

## Private Hire and Hackney Carriage Policy Implementation Plan

As service users will need to be informed of the changes and the application process revised in some instances, it is recommended that some changes be phased in over a longer period rather than introduced with immediate effect to give customers the chance to prepare and comply.

The table below sets out the areas where it is suggested that implementation is phased over a longer period of time:

Policy Detail/Element	Proposed Implementation Plan	Proposed Timescale for Implementation
Section 7 Private Hire and Hackney Carriage Determination of Matters Policy Guidelines	In the event that the proposed changes to convictions guidelines are accepted and adopted, existing driver convictions will need to be looked at and where a driver is found to meet the new Determination of Matters Policy guidelines the driver would be referred back to the Licensing Committee, where their licences will be reviewed in line with the new policy.	That the change be applied with immediate effect to all new licence applications, and to all existing licence holders upon their next renewal or review of licence.
During the consultation and in meetings with other West Midlands Authorities, it was raised that if all drivers are being checked at an enhanced level with the DBS service and they are signing up to	Accepting DBS Certificates that been applied for by other Local Authorities which meet the enhanced standard required in Sandwell where the applicant has also	That the change be applied with immediate effect to both new and renewal licence applications.

<p>the update service, then drivers should not be required to submit a new DBS with Sandwell and their DBS should be portable within local authorities if they are signed up to the update service and their certificate is still valid. It is proposed that the current policy is changed to reflect this. This would result in a financial saving for driver licence holders when they hold licences with other multiple local authorities.</p>	<p>signed up to the DBS update service and the update service registration is current.</p>	
<p>Mandatory requirement of CCTV in all licensed vehicles</p>	<p>As no local evidence was identified to identify a local need to support the mandatory installation of CCTV in licensed vehicles, the existing policy which already allows CCTV to be installed on a voluntary basis, has been updated to reflect the policies that have installed any such devices have to adhere to.</p>	<p>In the event that future evidence is identified to support mandatory installation of CCTV, the situation will be reconsidered. This point will be kept under review.</p>
<p>Basic DBS for Vehicle Applicants If the applicant is a hire company, then the basic DBS will be required for all Directors/Partners</p>	<p>Basic DBS Checks are obtained directly by the applicant from the DBS service. Whilst this will not affect existing drivers, it will affect hire companies who provide vehicles to drivers for accident cover etc.</p>	<p>For implementation within financial year 2022/23.  Correspondence to be issued to all existing and known licence applicants within</p>

		<p>6 weeks of implementation date to inform them of this change which will be effective within 12 weeks of the date of the letter.</p> <p>The change be applied with immediate effect to all new licence applications, subject to VERSO online application changes being made.</p>
<p>Vehicle Licence Applications The maximum period that a vehicle licence can be issued for is 12 months and Sandwell currently offers a 4 month vehicle licence.</p>	<p>Whilst no comments were made with regard to issuing vehicle licences for 12 months and the majority of responders were in support of this change, there are a number of applicants that apply for a 4 month licence that would need to be made aware of this proposed change and the subsequent vehicle testing schedule.</p>	<p>For implementation within financial year 2022/23.</p> <p>The change will be applied with immediate effect to all new licence applications, subject to changes being implemented on the VERSO online application.</p> <p>Existing licence holders will be required to move onto a 12</p>

		<p>month licence at the point of renewal of their current licence. This will also be subject to VERSO changes being made.</p>
<p>Complaints about Licence Holders To display a sign in a prominent position inside the vehicle informing passengers how and who to make a complaint to</p>	<p>This is a new requirement and signs will need to be posted to all current licence holders to be displayed in their vehicles.</p>	<p>For implementation within financial year 2022/23.</p> <p>Work to commence on production of signage and written correspondence immediately after implementation of the Policy. All existing licence holders to have received correspondence within 3 months of the implementation date informing them of the need to display the sign upon receipt.</p> <p>This element of policy will be enforced from the 01.08.22.</p>
<p>Private Hire Operator – Ex Offender Policy</p>	<p>Whilst some of the larger operators may</p>	<p>For implementation</p>

<p>All Private Hire Operators will be required to produce a policy on employing ex-offenders which will need to be supplied to the authority and then with each subsequent renewal application</p>	<p>already have a policy, it is not expected that the smaller organisations will, so this may take them several weeks to prepare.</p>	<p>within financial year 2022/23.</p> <p>Work will commence immediately after implementation of the Policy to correspond with existing licence holders requesting the supply of their policies within 4 months of the date of the correspondence.</p>
<p>Private Hire Operator – Staff Register The Private Hire Operator will be required to keep a register of all staff that have the responsibility to take bookings and dispatch vehicles which is to be made available to authorised officer when requested to do so. They will also have to provide evidence that they have had sight of a recent DBS for their staff so that they meet the Ex Offender Policy listed above</p>	<p>As the operator will have to obtain basic DBS checks for staff both taking bookings and dispatching vehicles, any negative DBS results will have to be considered in line with their offenders policy.</p>	<p>This requirement is linked to the above policy being prepared and submitted to the licensing authority. Correspondence will also include this point and the same deadline will be given.</p>
<p>NR3 Register, the national register for drivers who have had their licences either refused or revoked. The retention policy for the platform that hosts the information is 25 years</p>	<p>If the committee are in support of this change, the legal agreement will need to be signed by the Authority’s Monitoring Officer and a decision made on how far back the Licensing</p>	<p>It is proposed that Sandwell provides a data extract for upload to NR3 in line with current data retention policy.</p>

<p>but it is up to each Local Authority to decide how far back they wish to go when uploading information. The Authority must also have a policy on disclosing information to another authority and what it will do with the information disclosed to them. The register contains the following information only</p> <ul style="list-style-type: none"> <li>• Name</li> <li>• Date of Birth</li> <li>• Address and contact details</li> <li>• National Insurance Number</li> <li>• Decision Taken (Refuse or Revoke only)</li> <li>• Date of Decision</li> <li>• Date decision effective</li> </ul>	<p>Authority should go in supplying information retrospectively. Advice has been sought on the adoption with the Information governance team. Previous licence holders will need to be written to and notified that their names will be added to the register in the event that information of refusals and revocations is backdated. The draft data sharing policy be considered by Cabinet.</p>	<p>Implement during financial year 2022/23 commencing the work immediately after implementation of the Policy</p>
<p><b>Introduction of an English Qualification</b> It is suggested that all drivers are required to take and pass the same English Qualification. This will be applied to all new applicants and existing licence holders.</p>	<p>Depending on the cost of the course to be provided, it may be necessary for a procurement exercise to be undertaken before this requirement can be introduced. It is suggested that once the course is agreed, that existing drivers be given one year from the date of introduction to complete and pass the course and in the event that they fail to complete the course within the</p>	<p>For implementation within financial year 2022/23.</p> <p>Work will commence immediately after implementation of the Policy to identify preferred providers.</p>

	required timescale, that their licence be suspended until such time as the course is passed.	
Drug Testing	This is a new requirement and enquiries are being undertaken regarding organisations that can undertake such tests. The decision to require a test will rest with the Licensing Committee together with the frequency of testing.	For implementation within financial year 2022/23.  Subject to preferred providers being identified.