

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. 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.	Achieved
	Birmingham has two databases that service the granting and administration of licences (SOPRA) and a separate enforcement database (M3).	Work is well underway to migrate all our licensing functions, including the grant, administration and enforcement of licences from SOPRA to M3. This will ensure that the same set of information is visible to all officers. The new M3 system will be operational by autumn 2016.	01.11.16
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.	Draft proposals have been prepared for 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. The system is dependent on the outcome of the review of driver and vehicle conditions, which are due to be presented to LPPC in October 2016.	01.02.17

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Lack of Policy: Rotherham's policies were found to be out of date.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:
		Operator Conditions	Reported to LPPC in April and July 2016. Public consultation from 25.07.16 to 04.09.16. Report to LPPC for final approval October 2016.
		Vehicle Conditions. A new combined set of conditions for vehicle owners and drivers were reported to LPPC in April 2016. Public consultation from 25.07.16 to 04.09.16. Report to LPPC for final approval October 2016.	Oct-16
		Driver Conditions. A new combined set of conditions for vehicle owners and drivers were reported to LPPC in April 2016. Public consultation from 25.07.16 to 04.09.16. Report to LPPC for final approval October 2016	Oct-16
		Hackney Carriage Bye-Laws	Work will start on reviewing these in December 2016 as soon as the vehicle, driver and operator conditions have been approved

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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.	In February 2016 LPPC considered a report on delegating powers to officers and whether decisions about hackney carriage and private hire matters should continue to be made by a Licensing Sub-Committee. It agreed to retain the role of Sub-Committees and to delegate to officers decisions involving late renewal of licences where the delay was on medical grounds and applications for driver licences from drivers from failed states. It was further agreed to introduce a code of conduct for members of the LPPC and to amend the Code of Conduct for all BCC Members to prevent any attempts at interference with the decision making process.	Report to LPPC September 2016 to agree code of conduct.
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

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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.	Sep-16
In Rotherham some hackney carriage and private hire drivers were directly involved in CSE offences, but equally, all hackney carriage and private hire drivers might witness circumstances connected to CSE in their day-to-day work.	Levels of direct involvement in CSE amongst Birmingham's licensed hackney carriage and private hire drivers and operators have been minimal to date, but drivers have a valuable role to play as the eyes and ears of the community and can report suspicious circumstances if they see them.	It was agreed in June 2016 by LPPC to 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).	Officers are negotiating with our current provider to deliver awareness training for all new applicants. Officers are talking to the Council's Youth Services team to consider whether it can deliver training to our existing licensed drivers
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.	Achieved

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		As a result of comments made by LPPC in January and meetings between Licensing and Children's Services it has been agreed that letters will be sent to every licensed premises in Birmingham to alert them to the signs and risks of CSE and how to respond to them.	Draft mailings are being finalised following discussions with the Regional CSE Coordinators to ensure the appropriateness of the message. Target send out September 2016