

Fit for the Future - Update

	Recommendation	Progress – Oct 2024
1.	Ensure front end information and guidance is clear, concise and up to date (website/links to signpost etc)	Engaged with Communications regarding the Licensing pages of the Council website.
2.	Digitalise all Taxi Application via Granicus system, integrate with payment system and if possible, licensing software	Taxi/PH licensing prioritised - 11 Digital Forms created, tested with the licensed trade and ready to launch.
3.	Alongside the development of digital forms, develop a channel shift comms campaign to create momentum	Licence Renewals (existing licence holders) will receive assistance from user guides and drop-in sessions with Licensing Team. Engaged with Communications to develop a “Same Time, Do it Online” campaign for taxi drivers.
4.	Undertake a specific review of guidance information to ensure it is clear and easy to navigate & understand	Underway as part of the digital application guidance notes, user guides and webpages.
5.	Complete process & workflow mapping with a view to creating Granicus Form(s) for the TEN application process, integrated with licensing and payment systems	Personal Licence/TEN mapping and forms complete, working to complete other apps as/when service allows.
6.	Complete process & workflow mapping with a view to creating Granicus Form(s) for the Premises application process, integrated with licensing and payment systems	Personal Licence/TEN mapping and forms complete, working to complete other apps as/when service allows.
7.	Review and streamline driver new driver application criteria	Complete
8.	Investigate options to upgrade or improve the existing LALPAC to integrate fully with digital processes.	Idox (current provider) approached for capabilities/quotes.
9.	The Council should review the potential systems and potential cost versus benefits of procuring a new system	Discussions ongoing with other platform providers, quotes obtained.
10.	Consider Call Handling	Final Stage in process
11.	Proactive engagement with the licensed trade regarding renewal applications	Full engagement from trade, well attended drop-in sessions/feedback has driven updates and amendments
12.	Contract out the DBS and update service	Complete
13.	Review need for driver training course	Complete
14.	Commercial Services – Licensing Direct/Personal Licence Training	Ongoing – Offering where possible/required, but not actively promoting the services