

Appendix B - Delivery plan

No.	Action	Responsible Person	Target Completion Date
1	Improve the prominence of information on the Tandridge D.C. website on how to make a complaint in relation to taxis.	Licensing officer	1 month
2	'Ways to make complaint to the authority' to be displayed in licensed private hire vehicles.	Licensing officer	3 months
3	Identify and liaise with key stakeholders on areas of taxi licensing policy that may benefit from review (e.g. the licensing of electric vehicles, access to taxis by wheelchair users)	Senior licensing officer	3 months
4	Implement the new shared database for Environmental Health and Licensing to allow for the analysis of trends across all licensees as well as complaints against individual licensees.	Env Health & Licensing team leader	6 months
5	Review of delegations so that the Executive Head with responsibility for Environmental Health and Licensing is authorised to immediately revoke a licence when it is necessary to do so on the grounds of public safety.	Senior licensing officer	6 months
6	<p>Draft revised Hackney Carriage and Private Hire Licensing Policy, to incorporate the following recommendation from the Statutory Standards;-</p> <ul style="list-style-type: none"> • Licence holders should be required to notify the issuing authority within 48 hours of an arrest and release, charge or conviction of any sexual offence, any offence involving dishonesty or violence and any motoring offence. • 'The Surrey Wide Convictions Policy' adopted by TDC be revised to incorporate the recommendations shown in Appendix to the Statutory Standards on the assessment of previous convictions. • Mandatory training in county lines exploitation for all licensed drivers, including those who have already completed the safeguarding awareness training. • The test of a driver's proficiency to include an oral language skills assessment. • Annual criminality checks for vehicle proprietors. 	Senior licensing officer	6 months

	<ul style="list-style-type: none"> • An assessment as to whether there are local circumstances which indicate that the installation of CCTV in vehicles would have either a positive or an adverse net effect on the safety of taxi and private hire vehicle users. • Annual criminality checks (basic DBS) for private hire vehicle operators • Private hire vehicle operators to provide a register of booking and dispatch staff, and evidence that they have had sight of a Basic DBS check on all individuals listed on their register, and to ensure that Basic DBS checks are conducted on any individuals added to the register and that this is compatible with their policy on employing ex-offenders. • Amend the requirements for record keeping for private hire vehicle operators to align them with the Statutory Standards. 		
7	Seek approval from the Community Services Committee to consult on the draft Hackney Carriage and Private Hire Licensing Policy.	Senior licensing officer	6 months
8	12 week public consultation on proposed changes to licensing rules	Senior licensing officer	9 months
9	Seek approval from the Community Services Committee for the adoption of the revised Hackney Carriage and Private Hire Licensing Policy	Senior licensing officer	9 months
10	Publication of scheme of delegation that clearly authorises officers to suspend hackney carriage and private hire licences.	Senior licensing officer	9 months
11	Training for members of the Regulatory Sub-Committee on licensing procedures, natural justice, understanding the risks of CSAE, disability and equality awareness and the making of difficult and potentially controversial decisions.	Senior licensing officer	12 months
12	Review of the licences already issued that may be effected by any changes in licensing requirements as a result of policy review.	Licensing officer	12 months
13	Undertake further reviews of Hackney Carriage and Private Hire Licensing Policy	Senior licensing officer	At least every 5 years