

APPENDIX 2

Casey Report Findings	Birmingham Comparison	Action	Target Date
Rotherham's Licensing service was split between a Policy Team and an Enforcement Team using different databases. Complaints and information about drivers were not always recorded.	Birmingham Licensing service mirrors a similar split, however, we do not regard this to be a barrier to successful compliance or enforcement.	Staff training to ensure that the importance of record keeping is understood and that information is shared between teams.	31.03.2016
	Our procedures ensure that enforcement reports are discussed with Licensing Officers.		
	Birmingham has two databases that service the granting and administration of licences (SOPRA) and a separate enforcement database (M3).	A replacement system for SOPRA will be procured and installed.	01.06.2016
	Officers are reminded at team meetings to record all information. Our enforcement officers can all use SOPRA and place any warnings on the system if they need to alert Licensing Officers of investigations.		

APPENDIX 2

Casey Report Findings	Birmingham Comparison	Action	Target Date
A failure to make links between separate incidents or complaints about drivers where recurrent issues were identified.	Records are maintained of all complaints, intelligence and enforcement action against individual drivers and operators, whether substantiated or not, but low level infringements (e.g. not displaying operator signs) are dealt with at stop checks by way of verbal warnings coupled with on the spot rectification.	We will introduce a cumulative points system for drivers and operators to capture all infringements to help build a complete picture of individuals' behaviour and identify trends. The policy will incorporate trigger points for appropriate action to be taken, e.g. based on a set number of complaints being made within a fixed timescale.	30/06/2016
Lack of Policy: Rotherham's policies were found to be out of date.	Hackney Carriage/Private Hire policies / licence conditions have not been changed for a number of years, although they have been reviewed annually.	We have identified which policies / conditions require updating. A programme has been developed for certain key policies to be renewed, namely:	Date for revised policy / conditions to be presented to LPPC:
		Vehicle engine sizes	Mar-16
		Operator Conditions	Apr-16
		Vehicle Conditions	May-16
		Driver Conditions	Jun-16
		Hackney Carriage Bye-Laws	Jul-16

APPENDIX 2

Casey Report Findings	Birmingham Comparison	Action	Target Date
Inappropriate political intervention in officer decision making.	There have been occasions when elected members have attempted to influence licensing decisions at officer level (both taxi and non-taxi decisions). Normally they are councillors who do not sit on the Licensing and Public Protection Committee. Similar pressure is sometimes applied by councillors to other councillors sitting on Licensing sub-committees.	A separate report to the Licensing and Public Protection Committee proposes that greater decision making powers be delegated to officers with a view to replacing taxi/Private Hire licensing sub-committees with an officer panel for all cases apart from policy decisions.	Report to Licensing and Public Protection Committee May.
Complaints about drivers with school transport contracts were inadequately investigated.	Decisions to award contracts to drivers for school contracts are made by the City's Education Transport Team. Officers in that team and in Licensing have improved their liaison to improve the flow of communication. A formal document to outline each team's roles and responsibilities would be helpful.	To agree a Revised Memorandum of Understanding between Licensing and Education Transport to cover roles, responsibilities, communication etc.	Completed
Members of the Licensing Board did not receive sufficient bespoke training on dealing with taxi hearings. The number and nature of documents provided to members in advance of hearings were reduced.	Bespoke training was provided to the Licensing and Public Protection Committee last year on decision making and taxi hearings. Further training for this year's committee has been arranged on decision making. Specific taxi training will be arranged again unless the decision is made to replace Sub-Committee hearings with an officer panel. We have not shortened the reports that are presented to elected members.	Specific taxi licensing training to be organised by Legal Services for members. Legal Services to develop a protocol to require members to be trained before being allowed to sit on taxi hearings.	Completed

APPENDIX 2

Casey Report Findings	Birmingham Comparison	Action	Target Date
There was a strong link in Rotherham between CSE and men from the Pakistani Heritage Community. In Rotherham and other parts of the country taxi drivers have been identified as a common thread in connection with CSE.	In Birmingham the majority of hackney carriage and private hire drivers are from the Pakistani Heritage Community.	Require all current and future licensed hackney carriage drivers, private hire drivers and operators to attend a Safeguarding awareness course (taking account of CSE and all categories of vulnerable people, including intoxicated customers), which could be used to remind all of their licence conditions.	After June
The Casey Report found that officers lacked guidance on how to deal with complaints where the complainant would not report an incident to the police or where the police decided not to investigate or prosecute due to the criminal burden of proof.	Officers in Birmingham also lack such guidance, although we are clear that we do not apply the criminal burden of proof to these situations.	Officers to develop a framework for dealing with CSE and other complaints that have not been reported to the police or where the police have not prosecuted. To include guidance on the circumstances when suspension will apply and the level of evidence required. Such framework to incorporate grounds for decisions on when to immediately suspend or revoke licences.	31.12.15