

OVERVIEW & SCRUTINY COMMITTEE – 4 JULY 2018

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TAXI STRATEGY 2017 – 2020

Link to strategy <https://www.nottinghamcity.gov.uk/media/456172/taxi-strategy-feb17.pdf>

The taxi strategy came together in 2017 following concerns relating to a number of matters from the state of the hackney carriage vehicles and service provision, safeguarding matters following the Rotherham child abuse scandal where taxis were implicated, control of the city centre particularly in the evening, cross border transition of vehicles and last but not least the government mandate on pollution levels.

It was decided that a strategy was required to guide the way forward with distinct aims and deliverables to ensure a continued rate of progress and improvement.

Aim:

- Achievable 5 year action plan for the trades to help achieve high quality operations

Deliverables:

- Improving customer care experience of drivers and services offered by the trade
- Work with neighbouring districts to develop a coherent taxi licensing and enforcement policy
- Creation of a city centre taxi zone
- Clean fleet
- Driver Improvement Penalty Points Scheme (DIPPS)
- Introduction of an improved fit and proper person test
- Safeguarding
- Technology

Not only was work progressing internally but external partners needed to be included in the planning to ensure buy in and smooth transition in many areas. Partners included internal colleagues from Transport and Community Protection Compliance and Enforcement Officers.

External partners included both private hire and hackney carriage trade bodies, Energy Savings Trust (bid for infrastructure funding) and manufacturers particularly those making electric vehicles.

Progress:

- AGE & EMISSIONS – today's subject point
New age policy introduced, ensuring a smooth transition to the latest vehicles, including electric versions, by 2020 with full transition to electric only by 2030.

- **ENFORCEMENT**
Taxi licensing and enforcement policy developed and approved by 7 out of 8 local councils resulting in Officers from each borough being able to enforce and engage with drivers from outside their own area. Multi council enforcement operations have taken place with local Councils and West Midlands
- **SAFEGUARDING**
All existing drivers trained in safeguarding. Mandatory inclusion for all new applicants
- **TECHNOLOGY**
Work taken place with an app company whose remit was for London to give Hackney Carriage Drivers access to increase their customer base
- **COMMERCIAL BRANDING – HACKNEYS**
Advertising policy amended to allow Hackneys to use more space on their vehicle for advertising to raise revenue
- **DRIVER IMPROVEMENT PENALTY POINT SCHEME (DIPPs)**
Scheme implemented 1/4/17 with 559 notices being issued to date of which 16 drivers have had licence reviews with various sanctions from warning to suspension.

Moving forward:

- **CREATION OF TAXI & PRIVATE HIRE LICENSING POLICY**
To include review of all licensing conditions to ensure robustness
- **CUSTOMER SERVICES**
To include customer services training as standard
- **TAXI LEGISLATION**
Continue to work with Government to pave the way for full legislative change