

Joint Operating Framework for Transporting Children/Adults with Care and Support Needs and Taxi Licensing in Oxfordshire

Countywide

Ref	Measure	Target	Notes	Q1	Q2	Q3	Q4	Comments
				Apr - Jun	Jul - Sep	Oct - Dec	Jan - Mar	
1	Number of licenced taxi drivers	monitor only	Figure at the end of the quarter		217			
	Number of complaints received	monitor only	Calculated	0	2	0	0	
2	* substantiated complaints received	Reduce by 25% from 120 to 90	Number received in quarter		1			Assault allegation-ongoing - overcharging allegation - dismissed
	* unsubstantiated complaints received	monitor only	Number received in quarter		1			
3	Number of referrals made to MASH or LADO for children or adult safeguarding for adults relating to concerns about a driver	monitor only	Number received in quarter		0			
4	Number of drivers who have received the appropriate safeguarding training (either e-training or course attendance) in the last 3 years	100%	All current licenced drivers trained in the last 3 years		0			Report going to Committee Dec'16 to adopt as mandatory training
	Proportion of all licensed drivers who have been trained in the last 3 years		Calculated	#DIV/0!	0%	#DIV/0!	#DIV/0!	
5	Number of driver specific enforcement actions taken	monitor only	Calculated. Driver specific excludes notifications such as out of date first aid kit; bald tyres etc.	0	2	0	0	
	* declined/refused				0			
	* suspensions				1			failed medical - suspended until October
	* revoked				1			revocation for 12 Dvla points
	* other				0			
	* NFA				0			
6	Number of drivers revoked or refused on one areas applying elsewhere	monitor only			0			
	Information Sharing		Calculated	0	0	0	0	
7	* number of concerns raised by the transport hub shared with the licensing authority	Increase the number of times information is shared from a benchmark of 13 in 15/16 to 30			0			
	* number of concerns raised by the licensing authority shared with the transport hub				0			