington, Huntington, Weston-under-Lizard, Bilbrook, Wombourne, Himley, Perton and Featherstone.

Two test purchases have been conducted, as part of an ongoing operation with further enforcement activity planned.

Base visits to three private hire vehicle operators have taken place with no issues reported.

In October 2022 there were two high-visibility conducted Penkridge, Codsall, Coven, Wombourne.

In November 2022 there were three high visibility patrols conducted in Penkridge, Codsall, Wombourne, Essington areas, with one driver given advice for failing to display operator signage.

In December 2022 there were high-visibility patrols conducted in Essington, Penkridge, Codsall and Coven. A base audit was conducted on an operator with three vehicles checked and no issues reported.

There have been no safeguarding complaints not actioned within one working day.

### Corporate Complaints

Should any applicants or licence holders be dissatisfied with the service provided, they are entitled to make a corporate complaint to Wolverhampton's Customer Feedback team.

	Upheld at Stage One	Upheld at Stage Two	Upheld by Ombudsman	Not responded to within SLA
Corporate Complaints	0	0	0	0