

## MTCBC SAFEGUARDING REVIEW COMBINED SELF ASSESSMENT – QUESTION 4

<b>QUESTION 4: DOES THE COUNCIL TAKE SUFFICIENT STEPS TO ENSURE ONLY FIT AND PROPER PERSONS ARE PERMITTED TO HOLD A TAXI LICENCE?</b>						
<b>OUTCOME STATEMENT</b>		<b>REASONS FOR LEVEL IDENTIFIED</b>			<b>EVIDENCE</b>	<b>AREAS FOR DEVELOPMENT</b>
		<b>LD</b>	<b>AUDIT</b>			
4.1	The safety of the public is the uppermost concern of the licensing and enforcement department	3		Conditions Convictions Policy Strong governance	Conditions, Convictions Policy	Update policies and procedures
4.2	There are up to date and relevant policies and procedures in place that underpin the work of the department	3		As above. Need for updating to meet policy and legislative change	As above. Minutes of monthly team meetings	As above
4.3	When granting licences one conviction of indecency is enough to prevent a licence being granted	4		All Wales Convictions Policy provides guidance to members. Each case is decided on merit. Only allows one indecency offence.	All Wales policy	None
4.4	The department records and investigates complaints about the conduct of drivers/operators	3		Clear instructions in place for staff to populate database.	LALPAC system	Guidance for staff would be beneficial in determining non-conviction incidents

	appropriately					
4.5	There is a clear procedure in place for investigating complaints and this is used effectively	2		Formal policy not yet in place Current complaints recorded against driver/vehicle	Draft policy	Complaints procedure Guidance for officers
4.6	There is a threshold of evidence in place to consider suspension and revocation of licences and this is set at an appropriate level	3		This is done but there is no written guidance in place	Information recorded against driver	Written framework required
4.7	Complaints are considered when licences come up for renewal	4		Complaints dealt with at the time they are received and not at time of renewal	Complaints	
4.8	Data on drivers' performance and conduct is collected, with trends identified and track record data made available	2		Complaints are recorded Trends are not identified	Complaints	Improved reporting mechanisms required