

**Committee:** Licensing and Environmental Health Committee

**Date:**  
6/1/22

**Title:** Tender of Taxi Plus to carry out  
Driving licence checks and  
Enhanced DBS with Multi-check

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## Summary

The purpose of this report is to inform Members of the Licensing and Environmental Health Committee that the licensing team will be moving to a new preferred service provider to carry out

- Enhanced DBS checks
- Driver Licence checks
- Multichecks of drivers DBS on the update service (phased in all drivers from March 2021)

That company is Taxi Plus [Taxi Licensing Services | TaxiPlus](#)

## Financial Implications

There are no cost implications to the Council in agreeing to this. All fees and charges have been incorporated into the proposed fees for 2022- 23

## Background Papers

1. The following papers were referred to by the author in the preparation of this report and are available for inspection.

**Appendix A – Current Taxi and Private Hire Policy**

**Appendix B – DBS Multicheck**

**Appendix C – DfT Standards**

## Impact

|                                 |   |
|---------------------------------|---|
| Communication/Consultation      | This report is intended to assist members understand the process changes being implemented by officers. |
| Community Safety                | This change is intended to increase public safety and ensure policy is followed                         |
| Equalities                      | N/A   |
| Health and Safety               | N/A   |
| Human Rights/Legal Implications | Once voted this document will become live and implemented across the council.                           |
| Sustainability                  | N/A   |
| Ward-specific impacts           | N/A   |
| Workforce/Workplace             | N/A   |

## Situation

- 1 All drivers are subject to several compliance checks to determine if they are fit and proper. Two of these are
  - DVLA Driving Licence check
  - Enhanced DBS that checks both bared list (child and adult)
- 2 An enhanced DBS is needed at initial licence by all drivers. Drivers are not mandated to use our provider, and use other providers. The current enhanced DBS provider that UDC use does not offer a streamlined service. Issues exist with the current provider, such as the licensing team not being notified when drivers complete their part of the application. The payment is outside the scope of the software and drivers pay UDC separately for the cost @ £50.07
- 3 The licensing Committee have previously elected that all drivers must sign up to the update service. This was implemented in March 2021. Once a driver signs up to the update service, they are on it for life and they should not need to carry out an initial enhanced DBS check again, unless a change occurs to their DBS or they fail to make a payment. Once a driver is on the update service the council can check their DBS periodically to see if it has changed using Multi Check. Our preference was to outsource this requirement with the

enhanced DBS, so a company is needed to fulfil this activity – see Appendix B

- 4 The DVLA driving licence check service that the council uses is not streamlined and there are providers who do provide better service. However once signed up the council get regular periodic updates on drivers' points, licence expiry, address changes etc. There are clear safety benefits of signing up to such a service rather than one check at the start of an issued Taxi or PHV licence. The cost for our current provider for this service is currently incorporated within the drivers Taxi and PHV licence and is £3.50 x 3 years = £10.50
- 5 The licensing Team have now selected one company to provide a streamlined services to UDC and the Trade. They will provide access to UDC staff to their systems - Taxi Plus. Taxi Plus are successfully used by councils around the UK. This will be implemented in April 2022 following an appropriate procurement process. They will then:
  1. Carry out all DBS Multi checks going forward on all drivers (who have so far signed up to the update service) – cost of £6/year i.e. £18 incorporated in the 3 year driver licence
  2. If required, carry out enhanced DBS on drivers on behalf of the council. Payment direct to Taxi Plus at £54.00.
  3. Carry out live driving licence check for the duration of the 3-year drivers' licence. Payment direct to Taxi Plus at £12 + VAT
- 6 The above costs have either been incorporated or removed into the annual fees that you see before you this evening.

## Risk Analysis

| Risk  | Likelihood   | Impact   | Mitigating actions                                 |
|---|--|--|--|
| 2 = Some risk or impact – action may be necessary.                | 2 = Some risk or impact – action may be necessary.   | 2 = Some risk or impact – action may be necessary.                                       | 2 = Some risk or impact – action may be necessary. |
| There is a need for the council to ensure its policy if followed. | The council may be subject of legal activity such as a Judicial review if their policies are | There is no risk other than through a legal challenge if we have clear policies in place | Clarity by members is required at this point.      |

|  |                             |  |  |
|--|-----------------------------|--|--|
|  | not clear and proportionate |  |  |
|--|-----------------------------|--|--|

- 1 = Little or no risk or impact
- 2 = Some risk or impact – action may be necessary.
- 3 = Significant risk or impact – action required
- 4 = Near certainty of risk occurring, catastrophic effect or failure of project.