

Councillors Written Questions and the Responses

Full Council – 15 December 2021

(Questions in *italics and Answers in RED*)

Questions to Councillor Jhans (Cabinet Member for Environmental Services and Sustainability) from Councillor Crow

The Council will shortly be going out to public consultation on its draft Hackney Carriage and Private Hire Licensing Policy, which includes strengthening the code of conduct for drivers. In order to help gauge how the existing policy on the code of conduct is working:

- 1. During this council year so far, how many CBC licensed taxi drivers have been investigated by the Council for potential breeches of the Council's Taxi Licensing code of conduct?*
- 2. Of these if any, how many are resolved and how many are still being investigated?*
- 3. Of any resolved, what has been the outcome of those investigations?*

Response

The Hackney Carriage and Private Hire Licensing Policy (Draft) was released for consultation on Monday 13 December and concludes on 17 January 2022. All of the Trade will be written to, with the main Associations also emailed.

- 1. During this council year so far, how many CBC licensed taxi drivers have been investigated by the Council for potential breeches of the Council's Taxi Licensing code of conduct?*

01/04/2021 to date, there have been 52 complaints received in total.

43 related to individual drivers and the remaining 9 were in relation to Operators or vehicles associated with the same.

19 of the matters have been taken forward as formal matters requiring further intervention.

- 2. Of these if any, how many are resolved and how many are still being investigated?*

Of the 19 cases, 9 have been resolved.

10 cases are still being investigated in order of risk and priority.

- 3. Of any resolved, what has been the outcome of those investigations?*

There have been five licence revocations (one "immediate") *

* All five licence revocations have been appealed at the Magistrates Court and awaiting court dates. In such cases the licensed driver with the immediate revocation

cannot work as a licensed driver pending the outcome of the Magistrates Court hearing. The other four licensed drivers can work as licensed drivers pending the outcome of the Magistrates Court hearing.

There has been one refusal to renew a licence.

13 cases were issued either a warning letter or Penalty Points as per the Policy. Penalty Points remain on an individual's record for 12 months and drivers are actively monitored.

Additional information

Six licences have been revoked on medical grounds with immediate effect. This is outside of the information outlined above.