

# Taxi Licensing Review

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# Why I am here today

- Introduce the project – review of taxi licensing service
  - Hear your thoughts and gather feedback today – share what works well for you and any best practice
  - After today – if you are able to share anything further or would like to remain in contact to share findings
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- Not a taxi licensing expert! My role is about supporting Council services to be more commercial and transformational change

# Introduction to Project

Aim:

Review the taxi licensing service to address capacity issues through making improvements to policy and processes.

Significant demand on the service

What can we do to ease capacity issues?

Identified a need to review best practice at other Councils

# Project Continued

Two aspects:

- People and Development e.g. training, team building etc.
- **Review of processes and procedures**
  1. **Policies – ensuring up to date and fit for purpose**
  2. **Processes and procedures – streamlining, researching best practice, exploring opportunities for automation**
  3. **Reviewing our website – enhanced customer journey, easy to use online forms**

# The Story So Far

1. Process mapping
  - Identifying areas for improvements
  - Looking for areas to automate
  - Understanding what they do now and why
2. Reviewing other Council websites – using CIPFA nearest neighbours
3. Speaking to other Councils to understand best practice and obtain ideas for different ways of doing things (North Yorkshire councils and APSE)

# Areas for Feedback

Automation of processes

HBC currently uses Firmstep (online forms) for some application forms, however the majority are still paper based.

- Do you use a system for application forms – if so, what is it?
- Do you find this works well?
- Do you still offer paper forms for those who don't have computer access?

# Areas for Feedback

## Taxi Vehicle Testing

HBC currently out sources are testing for taxi vehicles but are looking at whether it would be beneficial to bring this in house.

- Do you test vehicles in house?
- What are the benefits for testing in house for your Council?

# Areas for Feedback

## Driver Tests

HBC does not currently provide any online testing to drivers.

- What training is provided by the council to drivers prior to licensing?
- Is a test carried out after training?
- How is this carried out?



# Areas for Feedback

## DBS/DVLA Checks

HBC does not currently use the DBS update service, an umbrella organisation for DBS checks or driver checks.

- Do you use the DBS update service, do you find this works well?
- Do you use an umbrella organisation for DBS applications? Do you find this works well?
- Do you check DVLA driving licences directly with the DVLA, using an umbrella organisation or other? Do you find this works well?

# Contact Details

If you have any further feedback, comments or thoughts please contact me:

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