

GENERAL PURPOSES COMMITTEE

15 NOVEMBER 2018

UPDATE ON PERFORMANCE AND ENFORCEMENT MATTERS

1.0 Purpose of Report

1.1 To inform the Committee of the activity and performance of the Licensing Team and to provide Members with details of current ongoing enforcement issues.

2.0 Background

2.1 New applicants for a Hackney Carriage/Private Hire Drivers or Private Ambulance Drivers Licence have to undergo various checks. These include a: Disclosure and Barring check; DVLA check; two references are required; Group II medical; and knowledge & ability tests.

2.2 This report covers the period from 1 July to 30 September 2018 inclusive and sets out the range and number of licence applications during this period. It also highlights any activity required as a result of the applications.

Application Type	New Applications Received	Renewal of Applications Received	Number Issued	Comments
Hackney Carriage/ Private Hire Driver	5	18	25	
Ambulance Drivers	13	9	16	
Hackney Carriage Vehicles	3	8	11	
Private Hire Vehicles	1	5	6	

2.3 Street Collections

The table below sets out the numbers of collections undertaken within the reporting period of 1 July to 30 September 2018 and the charities supported. The organisations undertaking the collections are required to complete a return that sets out the 80% of the collection that is returned to the charity.

Charity	Location	Date	Total Amount Collected	% Returned to Charity
RSPCA	OLLERTON	14.07.18	Nil	
RNLI	SOUTHWELL	25.08.18	£539	100
CLIC SARGENT CANCER CARE FOR CHILDREN	SOUTHWELL	08.09.18	Nil	
NEWARK COMMUNITY FIRST AID	NEWARK	15.09.18	365.11	100
MACMILLAN CANCER SUPPORT	SOUTHWELL	22.09.18	£682	100

2.4 House to House Collections

The table below sets out the numbers of collections undertaken within the reporting period of 1 July to 30 September 2018 and the charities supported. The organisations undertaking the collections are required to complete a return that sets out the 80 % of the collection that is returned to the charity.

Charity	Date	Total Amount Collected	% Returned to Charity
North of England Children's Cancer Research	July 2018	£103.89	82%
Coping with Cancer	July 2018	£131.74	81%
Coping with Cancer	August 2018	£143.52	80%
North of England Children's Cancer Research	August 2018	£104.17	80%
Be Child Cancer Aware	July 2018	£93	80%
Child and Teenage Cancer and Leukaemia Foundation	August 2018	£60	100%
Child and Teenage Cancer and Leukaemia Foundation	September 2018	£87	100%
North of England Children's Cancer Research	September 2018	£114.78	82%
Coping with Cancer North East	September 2018	£147.80	80%
Be Child Aware	September 2018	£69	70%

2.5 Enforcement Issues

Hackney Carriage/Private Hire Ongoing Enforcement Activity between 1 July 2018 to 30 September 2018

Location	Activity	Date Case Opened	Action Taken So Far
Worksop	HC displaying licence plate inside the vehicle.	02.07.18	LEO spoke to licence holder and the position of the plate has been moved.
Castle Gate Rank, Newark	HC driver e-mailed in asking for more enforcement of parking restrictions at Castle Gate Rank. He states that after 20:00 the rank is full of parked cars	09.07.18	Driver has been informed that Civil Enforcement Officers patrol the rank on a regular basis on evenings and weekends and that NSDC is looking to change the time of the rank.
Newark	HC driver reported that taxi firm operating in Newark without a licence. They can be found on Facebook.	12.07.18	LEO visited the property and could not gain access. He called the number and spoke to Mr Denistes who advised that the Facebook advert was just for friends. LEO advised that any paid for taxi service requires a licence with the local authority. Two weeks later, LEO spoke to Mr Denistes who confirmed that he had removed the Facebook page and LEO reiterated the need to be licensed.

Lincoln Street Rank, Newark	HC driver went to pick-up point at the station to collect a booking. One of the Station drivers came over to cab and started shouting at the driver and his passengers.	07.07.18	LEO has been monitoring the situation between the two ranks and spoke to the parties involved regarding their conduct.
Lincoln Street Rank, Newark	1 HC inspection	07.08.18	All in order
North Gate Station, Newark	Complaint from Z cars PH driver who had a pre-booked fare from the station from a customer with walking difficulties. A station driver registered with NSDC confronted him and told him he was not allowed on to station land as it is only for station taxis.	11.08.18	LEO spoke to driver at the Station and reminded him of his conduct and to note any problems on the rank and refer it to LEO rather than deal with it himself.
Station Rank, Newark	Complaint that taxi's on station rank are refusing local fares and passing them to the Lincoln street rank. Telling customers that they are only there to take people to music festival	23.08.18	LEO spoke to complainant and it is a hearsay complaint.
Newton Street, Newark	Complainant was charged £35 for a 1.7 mile journey (the meter showed £5) because the taxi had come from Nottingham. It was not clear when the complainant booked that this was the case and it would attract a higher fee.	28.08.18	LEO contacted Z Cars regarding the payment and was told that the booking was made through the Nottingham company and not the Newark company and the booking was made using an automated service which meant that no member of staff was aware of the booking as it was an automatic dispatch.
North Gate Station, Newark	Complainant arrived at North Gate Station and there were no taxis on the station rank so she waved to	17.08.18	LEO spoke to complainant and advised that the taxi driver was correct and he could not pick her up from the Station Rank but she could have gone to the

	a taxi on Lincoln Street to come around and pick her up and he said it could not take her from the station rank.		Lincoln Street rank and he would have taken her. The complainant was very rude to the LEO and hung up.
Newark	Complaint that Z cars Newark are operating licensed vehicles from Nottingham, Wakefield, Birmingham. The drivers have no local knowledge and they are late and very expensive. The complainant gave example of booking a cab with Z Cars Newark for 08:50 on the 11/9/2018 for an appointment at 09:30, a 15 minute journey from his home. After 4 calls and rude operators they turned up at 09:30 with no apology.	17.09.18	LEO passed the e-mail complaint through to Z Cars Newark and advised the complainant.

3.0 **RECOMMENDATION**

That the Committee consider the contents of the report and identifies any issues it wishes to examine further.

For further information please contact Nicola Kellas on extension 5894

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