

Briefing Note

Title: 2023-24 Quarter 2 Report to South Staffordshire Council

Date: 25 October 2023

Prepared by: Greg Bickerdike

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 Council (SSC) delegated its taxi licensing function to City of Wolverhampton Council (CWC). As part of this delegation, quarterly reports were agreed. This report covers quarter two (Q2) of 2023-24: July, August and September.

Update

Work is being undertaken on a webpage where the public can access a report which updates daily on the statistics below for licence holders. This will allow for greater transparency and is hoped to reduce freedom of information requests, by making the information available continuously.

A contract is due to be signed for the new reusable and contactless driver licence badges, which will be rolled out to all drivers in the coming months. The advertisement for a new vehicle plate contract has closed and is being evaluated.

Several vehicle licences have been surrendered this quarter, due to the sale of those vehicles to unlicensed proprietors.

A private hire driver has applied for a licence and is not clear of the guidelines, which is being referred for consideration by the Regulatory Sub-Committee.

The Department for Transport's 'Taxi and private hire vehicle best practice guidance' is still awaiting publication, despite the consultation closing in June 2022.

Statistics for Q2

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	24	1	3	0
Private Hire Driver	208	36	33	0
Private Hire Vehicle	194	60	54	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	1	0	0	0
Private Hire Driver	0	0	0	0
Private Hire Vehicle	10	0	2	0

Compliance Operations

July	Codsall, Penkridge, Cheslyn Hay, Great Wyrley, Coven, Weston (Classic Ibiza Sat 15.7.23) (Base audits X 3)
August	Wombourne, Essington, Penkridge, Wombourne, Brewood, Bestival Event Saturday 19.8.23 13 X Operator audits
September	Codsall, Penkridge, Cheslyn Hay, Great Wyrley, Coven, Weston (prom spectacular Sat 9.9.23) Operator Audits X 6
October	Wombourne, Essington, Penkridge, Wombourne, Brewood, Bilbrook
November	Himley Hall Bonfire Event
December	Wombourne, Essington, Penkridge, Wombourne, Brewood, Bilbrook
January	Codsall, Penkridge, Cheslyn Hay, Great Wyrley, Coven, Weston
February	To be confirmed for rest of year.

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.

- July 2023: Four high visibility patrols took place with very few SSDC vehicles about.
 - 6 vehicles checked - all compliant.
- August 2023: Two high visibility compliance patrols again very few SSDC vehicles seen.
 - 16 vehicles checked.
 - Assisted with Word of Mouth Event at Himley Hall Park.
 - 13 Base Audits, all operators passed.
- September 2023: Two high visibility compliance patrols again very few SSDC vehicles seen.
 - 14 vehicles checked.
 - 6 Base Audits, all operators passed.

Of the 24 private hire vehicle operators currently licensed 19 have been audited during this quarter and the remaining 5 will be completed before the end of year. 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