

Appendix 2

Table of measures contained within the Statutory Taxi and Private Hire Vehicle Standards			
Requirement		Response	Timescale for completion
1.	All licensing authorities should publish their considerations of the statutory standards	Report to go to Environment and Safety Committee on 18 May 2021	Completed for adoption 20 th May
2.	The Licensing Authority should have a cohesive taxi and private hire policy document	This policy replaces the handbook which has been in existence for many years	Completed for adoption May 20 th with ongoing revision
3.	There should be a regular review of the licensing policy with a minimum review of every 5 years	Recommendation to committee that a review date for the next full revision of the policy should be set no later than May 2026.	Policy to be fully reviewed 2026
4.	Importance of internal whistle blowing policy with regular staff reminders	Whistle blowing policy in place and regular reminders sent to staff by Internal Audit.	Completed
5.	Need for consultation on major changes of policy	Report to highlight where this has occurred and to make suggestions around future consultation with respect to CCTV.	Completed for adoption 20 th May 2021
6.	Any changes in policy should lead to an overview of the licences issued	This already takes place. Committee report highlights further reviews that may need to take place as policy changes are agreed.	Ongoing
7.	There should be regular liaison with the police to ensure effective information sharing	This is in place and ongoing.	Ongoing
8.	A decision to refuse or revoke a licence as the individual is thought to present a risk of harm to a child or vulnerable adult, should be referred to the DBS	Section 9 of Appendix G of the Taxi and Private Hire Policy to be amended accordingly. Currently this would already happen, but the proposal is to formalise this through specific reference in Policy.	20 th May 2021 committee for immediate implementation

9.	Information sharing protocols in place with the police and other agencies and LAs	Current information sharing protocol is in place Pan Sussex	Completed
10.	Requirement to disclose if previous licences held with other authorities have been revoked or suspended	This is already on application form with notification of the consequence of not completing the application form correctly.	Completed
11.	Tools such as NR3 should be used by licensing authorities to share information on a more consistent basis to mitigate the risk of non-disclosure of relevant information by applicants.	NR3 is a national database for the refusal and revocation of Hackney carriage/ Private Hire licences. The authority is already a member of the scheme.	Completed

12.	All licensing authorities should have a robust system for recording complaints, including analysing trends across all licensees as well as complaints against individual licensees.	The service has a current system in place to manage complaints which will be enhanced in early 2022 when the service transfers to a new IT system	New system in place by 2022 (subject to IT limitations and testing)
13.	Training of decision makers – need for Environment and Safety Committee and licensing staff to attend training	Officer training on safeguarding has taken place further training is being booked in. New Councillors inducted in Licensing	December 2020 ongoing
14.	Licensing authorities should consider arrangements for dealing with serious matters that may require the immediate revocations of a licence.	There has been a clear process in place for several years which is outlined in the Council's constitution and this policy	Completed
15.	Licensing Authorities should not, as part of their policies, issue a licence to any individual that appears on either the children or adult barred lists	Appendix E of the policy to state that 'no licence will be issued to any individual that appears on either the children or adult barred lists.'	Completed
16.	Licensing authorities should require a basic disclosure from the DBS and that a check is undertaken annually for vehicle proprietors	Vehicle proprietors are already required to hold a licence with the authority which means that they are subject to a DBS check, those that are also drivers are subject to an enhanced DBS already and will not therefore require another check	Completed

17.	Consideration of a requirement for CCTV in all vehicles	It is proposed that at this time that the installation of CCTV is a made voluntary recommendation and not made mandatory. A fair percentage of the fleet already have CCTV installed. Further investigation and cost analysis identifying the implications to both the trade and the council (HBC as Data controllers) would be require. CCTV is already mandatory for new applications to the Hackney carriage fleet under previous conditions.	Review via E&S Committee in June 2023
18.	Policy covers the licensing of stretched limousines	This policy already now covers such applications	For adoption 20 th May 2021
19.	Licensing authorities should require a basic disclosure from the DBS and that a check is undertaken annually for private hire operators	Section 5.2 to come into effect for all new applications and renewals from June 2021 and all existing operators by 1 January 2022	For adoption 20 th May 2021 committee for implementation from June 2021
20.	Licensing authorities should, as a condition of granting an operator licence, require a register of all the staff that will take bookings or dispatch vehicles.	Section 5.2.9 to come into effect for all operators from 1 January 2021	For adoption 20 th May 2021 to come into force by 1 st Jan 2022
21	Licensing authorities should as a minimum require private hire vehicle operators to record the following information for each booking: <ul style="list-style-type: none"> • The time and the date of the booking • The name and contact details of the hirer • The time, date and place of pick up • The destination • The Name and licence number of the Driver • The vehicle registration number or plate number of the vehicle • Name of any individual that responded to the request 	The current handbook requires records to be kept recording the following information for each booking: <ul style="list-style-type: none"> • The date and time of booking. • The method and source by which the booking was taken • The point of pick-up. • The destination • The time at which a driver was allocated the booking. • Identification of the vehicle and driver allocated for the booking. • The records of bookings (or duplicate) shall be kept at the premises where the booking was taken. <p>It is recommended is that amended to reflect the DfT standards listed in the requirements of item 21</p>	Recommendation made for adoption 20 th May 2021 to come into effect for all operators by 1 st Jan 2022

	<ul style="list-style-type: none"> Name of the individual that dispatched the vehicle The fare (if this was agreed at the time of booking.) 		
22	Licensing authorities should, where the need arises, jointly authorise officers from other authorities so that compliance and enforcement can be taken against licensees from outside their area	Officers Pan Sussex are being jointly authorised via the Sussex Liaison Group	Ongoing
23	Licence holders should notify the licensing authority within 48 hours of arrest	Previous Handbook only detailed a requirement to inform the council of a conviction within 7 days. New policy to reflect the requirement to notify LA within 48 Hrs of arrest	Completed
24	Regular liaison should take place with neighbouring authorities	Hastings Borough Council plays an active part in the Pan Sussex Licensing Officers Group.	Completed
25	Guidance for passengers wishing to make complaints against drivers should be contained on the council's website	The council's webpage to be reviewed and refreshed. Information is currently detailed on the website on how to make complaint.	Ongoing
26	Info should be displayed in vehicles about how to complain to Licensing Authority	Information on this is to be displayed within the vehicle by methods being investigated such as a headrest mounted display.	For adoption 20 th May 2021 implementation by 1 st January 2021
27	Operators should conduct basic DBS checks and have a policy on employing ex-offenders in roles.	Recommendation made to amend Appendix L to require operators to conduct DBS checks on all call handling and dispatching staff as well as to have a policy on employing ex-offenders. All records must also be made available to the Licensing Authority upon request.	20 th May committee for implementation by 1 st January 2022
28	Mandatory training for drivers on safeguarding and equality awareness.	Training has been sourced and is ready to implement for new and existing drivers.	20 th May committee for implementation immediately for new drivers and phased in for existing trade
29	Consideration of the adoption of the DBS Update service as a mandatory condition of the authority's policy.	Recommendation made for adoption on 20 th May 2021 to come into effect for all new applications and renewals from February 2021	20 th May committee for implementation from February 2021

30	Review of disciplinary process and the current scheme Penalty points.	Process reviewed and updated to reflect standards	For adoption 20 th May 2021 committee for immediate implementation.
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