



REPORT OF THE DIRECTOR OF RESILIENT COMMUNITIES

LICENSING AND SAFETY COMMITTEE

22 FEBRUARY 2023

UPDATE FOLLOWING PART OF THE LICENSING TEAMS RE-LOCATION TO THE COUNCILS DEPOT

1.0 Summary of Report

To update members on the part re-location of the licensing service to the council's depot.

2.0 Recommendation

- 2.1 To note that part of the Licensing service will continue to work from the council's depot in providing a more efficient service.
- 2.2 To support the continued liaison with the trade reps from Hackney Carriage Association and Private Hire Association to help promote the change further.

3.0 Background

- 3.1 On 1 November 2022, part of taxi licensing relocated at the Council's depot on Pelsall Road, Brownhills. The decision was made to make the service more efficient, improve customer experience and to work closely with the garage.
- 3.2 The decision was welcomed by the trade, and positive feedback has been received. Where previously to licence a plate a proprietor would have to attend the depot for an MOT and then book an appointment then to pick up a plate from the civic centre, this can all be done in one visit.
- 3.3 As part of this change, Licensing Officers now also are able to assist on replacement identifications, and where vehicles are failing for identification, they can drop into the office across from the garage to pick up identification in order for their vehicle to meet compliance.
- 3.4 This has also helped improve communication between the garage and the licensing service.
- 3.5 Additional newsletters, with messages about the move will be circulated to the licensed trade again to help promote the change and to ensure the trade are aware of the current process.

4.0 Resource Considerations

4.1 **Financial:** Cost of implementing the changes have been met from the current budget.

4.2 **Legal:** No legal matters, as this is an operational change and has not placed any additional burden on the customer.

5.0 Staffing issues:

To ensure continuation of the service, a process has been implemented which will make sure that there are officers available at the depot to meet the requirements and needs of the service.

6.0 Citizen Impact

None

7.0 Community Safety

The Licensing Authority works closely with safeguarding partnership to ensure public safety is paramount and where anything is brought to the attention of the licensing authority, we will look to investigate on the matter and follow protocols.

8.0 Environmental Impact

The revised service has had a positive effect on the environment, where the number of licensed vehicles attending the town centre has dropped.

9.1 Performance and Risk Management Issues

Decisions by the committee must be compliant with all relevant legislation and ensure fairness in its processes otherwise there would be a risk of legal challenge or judicial review.

10.0 Equality Implications

Nothing arising from this report.

11.0 Consultation

None required. The licensing team continue to engage with the trade on changes to the service.

12.0 Contact Officer

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